**Harish Vuyyuru**

**Sr. Salesforce Administrator and Developer**

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**Professional Summary:**

* 8 years of IT experience across various domains and over 6 years of experience in Salesforce.com CRM platform using administration, development, integration, deployment, communities, lightning component development and 1 year of experience in Java/J2EE.
* Involved in various stages of Software Development Life Cycle (SDLC) including requirement gathering, analysis & architectural design using Agile, Waterfall and hybrid methodologies.
* Good knowledge and experience in Sales cloud, Service cloud, Financial service cloud, and Marketing cloud.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Designing and deploying solutions that optimized the Sales cloud and Service cloud functionality and lead to the implementation of these solutions.
* Managed the Contract Management and Order Management (Quote to Cash process) using the Apttus CPQ & CLM Application App Exchange tool.
* Worked on creating Scratch Orgs using Salesforce DX.
* Proficient knowledge on Apex development in creating Custom Objects, Custom Tabs, Custom Fields, Triggers, Bulk Triggers, Apex Classes, Master-Detail relationships, Validation rules, Workflows, Standard Controllers, Custom Controllers and Controller Extensions, Visualforce pages, Test Classes.
* Extensive knowledge on salesforce Setup menu, Configuration, Custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Extensively worked on Jenkins by installing, configuring and maintaining for continuous integration (CI) and for End-to-End automation for all build and deployments.
* Strong Salesforce ecosystem knowledge and integration components (APIs, Apex controllers, Apex Web Services, data loaders, etc.) including performing multiple complex data migrations and integrations to develop macro's, creating widgets, customizing console components and using Flow
* Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Experience in GitHub, Jenkins, and Ant for version control and traceability usage.
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Worked on building and embed Lightning Components in Visual force Page by using new Lightning Out feature by event-driven programming.
* Was involved in building Lightning Component using the aura framework.
* Good experience in developing salesforce Lightning Apps, Components, Controllers and Events.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Proficient with standard SFDC processes & tools, installing & managing AppExchange applications, workflows, data migration/change sets and developed custom web services such as SOAP, REST API’s, Bulk API and Metadata API for handling inbound and outbound calls to external web services.
* Used omni-channel for creating cases, chats, SOS video calls, social posts, orders and custom objects.
* Extensive experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Experience with Apttus CPQ to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Hands on experience in effectively managing all the organization security related issues such as Session Management, Login History, Login Access Polices, Reset Passwords, Grant Account Login Access, Reset Security Token and View Setup Audit History.
* Strong organizational, verbal, written communicational, interpersonal skills, problem-solving skills and capable of new technologies and successfully apply them in the projects and operations.

**Technical Skills:**

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| --- | --- |
| **CRM tools** | Force.com, Sales cloud, Service cloud, Financial Service cloud, Salesforce communities, Health cloud, and Marketing cloud |
| **Salesforce.com Development** | Apex language, Apex Triggers, Apex Classes, Apttus CPQ & CLM, Controllers & Extensions, Apex REST & SOAP web services, SOQL, SOSL, Visualforce (Pages, Components & Controllers). |
| **Salesforce.com Administration** | Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates |
| **Lightning Development** | Salesforce Lightning Design System (SLDS), Lightning Web Components (LWC), Lightning components, aura framework, JavaScript controllers, server-side controllers |
| **Tools/Utilities** | Visual Studio Code, Salesforce DX, Salesforce CLI, Eclipse, Force.com, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| **Languages** | Apex, Java, XML, HTML, CSS, Bootstrap |
| **Databases** | Force.com DB, Microsoft SQL Server |

**Professional Experience**

**Sr. Salesforce / Lightning Developer**

**Texas Department of Transportation - Austin, TX Jan 2019 – Present**

**Responsibilities:**

* Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on **Apex classes, Visualforce Pages, Controller classes a**nd **Apex Triggers** for various functional needs in the application.
* Implemented SFDC Integration using **REST/SOAP** Web Service API'S for extracting the data from external systems.
* Implemented Salesforce **Lightning Web Components (LWC)** for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created **Lightning Web Components** **(LWC)** and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Migrated some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Work with **Salesforce Premier Support** to understand Lightning limitation and workarounds and enable **Salesforce Shield** to protect sensitive data.
* Built unique Lightning pages as per business needs with the **Lightning Community Builder.**
* Worked on **Lightning Process builder flows**, **Connect API**, **Chatter** and **quick Action**.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Used **SOQL** and **SOSL** for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Worked with various salesforce.com objects **Account, Contact, Leads, Opportunity, Cases, Order standard objects**.
* Good with Configure Price Quote (**APTTUS-CPQ**) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Integrating on premise Mainframe Case, **CPQ** and reporting systems with Salesforce REST APIs.
* Performed administrative activities on Sales cloud, Service cloud by creating User, Roles, Profiles, Workflow rules and Approval process.
* Implemented **sales cloud** and **service cloud** to improve customer retention and service delivery process improvement.
* Evaluated Business Development representative team needs while conveying the value of **Sales Cloud**.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into salesforce.com from other databases and CSV files.
* Used Force.com IDE for development of **Visual Force Pages**, **Apex classes**, Triggers and debugging and analyzing logs. Worked on implementation of Apttus is Salesforce.com cloud based quote-to-cash stack of products, including CPQ (configure/price/quote), billing, revenue and rebate management, along with other related solutions.
* Performed Apex Callouts from salesforce to the same external system to get tracking information of an order.
* Worked with Data Loader for data migration and performed Insert, Update, Import and Export operations.
* Built package.xml and deployed components to sandbox and production instances using Change Sets and VS code.

**Environment:** salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, Salesforce Shield, Sales Cloud, Service Cloud, Apttus CPQ & CLM, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL

**Salesforce Developer/ Administrator**

**Tufts Health Plan - Watertown, MA Aug 2017-Dec 2018**

**Responsibilities:**

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Experienced Salesforce health cloud data model. Creating roles for care team members.
* Created custom metadata settings to configure Health cloud. Created care plan template and also managed the health cloud permissions.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Integrated Policy Purchasing system with Salesforce using Apex REST API.
* Implemented Case Management Automation to track and solve Customer’s Issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Worked with the Financial service cloud to integrate the business model and to increase the productivity.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Implemented Communities and built external pages.
* developed Salesforce bi-directional real-time integration service between Salesforce and SQL Server using Apex Web Services APIs.
* Customized tabs for among different business user’s groups and business centers.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.com using marketing cloud exact target.
* Experience in modifying Visualforce pages to be supported in Lightning and good experience and good understanding of Lightning mode and its features.
* Implementing Sales Cloud, Financial Service Cloud, Chatter and custom applications.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework Lightning Components and Salesforce Lightning Design System (SLDS).
* Created Aura based Components, Attributes, and Controllers, which can be compatible to access through Lightning App builder.
* Experienced health cloud limitations like Display limitations, Platform Encryption limitations, Behavior and access limitations and Localization limitations.
* Designed and developed workflow rules, validation rules, and customizations within Salesforce.com
* Implemented Apex Classes & Triggers and linked them to manage the workflows implemented in the system.
* Implemented S-controls to manage sales plan call sheets within Sales force, capturing prep data and call activity.
* Implemented Classes, Interfaces, Keywords and Annotations.
* Built communities to gain deeper relationships with customers and enabled customers to find more information and assist each other online.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Used to find answers to their questions with a searchable option, and work together to answer one questions and solve problems, dramatically reduce service cases to increase customer satisfaction
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Extended standard Force.com functionality using Visual force, Apex, AJAX, jQuery and Web services like SOAP & REST API.
* Add methods that can be called from Visualforce pages to Controller Extensions.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Used Visualforce in development mode to change the behavior and appearance of Visualforce components.
* Used Picklists, Dependent Picklists, and Record Types to enforce data quality.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** salesforce.com CRM Application Platform, Apex Language, Visual Force, S-Controls, HTML5, JavaScript, Bootstrap, Financial Service cloud, Salesforce Communities, Health cloud, Marketing cloud, Sales Cloud, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email Services, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, REST API, SOAP, Metadata, Bulk transactions, security controls, Scribe Insight

**Salesforce Developer / Administrator**

**Genomic Health –** [**Redwood City, CA**](https://www.google.com/search?sxsrf=ALeKk02SH1wcPjLVAQoACjAw7e3eXg7KwA:1598365053342&q=Redwood+City&stick=H4sIAAAAAAAAAOPgE-LSz9U3MMowzaooUuIAsYtMy0u0tLKTrfTzi9IT8zKrEksy8_NQOFYZqYkphaWJRSWpRcWLWHmCUlPK8_NTFJwzSyp3sDICAIe1XhhWAAAA&sa=X&ved=2ahUKEwjp4ubpxbbrAhULCKwKHYInAtcQmxMoATAhegQIDRAD) **Sept 2015 – July 2017**   
**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, and documenting the functional and non-functional requirements.
* Designed, and developed the Custom objects, Record Types, Report Types, Formula fields, Page layouts, workflow rules, tasks, Field Updates, emails and alerts.
* Created custom objects, Visual pages, triggers, validation rules by using Apex.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created Various Validation Rules & Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Experience with Service Cloud including: Service Console, Customer Portal, and Case Feed.
* Configured the User permissions based on the organizational hierarchy.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Customized Dashboards to track project status and performance of business centers.
* Created and managed User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Used Data Loader for insert, update, upsert, and bulk import or export of data from Salesforce Objects. Used it to read, extract and load data from comma separated value (CSV) files.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Responsible for various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created different workflow rules and Approvals for various campaign processes
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* Integrated with PeopleSoft at the back end with salesforce as User Interface and it is a bi-directional integration using Informatica on demand.

**Environment:** Salesforce.com Platform, Sales cloud, service cloud, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Email Services, Sandbox Data loading, Eclipse IDE, Reports & Dashboards, Security Controls, Relationships, Web Services, Profiles, S-Controls

**Salesforce Administrator**

**Citrix Systems - Richmond, VA Nov 2013 – Aug 2015**

**Responsibilities:**

* Daily administration and support of Dolby/via’s Salesforce database including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations.
* Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, and validation Rules.
* Develop and create customized reports and dashboards.
* Create and document application requirements by working together with those involved in the development of program enhancements and changes including program staff, programmers, strategic planning and analysis staff and/or outside consultants as needed.
* Manage the software testing process, which includes devising Test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing.
* Train new and existing users on how to use database applications.
* Keep application users informed about system functionality and enhancements.
* Provide application users with technical support.
* Logging and tracking identified system problems through resolution.
* Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications are developed.
* Assist programmer with the development of technical documentation of existing and future applications.
* Used JIRA for the ticket management, User stories, requirement status tracking.

**Environment**: salesforce.com, Custom Objects, Workflows & Approval Process, Security Controls, Reports, Dashboards, Data Loader

**Jr. Java Developer**

**Visualsoft - Chennai, India June 2012 – Oct 2013**

**Responsibilities:**

* Analyzed the customer provided functional Requirements and prepared High level design document, UML class diagrams using rational tool.
* Having the ownership of the total use cases and implemented the agile methodologies.
* Involved in designing, and development of the application and prepared a detailed design document.
* Having the ownership of the total use cases and implemented the agile methodologies.
* Developed User Interface components of ePublish templates using JSP (Java Server Pages), HTML, DTHML, CSS (cascading Style Sheets), JSON, AJAX (Asynchronous JavaScript and XML) and JavaScript used for front end validations of web pages, ePublish form templates.
* Developed the application using J2EE architecture.
* Designed and developed web pages using HTML, JSP, Servlets to communicate between presentation and business layer and worked through cross-browser compatibility issues.
* Designed Use Case diagrams, Class Diagrams, Sequence Diagrams and Deployment Diagrams.
* Developed UI panels using JSF, XHTML, CSS and jQuery.
* Used JSON to read JavaScript object and develop object responses
* Established PL/SQL stored procedures, triggers, views for backend database access
* Used collections framework for data usage and implemented MVC design using Struts
* Responsible for unit testing using JUnit and involved in Functional testing for each module.

**Environment:** J2EE, HTML, XHTML, JSP, Servlets, JSF, Bootstrap, jQuery, JSON, JavaScript, PL/SQL, Struts

* **Education :** Bachelors in Computer Science from JNTU, 2012.