

Vikas Reddy

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**Summary:**

* Certified Salesforce.com Administrator, Developer and Sales Cloud Consultant.
* Over six years of experience includes Business Analysis, Administration, Configuration, Implementation, Development and Support experience.
* Worked in different Health Care, Insurance Manufacturing, and Telecommunication Industries.
* Experience with SFDC development while implementing Apex classes, Trigger, and Visual Force pages. Handled Eclipse IDE with Force.com plugin for writing different business logics in Apex programming language while using a cloud platform.
* Expert in creating integrations from scratch of Salesforce.com application for data exchange with third-party systems. Will be creating integrations using SOAP API, REST API, REST Callouts, and Salesforce Connect.
* Efficiency in writing complex SOQL and SOSL queries with different ranges of objects.
* Worked on Error handling for easy diagnosis of issues while running integration by end-users. Also building custom error messages and setting parameters for severity.
* Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
* Experience in performing different types of testing including Functional testing, Parallel testing, End to End testing, Regression, Accessibility/Security testing, and so on.
* Expert in analytical, debugging skills.
* Experience in implementation of salesforce.com application like the Sales, Marketing, Service and Support modules.
* Proficiency with sales cloud Service cloud service Max web service Force.com Community Portal Chatter Knowledge One and App-exchange on Salesforce.
* Worked in setting up Service cloud Console, Cases (Web to case, Email to the case), Solutions, Case Assignment, and CTI Integration.
* Very good at systems implementation, maintenance, and support with Web-based and Client/Server applications.
* Experience in prioritizing tasks and responding to prioritized issues immediately by providing round clock support if needed.
* Experience in supporting IT with HR processes such as employee data management, organizational structure management.
* Participated in other cross-functional process improvements, as required.
* Excellent documentation skills. Prepared written documentation - both functional and technical - for a wide variety of system analysis or specifications.
* Experience in design patterns, J2EE architecture, objects modelling using various J2EE technologies and framework.
* Excelled in ETL process with Jitter bit Harmony cloud integration tool.
* Hands-on experience in using different tools. Which include GIT, Bitbucket, Remedy, and JIRA.
* Good knowledge in Salesforce Lightning features like Activities, Contextual Hovers, Opportunity board, Customizable dashboard.
* Expertise in creating integrations and data migration using data loader and good experience in using the ETL tools to handle large data volume.
* Very good experience with SFDC administrative tasks. This includes creating profiles, users, roles, page layouts, workflows, templates, approvals, reports, dashboards, and validation rules based on different user requirements.
* Effective in adopting new techniques, tools, and approaches.
* Excelled in time management. Ability to get needed training and learn new technologies and tools as required.
* Provided recommendations and assist to implement changes to existing business processes. Managing Workspace and switching it as required by management along with tenant connectivity and migrations.

Educational Details:

* MS in Computer Information Sciences from Harrisburg University, Pennsylvania, USA
* Bachelor of Business Administration from SRM University, Chennai, India

Certifications:

* Salesforce Platform Developer 1 - 21554929
* Salesforce Administrator – 21503573
* Salesforce Sales Cloud Consultant – 21900765

Technical skills:

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| **Salesforce, Salesforce Tools** | Apex Classes, Triggers, Test classes, Batch and, Force.com Eclipse IDE plug-in, Apex data, Schedule classes, Visual Force, Controllers, Loader, Salesforce Connect, ANT Migration, Salesforce1, SOAP, REST API, Sales cloud, Tool, Workbench, WSDL, WSDL-to-Apex Sites, Community cloud, SOQL, SOSL, DML, Reports, Dashboards, Chatter, Salesforce Lightning, Lightning Aura component,  |
| **AppExchange Tools, Programming Languages** | Jitter bit Harmony, Steel brick CPQ, DocuSign, Apex, Java, C#, SOQL, PL/SQL. |
| **Web Technologies, Operating Systems** |  HTML5, CSS3, Bootstrap, Java Script, XML, UNIX, Windows XP/2000NT, Windows 7/8/10, JSON, jQuery. |
| **Web Services, Database** | SOAP, RESTFUL. Oracle 10g/11g, PostgreSQL, MS SQL Server. |
| **Tools and Utilities** | JIRA, GIT, Bitbucket |
| **Document Processing** | MS Project, MS Visio, MS Web, MS Excel, and MS PowerPoint |

Client: Takeda Pharmaceuticals, Cambridge, MA

Date: February 2020 to Till Date

Role: Salesforce Admin/Developer

Roles and Responsibilities:

* Work on gathering requirements and Analysing, story pointing, and executing the user stories.
* Developing custom Applications and customizing CRM solutions for different business units.
* Worked on creating modern Enterprise Lightning Apps with a combination of Design system, App Builder, and other Lightning component features.
* Participated in architecture discussions and played major role in analysing requirements Added Aura Attributes and Handlers to enable Aura Framework for Events to focus on Logic and interactions in Lightning Applications.
* For developing the best user interface and Interaction pages upgraded Apps from Salesforce Classic to Lightning Experience
* Worked on Connect API, Quick Action, Chatter, and Lightning Process builder flows.
* Developed Custom Salesforce App for sales executives using Force.com toolkit.
* Customized Compact Layout for Salesforce1 and Integrated Google Maps with Salesforce.
* Integrated Salesforce with HR/Payroll system using REST Callout.
* Integrated Policy Purchasing system with Salesforce using Apex REST API.
* Did marketing campaigns, campaign Hierarchies, Lead, queries, Assignment rules Web-to-lead and Auto-Response rules
* Configured Customer Community for self-service of customers.
* Coordinated and played active role in Implementation of Full Lifecycle of salesforce.com.
* Developed ETL process using Jitter bit Harmony cloud Integration tool.
* Worked on Salesforce Inbound Single Sign-On.
* Performed data migration activity in SalesForce.com.
* Created Email Templates, Configured workflow rules, and approval process.
* For iterative development of application followed scrum Agile methodology. As part of this participated in daily stand-up meetings and weekly sprints.

Environment: Salesforce.com, Force.com IDE, Apex Classes, Controllers, Triggers, Visual Force, REST, JSON, Callouts, OAuth, ETL, Communities, Git, Bitbucket, JIRA, Salesforce Lightning.

Client: Dresser-Rand, Houston, TX

Date: December 2018 to January 2020

Role: Salesforce Developer

Roles and Responsibilities:

* Implemented Apex Classes, SOQL, and Apex triggers for various needs of the application.
* Developed Visualforce pages and Apex controllers.
* Integrated Salesforce with Order Management application using SOAP API.
* Worked on Data migration tasks using Data Loader and Workbench.
* Integrated Salesforce with Oracle Financials using Salesforce Connect.
* Gathered requirements, designed outline, developed, tested, and deployed Apex Classes, controller classes, Apex triggers, Visual Force pages, SOQL for different functional needs in the application.
* Involved in CPQ (Configure Price Quote) to manage configuration, pricing, quoting, discounts, incentives, & proposals by using Apttus
* Worked with Steel brick CPQ and configured DocuSign.
* Created Entitlement Process, Milestones for better management of cases.
* Created Email Services and Web-to-Lead processes for automation.
* Configured Auto Response and Assignment rules for Leads and Cases.
* Created Workflows, Email Templates, and configured Excel Connector Add-in

Environment: Salesforce.com, Sales cloud, Steel brick CPQ, Apex, Visual Force, JavaScript, Web Services, Email Services, SOAP API, XML, SOA, DocuSign, Force.com IDE, ANT, Chatter, Remedy, CPQ (Configure Price Quote)

Client: Epsilon, India

Date:  April 2015 to April 2018

Role: Jr. Salesforce Admin/Developer

Roles and Responsibilities:

* Worked closely with business partners to realize the full capabilities of Salesforce CRM.
* Developed various Custom Objects, Tabs, Relationships, Formulae, and Validation Rules.
* Configured Web-to-Case, Email-to-Case, Case Assignment, and Escalation rules.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Implemented Pick Lists, Lookups, Master-Detail Relationships, Dependent Pick Lists, Validation, and Formula Fields to the custom objects.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Responsible for setting up Filed Level Security.
* Responsible for setting up login restrictions and resetting the user passwords.
* Used Data Loader to bulk insert, import, or update into the object.

Environment: Salesforce.com, Service cloud, Apex, Visual Force, Sandbox, Security, Chatter, Change Sets, Dashboards, Data Loader