**Vyshnavi Mattaparthi**

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**Professional Summary:**

* **7+** of experience in software industry with **Salesforce** as **Salesforce Developer/Administrator** on Sales, Service, Marketing, Communities, Chatter clouds, Force.com platform and 4+ years’ experience in **web development**.
* Well acquainted with all phases of **Software Development Life Cycle (SDLC)** and **Software Testing Life Cycle (STLC)** with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Strong with **salesforce** custom development using Apex Language - **Standard, Custom, Extension Controllers, Triggers, Web Services, Enterprise, Batch, SOQL and Visualforce Pages, Components** and **Communities.**
* Worked on customization of Visualforceto have **Lightning** experience for desktop and mobile applications.
* Customized existing Visualforce to align with **salesforce new Lightning UI experience**.
* Good experience in developed customized **UI** using **custom CSS, HTML** in the Visualforce pages and performing client-side validations using **JavaScript.**
* Good experience with **Eclipse, Force.com IDE, Developer console** and **Workbench** for **development** and **testing.**
* Proficient in execution of **Apex Jobs** and **Data loader, Informatica Jobs** on servers.
* Sound experience in writing, tuning of SOQL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Experience in **Data migration** and cleansing using **Import Wizard, Apex Data Loader,** and demand tools.
* Strong configuration experience in Administration of creating Profiles, Roles, Users, Permission Sets, Email Services, Workflows rules, Approval process and Dynamic Approval Process for complex business process.
* Experience in understanding of business requirements, design data model using **salesforce standard**, **custom objects, Lookup, Master-Detail relationships,** and **Junction objects.**
* Designed **junction objects** and implemented various advanced fields like Pick list, **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **and Workflows**, **sharing** **rules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Administered **Salesforce.com setup,** which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users
* Strong experience in customizationof **Lead, Account, Contact, Campaign, Opportunity** and **Case** **Management**, performed custom configuration of these objectsfor full filling of variousrequirements.
* Good experience with source control tools like **Git, SVN** for managing coderepositories forvariousenvironments**.**
* Expertise with various **salesforce Governor Limits, Best practices,** and **Exception handling**.
* Good experience with **Oracle, SQL Server, MySQL Databases** and wrote **SQL, PL/SQL** **queries** for **transforming data**.
* Good knowledge on ETL tools like **Informatica PowerCenter, Informatica Cloud and Data Stage** etc…
* Experienced using **Tableau** tool for **Analysis** and generating **reports.**
* Familiar with Ticket system tools like **Service Now**, Acknowledging, Resolving, and Closing of salesforce tickets in timely manner on priority basis.
* Worked with various Platform developers and Quality Analysts in Agile team to collaborate more value to the product.
* Good problem-solving skills and handling Production issues.
* Experience with Test-Driven, Agile, Scrum, Spiral, and Waterfall Development.
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication, and problem-solving skills.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning Experience, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, Visual force Pages/ Components, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects |
| **Salesforce tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production), and Sand box testing. |
| **ETL/Integration Tools:** | Informatica Cloud, Informatica PowerCenter, Force.com Data Loader, Connect for Outlook |
| **Languages** | Apex, Java, J2EE, C++. |
| **Web Technologies** | J2EE, Shell Scripts, HTML, CSS, JavaScript XML. |
| **Database** | Oracle, MySQL, SQL Server |
| **Other tools** | Service Now, Tableau, Cognos, Autosys |
| **Operating Systems** | Windows XP/Vista/7, Linux |

**Certification:**

**Salesforce.com Certified Platform Developer I.**

**Saelsforce.com Certified Administrator**

**Professional Work Experience**

**US Bank Corp Nov 2019 – present Salesforce Developer Minneapolis, MN**

**Responsibilities:**

* Involved in functional requirements meetings with LOB user for analysing requirements and providing technical solutions using salesforce.
* Implemented customizations using Apex controller classes (Custom, Extension), Triggers and Visualforce pages.
* Used visual force components like Form, Page Block section, Command Button, Action Support, Action Function, Page Block Table and Repeat for developing Visualforce pages.
* Developed salesforce1 Lightning components development for existing business groups and converted Visualforce pages with lighting experience.
* Developed rich UI using custom Cascading Style Sheets (CSS) in Visualforce pages and used Java Script, jQuery for client-side validations.
* Written SOQL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from Objects.
* Written apex classes to make an outbound integration to external application by generating necessary apex stubs.
* Developed apex REST web service classes for inbound call to salesforce from external applications using Mule ESB as middleware.
* Written apex unit test classes for Trigger, Apex classes to meet 75% of code coverage to migrate to Production instances.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types, and configured sharing rules based on Organization role hierarchy.
* Customized Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Cases, Tasks and Events.
* Developed custom Objects, Fields, Dependent picklist values, validation rules, Page Layouts, Search Layouts and Tabs.
* Implemented service cloud, service console, automated cases using Email-to-Case, setting up auto-response, assignment, escalation rules on Case object and enabled communities in cases.
* Created workflow rules, approval process and defined actions like Tasks, Email alerts, Outbound message and Field updates.
* Created communication templates used for Email alerts based of Text, HTML and Visualforce types.
* Developed customized Reports, Dashboards for business users and managers, developed custom report using visual force pages.
* Prepared data mapping documents and migrated data from Siebel to Salesforce using Data Loader.
* Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.
* Good experience in preparing package.xml file for deploying applications from Sandbox to Production instances using Force.com migration script and Workbench.
* Implemented best practices to avoid governor limits by writing repeated code in triggers and apex classes.

**Environment:** Saleforce.com CRM, Apex Classes, Controllers, Visualforce pages, Web Services, SOAP, REST, Sales Cloud, Service Cloud, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML, CSS, JavaScript

**UnitedHealth Group Dec 2017 – Oct 2018**

**Salesforce Developer Minneapolis, MN**

**Responsibilities:**

* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visualforce that consists of several new data integrations and customizations are done to B2B Salesforce.com.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Involved in Data load operations using Force.com Apex Data Loader.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business and Integrated Salesforce.com with an external app using SOAP/REST based web services.
* Performed customizations by creating the Custom profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs, and custom Apps. Customized Tabs for different business user groups and business centres.
* Created Workflow Rules, Approval Process, Validation Rules, Tasks, Email Alerts, Field updates and Outbound messages to manage the Workflow and Approvals.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Reports, Dashboards, Tasks, Events and Audit Trials and implemented Field Level Security for sensitive data holder fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers properly to avoid Governor Limits.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Customized company profile and communication Templates of the organization as per the organization requirements.

**Environment:** SalesForce.com, Force.com, Apex Classes, Visualforce (Pages, Component &Controllers), SOQL, SOSL, Data Loader, CRM Fusion tools, HTML/CSS, Salesforce Chatter, AppExchange, WSDL, SOAP, Eclipse, IDE Plug-in

**Radisson Hotel Group Dec 2016 – Nov 2017**

**Salesforce Admin/Developer Minneapolis, MN**

**Responsibilities:**

* Performed the roles of administrator, developer & Analyst, and deployed Salesforce.com for Sales & Marketing departments.
* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities
* Developed various Custom Objects, Tabs, Entity-Relationship data-model, validation rules, Components and Visualforce Pages
* Review Data Model& provide inputs to the data architect
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages. Also created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports
* Worked with several App exchange tools like Action Plans, Strike Address verification, DocuSign.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Created profiles and implemented Object and field level security to hide critical information on the profile users
* Developed complex mappings & mapplets in Informatica to load the data using different transformations.
* Performed Optimization at both the Mapping Level and Session Level.
* Developed Test cases for Unit Testing of the Mappings, and also was involved in the Integration Testing.
* Involved in fallout analysis and fixing the issues.
* Worked with Data loader for migrating different records, updating them.

**Environment:** Saleforce.com, Salesforce API Version 12.0, Sales cloud, Visual Force Pages, Business Objects, Data Loader, Email Services,

**Kentucky Farm Bureau Apr 2015 – Nov 2016**

**Salesforce Administrator Louisville, Ky**

**Responsibilities:**

* Performed the role of Salesforce.com Administrator and Developer in the organization.
* Collaborated in requirement gathering, business analysis, for salesforce.com implementation.
* Participated on translating and documentation of business requirements into functional requirements.
* Customized Company Profile, Security & Access Controls and Communication Templates as per the organization requirements.
* Created custom objects, users, custom profiles, page layouts, and record types to meet business guidelines.
* Designed various HTML Email templates for Auto-Response to customers.
* Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings and other inbuilt functionality.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective Web-to-Lead, Web-to-Case and Email-to-Case communication with customers.
* Implemented Customer Portal for various business requirements.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented Salesforce.com web services client using Salesforce web services API, XML.
* Exported data from the legacy system and imported into SFDC through Apex data loader.
* Uploading of fresh leads, contacts, accounts, tasks, opportunities, referrals, etc. through mass update via Informatica cloud.
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Worked on Analytical Snapshots for weekly trend reports.
* Demonstrated knowledge of XML, SQL, and HTTP/HTTPS and understood the different SaaS development processes and methodologies.
* Worked with custom Reports and report generation.
* Involved in resolving issues found during Unit Testing & User Acceptance Testing (UAT).

**Environment:** Salesforce CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Custom Objects, Security Controls, Eclipse IDE

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| **Value Labs** **Salesforce-ETL Integration Developer**  |  **Mar 2014 – Mar 2015** **Hyderabad, India** |

* Created Data Synchronization scripts in ICRT to insert, update or upsert data into Salesforce based on the type of data that needed to be updated on Salesforce.
* Created Data Replication tasks in ICRT to extract the GUID’s of Salesforce records to enable updates on Salesforce objects.
* Tuned the Synchronization and Replication jobs to reduce the runtimes of the jobs and eliminate data contention in the bulk data jobs.
* Worked on Informatica Cloud (SAAS) creating mappings and data synchronization tasks to performing daily loads and incremental loads of data from Salesforce Objects to Oracle and SQL server databases.
* Worked on migrating objects from dev to test and test to prod environments using org sandbox credentials.
* Created custom schedules and task flows in informatica cloud for running data synchronization tasks and mappings tasks at regular intervals and Closely Monitored Activity logs.
* Created XML mappings for mapping certain objects where we upload data using a Salesforce tool called Data Loader.
* Created and used Parameter files in tasks, ran batch files as post processing commands in Informatica cloud to update $$ values of parameters in the file for use in next incremental load.
* Downloaded Secure agents from Informatica cloud and configured PC’s to work as secure agents.
* Used Apex Data loader to read/write CSV files to Salesforce Objects.

**Environment:** Informatica Power Center 9.6.0, Informatica Cloud Realtime (ICRT), Salesforce, Data Loader, Oracle 11g, SQL, PL/SQL, TOAD, SQL Server 2008, T-SQL, SQL Navigator