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**SAI TEJA TIRUNAMALA**

**Salesforce Admin/Developer**

**Location: Columbus, OH**

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**Summary**

* **4+ years** of experience as a **Salesforce Administrator**and **Developer**in **SalesForce.com CRM Platform** across multiple industries involving building, customizing and administering on cloud applications.
* Good experience working in Software Development Life Cycle (**SDLC**) using various **methodologies** including **Agile, Waterfall,** and other client's specific internal methodologies.
* Involved in various stages of **SFDC** life cycle including Development, Review, Support and Maintenance, and**SFA applications based on Apex Language** and **leveraging Force.com Platform.**
* Experience in development in **creating Objects, Apex Triggers, Apex Classes,Apex Web services, Standard Controllers, Custom Controllers,**and **Controller Extensions.**
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL, and Plug-ins**.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Hands-on experience with **Salesforce** Security features like **creating Profiles, Roles, Permission Sets, OWD, Role Hierarchy, Sharing Rules, etc.**
* Worked with **Salesforce.com** tools like **Force.com IDE, Force.com Data Loader,Force.com Platform,** and**Force.com Explorer.**
* Worked on various **Salesforce Administrations** tasks like **Reports, Dashboards, page layouts, Workflow rules, Field Update, Email Templates, Roles, Profiles, Formula fields.**
* Well versed in understanding **CRM** business processes like **Forecasting**, **Campaignmanagement**, **LeadManagement**, **TerritoryManagement**, **OrderManagement**, **AccountManagement**, **CaseManagement**, **pipeline management, and merging management** in a multi-tier environment.
* Good experience in **Salesforce.com Setup**, **configuration**, **Customization**, **Administration**, and **DataMigration** tools like **ApexDataLoader**.
* Deployment experience using**Force.com IDE**and Change sets as well as hands-on **Sandbox** management experience.
* Good experience with**Salesforce**out of the box **Data model** and modeling in **Salesforce** by creating **Custom Objects**, **Formula Fields, Roll-up Summary Fields, Field dependencies.**
* Experience using Salesforce **Web services** API like **REST and SOAP**.
* Good Written, Oral Communication Skills, and Conflict Resolution skills with the ability to communicate appropriately in business and technical situations at all levels.

**Skills**

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| **Methodologies:** | SDLC, Agile, Waterfall |
| **Salesforce Technologies:** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, SOQL, SOSL, Reports, Apex Data Loader, Workflow & Approvals, Dashboards, Custom Objects, Analytic Snapshots, Custom Tabs, Visual Force pages, Apex Web services |
| **Salesforce and Integration Tools:** | Force.com IDE, Force.com Data Loader,Force.com Platform,Force.com Explorer |
| **Web Technologies:** | HTML, CSS,JavaScript |
| **Operating System:** | Windows,Linux |

**Education**

**M.S. in Computer Science and Information Systems**

Youngstown State University, Ohio

**Experience**

**Liberty Mutual Insurance, OH |Aug 2019- Current**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Working in close coordination with the Client to resolve issues arising using **agile methodologies.**
* Developed and configured **Custom Reports** and **Report Folders** for different user groups and also configured the **Analytic Snapshots** for the sales performance and lead generation statistics.
* Developed **Apex Triggers, Visual force pages, Controllers,** and managed to support the business **workflows.**
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on various **standard objects** like Campaigns, Leads, Accounts, Contacts, Opportunities, Forecast, Cases, **Reports, and Dashboards**.
* Integrated **Web services** using **REST**/**SOAP** API by generating the necessary stubs from the **WSDL** files for extracting the data from the current application by using the **Web services** using **Apex Code** and invoke **web service**.
* Customized page layouts for standard objects and assigned Record Types by using **VisualForce components.**
* Performed mass data imports using the **Apex data loader** and import tools as requested by **CRM Manager**.
* Designed, and deployed the **Custom objects, Custom tabs**, **Entity-Relationship data model**, validation **rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages** to suit to the needs of the application.
* Creating **SFDC reports** (functional and technical documents).
* Worked on **Validation Rules,Formulas**, **Workflows**, and **Approval Processes** to satisfy the business needs.
* Implemented the requirements on the **Salesforce**.**comPlatform**, **Force**.**comDataLoader**, **Force**.**comExplorer**, and **Force**.**comIDE** Plug-in using **Eclipse** followed by utilizing different products available in **AppExchange** as required.
* Architected, designed, and developed **Salesforce** bi-directional real-time integration Service between **Salesforce** and **SQL Server** using **Apex Web Services APIs**.

**Itinfolab Technologies, India| June 2015 - July 2018**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Implemented **Waterfall** practices for **workflow process, epic/user stories, releases, and reporting.**
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Designed, developed, and deployed **Apex Classes, Controller Classes, Extensions**, and **Apex Triggers** for various functional needs in the application.
* Used **SOQL** and **SOSL** for Data manipulation needs of the application using platform Database Objects.
* Performed various **Data Migration** activities **like Insert, Update, Delete, and Export using Apex Data Loader.**
* Used **eclipse** with **Force.com IDE** plugin for development and deployment.
* Configured various **Custom Reports**and **Report Folders** for different user profiles based on the need in the organization.
* Provided ongoing **Salesforce.com** maintenance and administration services including periodic **cleansing**, custom **objects,** and **workflows.**
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports, and dashboards.**
* Involved in data-mapping and **migration** of data to **SalesForce.com** Objects and fields.
* Involved in **SFDC** application support for business users.
* Configured **Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes**.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.

**Certification**

* **Salesforce Certified Administrator (Credential ID: 21419512)**