rAVI rEDDY

 

469-963-2054 | mounesha.naga@agragatech.com

**PROFESSIONAL SUMMARY**

* Having 9+ years of experience in IT, Salesforce Certified Professional with 5+ years of experience in Salesforce.com and Force.com which involves configuration, customization, integration, communities and lightning migration from classic, lightning component development using lightning design system.
* 4 years of experience in Java/J2EE Developer role.
* Hands on administrative tasks like designing of Custom objects, Custom fields, and Role-based page layouts, Profiles, Users, Reports, Dashboards, Email services, Lookup and Master- Detail relationships, Permissions, Public Groups, Security Controls, and Shared Settings.
* Implement and configure Field Service Lightning (FSL), Lightning Flows.
* Expert in analyzing Business Requirement Document (BRD), Functional Specification Documents (FSD), gap analysis.
* Created multiple Lightning Components, added CSS and Design Parameters that make the Lightning component look and feel better.
* Use Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Sound experience in developing salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Implement Salesforce Lightning Web Components for small set of users within the organization.
* Adept at working on both lightning frameworks Aura and LWC.
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Create Lightning Components and use Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Integrate Sales force CPQ system with multiple CRMs like Salesforce and CRM On Demand.
* Support and improve sales cycles by implementing Salesforce CPQ solutions effectively.
* Involve in end-to-end QA and UAT testing and validation of Salesforce CPQ including Products, Pricing, Quoting etc.
* Customization of product by using Salesforce features like triggers, VF pages.
* Design, develop and implement solutions for the Salesforce CPQ system deployed on the Salesforce platform.
* Develop Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Salesforce CPQ Quote creation using API's, Apex, VF pages and trigger
* Highly proficient with Sales Cloud, Service Cloud, ServiceMax web service, Force.com Community Portal, Chatter, Knowledge One and App-exchange on Salesforce.
* Experience in Force.com, including Custom object creation, Apex Classes, Apex triggers, Process Builder, Flows, Visual Force pages, SOQL, Reports, Dashboards, etc.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets, Force.com Migration tool and Eclipse.
* Experience in Migrating data from legacy systems to Salesforce using Apex Data Loader.
* Sound experience in Version Control tools like GIT and Bitbucket for Source Code version management.
* Strong experience in Defect Life Cycle in QA.
* Good Experience/knowledge working on migration tools like Change Sets & Ant Migration Tool.
* Involve in design, development, test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
* Possess good knowledge of various methodologies like Waterfall and Agile.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce CRM** | Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap), Jitter bit, |
| **Force.com Tools** | Developer Console, Force.com IDE, Visual Studio. Force.com Explorer, Workbench, Data Loader, Eclipse. |
| **Web Technologies** | JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| **Versioning** | Git, SVN, Bit bucket |
| **Programming Languages** | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| **Web/Application Servers** | Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Linux 7.x/9.0, Unix. |

**WORK HISTORY**

Salesforce Lightning Developer Sep 2020 to Current

**Credit Acceptance, Michigan**

***Responsibilities:***

* Design and deploy Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Perform the role of SFDC Developer, Lightning Developer and interact with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Develop component using Lightning Aura Framework.
* Design and customize visual force pages using controller extensions, custom controllers and standard controllers.
* Develop multiple Lightning web components (LWC) regarding service case console page.
* Create multiple Lightning Web Components, add CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Create Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implement Salesforce Lightning web components (LWC) for small set of users within the organization, develop Lightning components and server-side controllers to meet the business requirements.
* Migrate existing Aura Components and Visual force page to lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, events.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and CPQ.
* Closely work with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Involve in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involve in Apttus Advanced Workflow Approvals.
* Execute workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Experience with CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Closely work with Salesforce.com consultants for implementing the business solutions for their client requirements, using CPQ within the exclusively developed framework.
* Develop and execute marketing campaigns using Marketing Cloud's Email Studio.
* Customize Marketing Cloud Objects and Scheduled and managed marketing email sends with Salesforce Marketing Cloud.
* Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Use SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Customize Contacts in Salesforce org to store relevant marketing data points.
* Generate discover reports and present campaign engagement statistics to business owners to direct future strategies and initiatives
* Create journeys and implement marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.

**Environment**: Force.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Triggers, Test Methods, Debugging, Web Services, JavaScript Remoting, Remote object, Angular JS, Escalation Rules, Assignment Rules, Record Types, Service Cloud, CRM

Salesforce Developer May 2019 to Aug 2020

**Valassis Communications, Michigan.**

***Responsibilities:***

* Developed several Apex Classes, Triggers, and Visual Force pages.
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Evaluated complete Readiness report provided by Salesforce and redid the work in Lightning Sandbox to ensure efficiency.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed applications visually using custom-built Lightning components.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the lightning framework.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Created permission sets and assigned users to applications, tabs/objects/fields/records, Apex Code, IP Access, login hours, and customization permissions based on profiles.
* Worked in Salesforce Sales Cloud configuration for sales process flow
* Configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Created CPQ process using CPQ and CL AppExchange tool in Quote.
* Created Community, Enabled Community Users, Profiles and Access
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented the web to lead functionality and setup the templates for the auto response emails.
* Enabled chatter feeds for sharing information within the Sales teams.
* Used field level security along with page layouts to manage access to certain fields.
* Responsible for monitoring Confidential usage, performing administrative tasks, ensuring Data Integrity, and working with commercial operations management to identify additional opportunities to productively integrate Confidential into ongoing business activities.
* Configured various Custom Reports for different user profiles based on the need in the organization.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), Lighting, LWC, Informatica Tool, Apex Data Loader, Security Controls, Google Chrome, Command Links, Workflow and Approvals, Custom Objects, Picklist Values, Sales Performance Lead Generation, Eclipse IDE Plug-in, Windows XP, HTML

Salesforce Developer Dec 2017 to Apr 2019

First Republic Bank, San Francisco, CA

***Responsibilities:***

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in Designing, Developing and Data Modeling of the application and ensured that they are within the Salesforce Governor Limits.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed and developed Visual Force pages based on the business requirements.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
* Developed SOQL query to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Created Custom objects, Custom Fields, Validation Rules and Formula Fields, as part of Administrative tasks.
* Wrote scripts to load Forecast Data fromSalesforce.com.
* Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning,
* Sales Forecasting, Opportunity Management, Lead Management and the Configure/Price/Quote (CPQ) processes.
* Analyzed Integration flow and helped developers in implementing Service Max App within the organization.
* Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields,
* Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Wrote Case Escalation Rules to escalate cases depending on timeframe and difficulty of case issues.
* Created and maintained the documentation for Design, Migration and Integration.
* Written SOQL, SOSL queries in Apex classes & Triggers with optimization and to avoid Governor Limitations while large data processing.

**Environment:** Salesforce CRM, Apex Language, Visualforce pages, Triggers, Batch, Schedule, Controllers, Web Services, Lightning Components, Salesforce1, Process Builder, Workflows, Approval Process, Sharing Rules, Reports, Dashboards, SSO, HTML, CSS, JavaScript, jQuery, Eclipse IDE, Data Loader, Force.com Ant Migration tool, Change Sets, Git.

Salesforce Developer Oct 2016 to Nov 2017

Boston Scientific, Marlborough, MA

Responsibilities:

* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Performed day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Created and Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Implemented APTTUS CLM and configured End to End system setup.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
* Developed prototypes on SFDC environment for Proof of Concept demo and for customer endorsement.
* Worked on customization of standard objects like Lead, Account, Contact and Opportunity.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Managed process improvement, automation and integration of this reporting tool and recommend modifications / improvements to different Marketing modules and processes.
* Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
* Created custom report types, custom reports and dashboards to meet the reporting requirements of the decision makers in the organization.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.

PennDOT - Harrisburg, PA.

Java/J2ee Senior Developer. Aug 2014 to Sep 2016

Responsibilities:

* Developed many JSP pages, used JavaScript for client side validation.
* MVC framework for developing J2EE based web application.
* Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer specifications, Development and Customization of the Application.
* Developed the User Interface Screens for presentation using AJAX, JSP and HTML.
* Created and maintained mapping files and transaction control in Hibernate.
* Used spring frame work AOP features and JDBC module features to the database for few applications. Also, used the Spring IOC feature to get hibernate session factory and resolve other bean dependencies.
* Developed the persistence layer using Hibernate Framework by configuring the mappings in hibernate mapping files and created DAO and PO.
* Used XML/XSLT for transforming common XML format and SAML for Single Sign-On.
* Designed configuration XML Schema for the application.
* Developed application service components and configured beans using Spring IOC, creation of Hibernate mapping files and generation of database schema.
* Created SOAP web services interface to Java-based runtime engine and accounts.

Environment: Java, Hibernate, spring (AOP, Dependency Injection), XML, Tortoise SVN, Spring MVC, J2EE, JUnit, Maven, Web Sphere, UML, SOA, SOAP, Log4J, Oracle, JavaScript, AJAX, JIRA and RAD.

Broadbridge, Edgewood, NY.

Java Developer. Oct 2012 to July 2014

Responsibilities:

* Designed UI screen with JSP, Struts tag library.
* Developed presentation tier using JSP, JavaScript, JQuery, HTML, and CSS for manipulating, validating, customizing, error messages to the User Interface.
* Involved in Coding JavaScript code for UI validation and worked on Struts validation frameworks.
* Involved in the development of both the back end and the front end of the application using Struts, Hibernate and Web Services.
* Implemented the Database queries using PL/SQL, Oracle.
* Developed web services using Apache Axis web service engine, used SOAP request response exchange pattern to exchange business XMLs.
* Responsible for Writing JSP for Online Quote for Insurance.
* Used Web Services for interacting with a remote client to access data.
* Fixed the bugs identified in test phase.
* Used Junit for testing Java classes.
* Used Ant building tool to build the application.

**Environment**: Java, J2EE, Spring, Hibernate, JSP, Oracle, JBoss, Ant, CSS, HTML5, Oracle10g, Eclipse, JavaScript, JQuery, Apache Axis, SOAP web services, SVN.

**CERTIFICATIONS**

* Certified Salesforce Platform Developer-1
* Certified Salesforce Administrator

**EDUCATION**

* Master’s in Business Administration 2010, University of Findlay, Ohio.