**Anji Reddy**

**Sr. Salesforce Developer**

**Employer Details:-**

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Certified Salesforce Platform Developer-I

Certified Salesforce Administrator

Certified Platform App Builder.

Certified Platform Sales cloud consultant.

Certifications can be verified on (**https://trailblazer.me/id/avempati**)

**Summary:**

* 6+ years of **Salesforce platform** with Excellent knowledge of **CRM** **business processes** involving Campaign management, Lead management, Account management, Case management, Quote, and Forecasting.
* Experience with Salesforce.com **Sales Cloud, Service cloud, Community and Force.com platform.**
* Regulated the Salesforce Security setup using **Profiles, Permission sets, OWD, Role Hierarchy, and Sharing Rules.**
* Expertise in developing custom code using **Apex classes, Controllers, Triggers, and Visual Force pages.**
* Advocated the usage of best practices in maintaining quality code coverage with **Salesforce Governor Limits and patterns.**
* Specialized in writing complex **SOQL, SOSL** queries across multiple objects within **SFDC** database.
* Worked in Configuration– **User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types** etc.
* Proficient in Data Migration from traditional applications to Salesforce using **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Have excellent knowledge in implementing **Batch Apex, Schedule Jobs and scheduling reports and dashboards.**
* Proven expertise in implementing many-to-many, look-up, and master-detail relationships and automating the business processes using **Approval processes, Process Builder, Workflows, Escalation Rules, and Auto-response rules.**
* Good Experience in working with **External Object** (Lightning Connect) using **OData 4.0**.
* Good at Asynchronous apex using **Future** & **Queueable Apex**.
* worked on build release model following **Agile Implementation methodology.**
* Experience in working with **GIT** as versioning control tools.
* Working knowledge of various phases of **SDLC** involving Requirement Gathering, Analysis, Design, Implementation, Deployment, Testing, and Maintenance. Well versed with various design patterns and their implementations.
* Effectively implemented the development process of a software application using **Java, HTML, CSS, JavaScript, XML, jQuery, AJAX.**
* Experience of working by integrating web service callouts using the **SOAP & REST API.**
* Strong Knowledge in **App Exchange** Applications and integrating with Third Party Applications.
* Experience in **Lightning app builder and Lightning experience**.
* Excellent communication and interpersonal skills, with a self-motivated attitude, adapting to various work cultures with ease.
* Highly dedicated, quick starter, solution-driven pattern programmer, Strong in **Object Oriented Analysis and Design**, Excellent at solving complex problems under strict deadlines.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, Apex Web services, SOQL, SOSL, S-Control, Sales and service cloud, Integration, Migration, Batch Jobs, Static resources, Workflow & Approvals, flows, Reports, Dashboards, Standard and Custom Objects, Custom Tabs, Schema Builder, Process Builder, App Exchange. |
| **Salesforce tools and integration tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Developer console, Apex Data Loader,  Force.com Platform (Sandbox and Production) |
| **Programming Languages** | Apex, Java |
| **Web Technologies** | HTML, CSS, XML, JavaScript, jQuery, AJAX, JSON, REST, SOAP, visual force. |
| **Operating systems** | Microsoft Windows, Linux, Unix. |
| **Database** | SQL server 2008, MS Access |
| **SDLC methodologies** | Waterfall model, V-model, Agile Scrum. |
| **Other tools** | Apex Data Loader, Workbench, Force.com explorer. |

**Professional Experience:**

**Client: Deloitte Consulting LLP, Gilbert, AZ**

**Role: Salesforce Solution Analyst Duration: July 2020 – Present**

**Roles and Responsibilities:**

* Working with **service** **cloud** platform.
* creating cases and add attachments to a case. Also, Experience on case management.
* Creating **Knowledge articles**. Working on **reports** and **dashboards**.
* Escalating **cases** when necessary.
* Creating Lightning Flows to get the salesforce records and update the records.
* Creating **Email** **alerts** and **email** **templates**.
* Developing custom code using **Apex classes**, **Controllers, Handlers, Triggers**.
* Following the best practices in maintaining quality code coverage with **Salesforce Governor Limits and patterns.**
* Working with Workbench tool – importing and exporting data, testing, and troubleshooting the Force.com APIs.
* Querying Production data as stakeholders requested.
* Creating **community** **pages** to apply.
* Creating Lightning UI framework using both **Aura** and **LWC**.
* Designing and developing **workflow rules, validation rules,** and **customizations** within Sales force.
* Creating **Page Layouts, Tabs, Custom fields, Custom objects, Record Types** etc.
* Writing complex **SOQL, SOSL queries** across multiple objects within **SFDC** **database**.
* Writing Asynchronous apex using **Future & Queueable Apex**.
* Experience on **Unit** and **UAT Testing**.

**Client: American Express  Location: Phoenix, AZ**

**Role: Salesforce Engineer Duration: Feb 2019 – June 2020**

**Roles and Responsibilities:**

* As part of the project we’re integrating with numerous upstream systems to fetch the data to be processed in Salesforce, we also integrating with multiple downstream internal system to push the data being processed.
* As a developer I constantly work with my team to create **lightning UI, crate APEX classes, refactor legacy apex classes and triggers.**
* Creating Lightning UI framework using both **Aura** and **LWC** for our internal users as well as for Portal Users.
* We also take care of the **unit** and **apex** **testing** on our own.
* As Part of the team I regularly attend Story and Feature refinement sessions, Stakeholder Demo and other periodic meetings with business people.
* I am working with development, **integration** **testing**, **data** **migration** and classic to Lightning migration.
* As part of a team I am Participating in **code** **review** sessions.
* Working with Salesforce.com Sales Cloud, Service cloud, Community and Force.com platform.
* Regulating the Salesforce **Security** **setup** using **Profiles, Permission sets, OWD, Role Hierarchy, and Sharing Rules.**
* Developing custom code using **Apex classes, Controllers, Handlers, Triggers, and Visual Force pages.**
* Following the best practices in maintaining quality code coverage with **Salesforce Governor Limits and patterns.**
* Writing complex **SOQL, SOSL queries** across multiple objects within **SFDC** **database**.
* Worked on Configuration– **User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types** etc.
* Worked with Workbench tool – importing and exporting data, testing, and troubleshooting the Force.com APIs.
* Worked with Force.com Plug-in and **IntelliJ** **IDE** for writing business logic in **Apex programming** language and building **Lightning Web Components**.
* Implementing **Batch** **Apex**, **Schedule** **Jobs** handle /resubmit failed records.
* Deployed code using Sandbox to production using change sets along with Jenkins.
* Implemented **many-to-many, look-up, and master-detail** relationships and automating the business processes using **Approval processes, Workflows, Escalation Rules, and Auto-response rules.**
* Worked with **External** **Object** (Custom) Data Source Connection class and providers.
* Experience on creating Process Builder and Visual Flows to send notifications while doing approval process.
* Wrote **Asynchronous** **apex** using **Future** & **Queueable** Apex.
* Wrote **Apex callout** classes to hit the API’s.
* Worked on build **release** **model** following **Agile** **Implementation** **methodology**.
* Used **GIT**, **source** **tree**, TFS as versioning control tools to push developed code into repository.
* Effectively implementing the Lighting Web Components using **HTML**, **CSS**, **JavaScript** and working on different JavaScript libraries.
* Integrated web service callouts using the **SOAP** & **REST** API.
* Integrated with Third Party Applications.
* Developed **Lightning** applications.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, Lightning, Aura Components, Salesforce Lightning Web Components, HTML, JavaScript, SOQL, SOSL, REST, SOAP, Apex Triggers, Web Services, Sandbox data loading, IntelliJ IDE Plug-in.

**Client: Voya Financial Location: Windsor, CT**

**Role: Salesforce Developer Duration: June 2018 – Jan 2019**

**Roles and Responsibilities:**

* Involved in writing/implementing **Batch Apex**, **Apex chaining** and **Schedulable interfaces**.
* Worked on POC for Salesforce Foundational application like Object analysis, Button overriding, Visualforce pages analysis, profiles and resolved the defects
* Created and validated **XML packages** and deployed
* Ability to write complex **SOQL, SOSL** queries across multiple objects within the SFDC database, Relationships and Lookups.
* Handling specific Salesforce duties as assigned by managers.
* Customizing the Salesforce platform to meet the company’s needs.
* Creating and modifying **reports** and **dashboards**.
* Putting together **Salesforce objects, fields, workflows, validation rules** and **profiles.**
* Managed salesforce applications user **profiles, Roles, Permissions, generating security tokens, validation rules.**
* Developed **workflow rules** and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented **object level, field-level** and **record level security** and managed roles, visibility settings.
* Customized page layouts for **Opportunity, Contacts, Leads,** and **Accounts** depending upon user roles, and groups.
* Created email templates in HTML and inbound emails using visual force for the clients and customers.
* Designed, developed, deployed **page layouts, components, custom objects, custom tabs, visual force pages** to reach the needs of organization.
* Knowledge on basic SQL-based system principles.
* Worked on implementing **REST API** and expose to external System.
* Implemented **Pick lists,** dependent pick lists, lookup, junction objects, Master details relationships, validation rules, formula fields and custom objects.
* Created various **reports** (summary, matrix, tabular, join) and report folders to assist managers to better utilize salesforce.
* Worked extensively on Apex for implementing **Apex Classes, Extension Classes** to support **Visualforce pages** development.
* Established ownership of existing accounts and merging duplicate records.
* Created various **dashboard** per requirement of the user and business need.
* Experience in installing and **configuring AppExchange apps.**

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Lightning, Aura Components, Salesforce Lightning (design, components & app builder), HTML, JavaScript, SOQL, SOSL, REST, SOAP, Apex Triggers, Web Services, Sandbox data loading, Eclipse IDE Plug-in.

**Client:** **Enterprise Bank & Trust Location: St. Louis, MO**

**Role: Salesforce Developer Duration: January 2017- May 2018**

**Roles and Responsibilities:**

* Involved in Salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Developed and Customized User interface in salesforce.com using **Visualforce, Apex controllers and Force.com IDE.**
* Designed and developed Visualforce pages using **JavaScript, HTML.**
* Built apex classes implementing **SOQL** statements within Eclipse to manage interaction with the database.
* Designed and integrated **SOAP, REST** Webservices on Salesforce.
* Created and deployed several Reports using **salesforce.com platform**.
* Created Visualforce email templates and automated Email Process to send installation instructions to new and existing customers.
* Used **CSS** in **HTML** code to better manage to look and feel of Visualforce pages.
* Created summary reports, matrix reports, pie charts and dashboards to assist the business team.
* Worked intensely on **custom objects, triggers, and workflows**.
* Implemented picklists, dependent picklist, lookups, master-detail relationships, validation and formula fields to the custom objects.
* Created custom page layouts with custom fields and buttons.
* Used field-level security along with page layouts to manage access to certain fields.
* Designed and built custom applications using **Force.com and Visualforce.com**.

**Environment:** Saleforce.com platform, Apex, Force.com, Eclipse IDE, Visualforce, Data Loader, SOQL, SOSL, Apex Triggers, Lightning, Security Controls, SOAP, REST API, HTML, Java Script, Partner Community Portal.

**Client: Cyberheights software technologies pt. ltd Location: Hyderabad, India**

**Role: Salesforce Developer Duration: Sep 2013 – Oct 2015**

**Roles and Responsibilities:**

* Managed users, public groups, profiles, and roles within the **Salesforce CRM** - designating access to the applicable user within the user hierarchy.
* Coordinated the **Database Migration from SQL Server** which was essential in building an entirely new and updated Salesforce CRM application.
* Used **Data Loader** to insert, update, bulk-import/export data from Salesforce.com objects. Used it to read, extract and load data from comma-separated values (CSV) files.
* Performed many declarative administration tasks as needed - **managing custom fields, integration, and data clean-up.**
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Developed Complex **Reports and Dashboards** using standard reports.
* Developed an automated integration process using **workflow rules, validation rules, apex classes** to integrate Accounts, Contacts, and Orders between the customer service and sales divisions for different organizations.
* Built apex classes and triggers implementing **SOQL and SOSL** statements within Eclipse to manage interaction with the database.
* Developed **Apex classes & triggers and test classes** which are part of unit testing and for the

code coverage to avoid performance issues.

* Mapped data sources using **Apex Data Loader and loaded data** into Call Center application.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, JavaScript, SOQL, SOSL, Apex Triggers, Security Controls, Sandbox data loading.