



---

**Sr. Software Engineer                      +918186911261    Akhilreddypappu.09@gmail.com**

---

Experienced **Certified Salesforce professional** with **8+ years** of diverse IT experience and 5+ years hands-on experience in **Salesforce.com CRM** and **Force.com Platform** as **Salesforce Developer and Administrator** and **2+ years** in experience in **Hadoop Big Data Admin**.

Has comprehensive understanding of CRM Business processes and is involved in various SFDC implementations covering **Sales Cloud, Service Cloud, Call center** and **App-exchange** applications. Constantly learning new software development technologies through industry seminars, professional organizations and published materials. Ambitious and motivated worker who is known as an efficient problem-solver when working independently or within a team.

---

**SUMMARY:**

---

- 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.
- Experience in salesforce.com Development using **Force.com, Visualforce, and APEX**.
- Complete understanding of the **Salesforce.com CRM business process** and its phases for translation of business requirements into systems design.
- Experience in implementing **Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Lightning Component** and **LWC** etc. to achieve complex business functionalities.
- Experience in **Salesforce.com Configuration** in creating the **Custom Objects, Custom fields, buttons, links, Record types, Page layouts, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validating Rules**.
- Experience in creating **Workflow Rules, Approval Processes** to automate business processes.
- Expertise in using tools like **Apex Data Loader, Apex Explorer, Eclipse IDE**.
- Good knowledge on **SOQL** and **SOSL** queries in Apex.
- Experience in **Data migration** and cleansing using **Import Wizard, Apex Data Loader** and demand tools.
- 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.
- Good experience in working on **Eclipse IDE** for writing business logic in **Apex programming language**.
- Administered **Salesforce.com setup**, which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users.
- Used Force.com **REST API Web services** and outbound messaging for implementing web services to integrate External systems and websites.
- Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

- Used Force.com **REST API Web services** and outbound messaging for implementing web services to integrate External systems and websites.
- Experience on Cloudera CDH and Apache distributions of **HADOOP clusters**.
- Experience in installation, configuration, supporting and monitoring Hadoop clusters.
- Experience in working with MapReduce using **Apache Hadoop** for working with **Big Data**.
- Hands on experience in maintaining Hadoop ECO system components such as Yarn, Hive, Impala, HBase, Hue and Sentry
- Experience in designing, developing and implementing connectivity products that allow efficient exchange of data between our core database engine and the **Hadoop ecosystem**.
- Implemented and managed IP Addressing and configured TCP/IP addressing on a server.
- Maintenance of networking, systems, software.
- Support and troubleshooting in a business-critical production environment (24/7).
- Capability of learning new technologies and implementing them in the project successfully.
- Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication and problem solving skills.

## EDUCATION & PROFESSIONAL CERTIFICATIONS:

---

- **Bachelor of Technology in Computer Science and Engineering** –Jawaharlal Nehru Technological university, India – 2015.
- **Salesforce.com Certified Platform Developer I.**
- **Saelsforce.com Certified Administrator (ADM 201).**

## PROFESSIONAL EXPERIENCE:

---

- Working as Sr. Software Engineer with Accenture from Feb 2020 to Till Now.
- Working as Sr. Software Engineer with Cap Gemini from Nov 2017 to Jan 2020.
- Worked as Jr. Software Engineer with Tech Mahindra from July 2015 to Nov 2017.

## TECHNICAL SKILLS:

---

<b>Salesforce Technologies:</b>	Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, Analytic Snapshots, Case Management, Automation, Workflow & Approval processes, Dashboards, Analytic Snapshots, Custom Objects, SOQL, SOSL.
<b>ETL/Integration Tools:</b>	Force.com Data Loader, Connect for Outlook, Force.com Explorer and Force.com Workbench
<b>Programming &amp; Data Analysis:</b>	Java, C, C++, HTML, DHTML, XML
<b>Databases:</b>	Microsoft SQL Server 2000/2005/ 2008, MS Access, Oracle 8i/ 9i/ 10g/ 11g and DB2
<b>Operating Systems:</b>	Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008, Linux, Unix.
<b>Big Data</b>	Cloud era, HDFS, MapReduce, Hive, Impala, Kafka, Flume, Oozie, SQOOP, YARN

---

## PROFESSIONAL EXPERIENCE:

---

### Delta Dental Insurance, Lansing, MI Salesforce Developer

10/2021 - Till Now

#### Responsibilities:

- Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves iterative development.
- Closely worked with Business users, Business Analysts and a large team for Analysis of the existing system and specifications.
- Involved in various activities of the project, like information gathering, analyzing the information documenting the functional and non-functional requirements.
- Designed, developed and deployed Custom Objects consisting of validation rules with effective formulae fields, Workflow rules necessary to suit the needs of the application.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Developed **Triggers, Apex classes** and visual force pages as per the needs of the application.
- Created VF Components used repeatedly in VF pages to reduce the redundancy when needed.
- Implemented Salesforce **Lightning Web Components** for a small set of users within the organization, developed **Lightning components** and server-side controllers to meet the business requirements.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
- Developed Test Classes for unit testing and Apex Triggers for various DML events and functional needs in the application.
- Worked on SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
- Configured product bundles, custom actions, product rules, and price rules using **CPQ**. And implemented custom templates for quote documents.
- Giving production support for the Integration part and at the same time performing some security updates to Salesforce.
- Integrated Salesforce data with external systems by writing **SalesForce REST Web Services** for Inbound classes and using Http Request methods to call external application REST API endpoints.
- Involved in minor corrections and enhancements to SFDC applications required by business users from time to time.
- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
- Reviewed the code and other components developed by the team and also performed functional Testing.

- Used the Sandbox for testing and migrated the code to the deployment instance after testing.
- Coordinating with the UAT teams and making the necessary development changes and follow-up with the UAT team thereby providing UAT support.

**Emerson Network Power, FL  
Salesforce Developer**

**04/2020– 09/2021.**

**Responsibilities:**

- Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API.
- Implemented Salesforce Lightning Web Components for a small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
- Agile Development Methodology was followed for the implementation
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Developed **Apex Classes, Apex Triggers**, and Apex Controllers to develop custom business logic.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
- Developed Visual force pages and dynamic pages using JavaScript, Ajax toolkit and JQuery.
- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Configured Data Loader and uploaded data in CSV files into SalesForce, checking for the correctness of the data.
- Integrated the **Web Services** for extracting the data from external systems to display in the pages of Salesforce.com
- Used the Sandbox for testing and migrated the code to the deployment instance after testing.
- Performed code review of the application to make sure the source code confirms to industrial coding standards and followed good programming practices.
- Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.

**Celgene Corporation, New Jersey  
Salesforce Developer**

**06/2018 - 04/2020**

**Responsibilities:**

- Involved in identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
- Performed a key role in building and planning the capabilities of the SFDC team.
- Created custom objects and Customized standard salesforce objects like Accounts, Contacts, case management and solutions.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
- Implemented pick lists, dependent picklists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
- Developed **APEX Classes, Visual force pages** and **APEX Triggers** to develop the custom functionality as per the requirements.
- Created Apex schedule jobs to perform the same operations in a scheduled time.
- Developed Test Classes for unit testing.
- Developed **Visual force pages, Lighting Components**, Controllers for displaying documents in Content.
- Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
- Used CSS style sheets for formatting the Visual force user interface.
- Developed Reports and Dashboards as per the business requirements.
- Execute the Apex Unit Tests and Deploy code from Sandbox to Production using Eclipse / Force.com IDE.
- Created various Reports and Report Folders to assist managers to better utilize Salesforce as a sales tool and various Reports and for different user profiles.
- Worked with Salesforce premier support to short out technical challenges and governor limits
- Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.

**AT solutions****02/2017 – 5/2018****Role: Hadoop Admin**

It is Analytics and market research Company. Basically, it provides data that needed by customer to compete with other retailers by using components like Big data Hadoop, Storm, Kafka, Zookeeper, Docker, AWS cloud.

**Responsibilities:**

- Involved in Hadoop Cluster environment administration that includes adding and removing cluster nodes, cluster capacity planning, performance tuning, cluster Monitoring, Troubleshooting.
- Installation of various Hadoop Ecosystems and non-default component.
- Installed and configured multi-nodes fully distributed Hadoop cluster.
- Adding/removing nodes to an existing Hadoop cluster.
- Recovering from node failures and troubleshooting common Hadoop cluster issues.
- Supported various echo system programs those are running on the cluster.

- Managed and reviewed Hadoop Log files as a part of administration for troubleshooting purposes. Communicate and escalate issues appropriately.
- Involved in HDFS maintenance and administering it through Hadoop- API.
- Hands on experience in analyzing Log files for Hadoop and eco system services and finding root cause
- Configured Dynamic resource pool to provide service-level agreements for multiple users of a cluster.
- Worked with systems engineering team to plan and deploy new Hadoop environments and expand existing Hadoop clusters.
- Involved in Analyzing system failures, identifying root causes, and recommended course of actions. Documented the systems processes and procedures for future references.
- Monitor Hadoop cluster connectivity and performance.
- As a admin followed standard Back up policies to make sure the high availability of cluster.
- Assisted with data capacity planning and node forecasting.
- Extensive knowledge using Linux/Unix commands
- File system management and monitoring.
- Knowledge on networking concepts.
- Excellent analytical, logical, management and trouble shooting skills, ability to work in teams and independently.
- Ability to grasp things quickly and adapt to the environment.
- Ability to work 24/7 On-Call support for Critical Issue.

## **Dorado products**

**04/2015 – 02/2017**

### **Hadoop Admin**

#### **Responsibilities:**

- Installing, Configuring, and Deploying the Cluster Cloudera.
- Adding/removing nodes to an existing Hadoop cluster.
- Maintaining Metadata backups for NameNode.
- Troubleshooting, Administering and Optimizing Hadoop performance.
- Commissioning and Decommissioning the Hadoop nodes & Data Re-balancing
- Continuous monitoring and managing the Hadoop cluster through Cloudera.
- Importing and exporting data from HDFS using Sqoop
- Hadoop maintenance and Up gradation.
- Management of Hadoop log files
- Loading large sets of data to the cluster.
- Responsible to manage data coming from different sources.
- Giving support to the production jobs running through hive, Oozie on cluster.
- Involved in loading data from UNIX file system to HDFS.
- Ability to work 24/7 On-Call support for Critical Issue.