**Anusha Reddy   
Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY:**

* Over **6+** Years of IT experience in **Salesforce.com CRM Platform** with proficiency as a Salesforce Developer & Administrator. 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 **Administration, Configuration, Customization, Development and support experience on Salesforce.com Platform**.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, and Validation Rules.**
* Experience in SFDC development using **Visualforce Pages, Components, Force.com IDE, SOQL, and SOSL, MVC architecture, DML statements, Apex classes and Triggers**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, and dashboards**) and Report Folders.
* Experience working across various SFDC implementations covering such as **Sales, Customer Service, Marketing** and Salesforce validation and configuring Administrative Setup on Salesforce.com platform.
* Proficient in CRM business processes like **Campaign management, Lead Management, Case management and support automation.**
* Experience using Sales force Web services API like **REST and SOAP**.
* Working on **Lightning - Service Cloud**
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key **Apptus** functionalities.
* Managed the Contract Management and Order Management (Quote to Cash process) using the **Apptus CPQ** and **CLM Application AppExchange** tool which plays lead role in the sales life cycle.
* Working on **Salesforce Lightning** configurations, Apex classes, and AppExchange deployment.
* Working on Salesforce **Field Service Lightning**.
* Designed and Implemented **Complex Integration Patterns** for Client.
* Designed complete automated Case management on **service cloud platform**.
* Working on Integration Salesforce with many **external systems like Oracle, SDR, Mastero etc**.
* Working closely with Salesforce Product Team - to identify the **bugs in Service Cloud Platform**.
* Developed **Complex Lightning Components**.
* Working on complete Dispatch Management by **integrating Salesforce with DELTA**.
* Working on Integration two Salesforce instances of the client.
* Working on **Lightning Data Services** and **Lightning Design Systems**.
* Working on Integrating External System with **Salesforce using Canvas**.
* Working with Client to implement - **Salesforce DX.**
* Experience in creating **Lightning Components** and used Salesforce Lightning Design System (SLDS) to **convert existing Visual force pages to lightning components**.
* Created Apex methods for the **lightning controller** and helper methods to perform DML operations on the case records.
* Expertise in **Apttus - CPQ** and CLM Managed Packages. Worked on Apttus CPQ **configuration** and **integration**.
* 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.
* Setting up **Customization of APTTUS** product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
* The experience of **Web-to-lead, Web-to-case, Email-to-case functionality.** Expertise in developing web-based GUI using **HTML, JavaScript, and CSS.**
* Experienced in **building custom objects, fields, role-based page layouts, workflow alerts and actions, approval process, custom tabs, custom reports, Dashboards** in accord with application requirements.
* Excellent Working knowledge on web technologies like **JavaScript, HTML5, CSS.**
* Experience in understanding business requirement to design the required entities like custom objects and then creating **the junction objects, Master Detail Relationship, Lookups, Pick lists**.
* Expertise in using **Field Level Security, Record Level Security, Object Level Security, and Permission sets.**
* Endured in SFDC administrative work like **Approval** and **Tasks, Dashboards, Data Loader, Email Services, Escalation rules, Roles, Profile, Creating Users, Page Layouts, Reports, Validation Rules, Workflow Rules and Sharing Rules Automation** for satisfying complex business process automation.
* Experience in **migrating and integrating data from legacy systems** to Sales force using **Apex Data Loader and Work Bench**.
* Experience in reviewing **Test Plans, Test Scenarios, and Test Cases and performed testing for various applications at Unit testing and Integration Testing**.
* Experienced working with **salesforce.com sandbox** and **production environments,** also with **Eclipse IDE Force.com Plug-in environments.**
* Extensive experience in gathering Business/Functional user requirements, creating Use Cases as per **Agile/Scrum environment**.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, SOQL, SOSL, Visualforce (Page, Controllers) |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector |
| **Web Technologies** | C, C++,HTML 5, SQL server, Microsoft Office 365 Suite |
| **Databases** | MS SQL Server, RDBMS, MySQL, MS Access |
| **Platforms** | Windows (NT/2000/XP/Vista/7) |

**CERTIFICATIONS**

* **Certified Salesforce Administrator (ADM 201)**
* **Certified Salesforce Developer (DEV 401)**

**EDUCATION:**

* **Master of science:** SYSTEM MANAGEMENT INFORMATION SYSTEMS, FLORIDA INSTITUTIONS OF TECHNOLOGY, ORLANDO
* **Bachelor of Technology**: Kakatiya Institute of Technology, Warangal.

**PROFESSIONAL EXPERIENCE**

**Client: UnitedHealth Group, CT Jan 2020 – Till Date  
Role: Sr. Full stack.Net Developer   
Responsibilities:**

**Responsibilities:**

* Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements in to action plan with milestones and deliverables.
* Organized **Profiles, Role hierarchy, Permission sets, Organization-wide-defaults, and sharing rules to apply appropriate security controls**.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Design, develop and implement solutions for the **Apttus CLM** system deployed on the **Salesforce platform**.
* Developed and implemented Wizard for **APTTUS CLM** to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Worked on Design, Development and Implementing a **Lightning Application** to replace a Legacy Payments system.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and **Visualforce** Pages.
* Created **profiles and implemented Object and field level security to hide critical information** on the profile users.
* Customized Steelbrick CPQ using Salesforce CPQ plugin, JSForce JavaScript to auto insert quote line items when certain combinations of product options were selected in configurator
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning
* Effectively communicate between technical, operational and strategy groups. Created many Data extensions to accommodate custom scenarios. Configured and designed Journeys using Journey builder.
* Customized**Page layouts** for Standard/Custom objects and assigned Record Types.
* Worked with various salesforce.com Standard**objects** like **Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.**
* Created **Workflow Rules** to automate **Tasks, Email Alerts, time-dependent actions and Outbound API Messages**.
* Used third party apps like CPQ (SteelBrick) **Marketo**, DocuSign and **Apttus**
* Conceptualized, presented and implemented the CPQ Configurator, Pricing rules for Fortinet for all their flows
* Good understanding on Lightning Components and server-side controllers to meet the business requirements and good understanding on lightning
* Used refined global search in Lightning by developing Apex classes and Controllers
* Created **Reports**and **Dashboards** to track **Opportunity** pipeline/Stages for Management visibility.
* Designed **Visualforce pages with XML, HTML** along with custom controllers and controller extensions.
* Written **Apex Classes, Controller**, **Extension Controllers** and **Triggers** in the application for various Businesses, functional requirements.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Worked with **SF Chatter** which helps the users to communicate with the organization easily and quickly.
* Worked with **Integration and web services**. **Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.**
* Worked extensively with **Sales cloud sharing model**, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Implemented Salesforce web services like **SOAP and REST API, Java, XML.**
* Used asynchronous Metadata API to manage setup and customization information.
* Customized several **Workflows, validation rules, Triggers, Apex class**.

**Environment:** Saleforce.com Service cloud, Force.com platform, Lightning, Apex Classes, **APTTUS CLM**, Chatter, Visual Force Pages, Controllers, Custom Objects, Sandbox Data loading, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

**Client: RSI, MD Nov 2018 – Dec 2019  
Role: Sr. Full stack.Net Developer**

**Responsibilities:**

* Interacted with business users/analyst and prepared technical design documents based out of the requirements.
* Followed **Agile Scrum methodology** that included iterative application development, weekly Sprints and stand up meetings.
* Designed, developed and deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application and Used BitBucket for code repository.
* Worked in converting existing Application to force.com applications and used the Debug Log and System Log Console to catch exceptions.
* Developed new functionalities by writing Apex Controllers and visual force pages.
* Created custom labels and list views.
* Deployments through Change Sets and Force.com IDE.
* Successfully migrated the existing visual force pages to lightning by building advanced lightning components
* Hands on experience on Sales Force Lightning for Customizing Reports and Dashboards for business use
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing **Apex SOAP** and **REST Web Services** and Apex Callouts.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed UAT cleanup using some scripts and Data Loader.
* Integrated PokitDok with Salesforce instance through DataPower by making Asynchronous Calls using REST API.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Used **Apex Data Loader** mapped data sources and loaded data into Call Center application.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Designed and developed Apex Program, **Apex Triggers** for various functional needs in the application.
* Designed various WebPages in **Visual Force** for functional needs within **Salesforce**.
* Involved in Unit Testing and Test Coverage for **Triggers**.
* Written several **SOQL& SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.
* Involved in Apttus X-author tool for building the proposal and agreement templates per the business needs and involved in configuring and customizing the Apttus CLM tool.
* Migrated code from Sandbox to QA and QA to Production using cascade tool.
* Used JIRA Agile for project management and bug tracking.

**Environment**: Salesforce Unlimited Edition, Apex, Visualforce Pages, BitBucket, JIRA, Sandbox Data loading ,Eclipse IDE, Dream Factory Utilities (Cascade), Workbench, DataLoader, SOAP, WSDL, REST, PokitDok, Process Builder, JIRA, Workflow, Health Cloud.

**Client: Drutha Software Technologies (Pvt) Ltd, India Oct 2014 – July 2018**

**Role: .Net Developer**

**Responsibilities:**

* Created several tables (Objects) and established **relationship** between them **(Lookup and Master-Detail Relationships).**
* Worked on **Customer Portal** and Salesforce Sites to develop a public facing **portal** to be used by several thousands of users.
* Configured customer portal to meet the business requirements
* SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Record Types**, **Reports**, Analytic Snapshots, **Dashboards**, Tasks and Events
* Created Custom **Profiles** and **Permission Sets** to manage security and **data access**.
* Created several **Validation rules** and **Workflow rules** to meet the business requirements.
* Created several **Visual force Pages** to customize the portal. **JavaScrip**t and HTML was also used in building the **visual force pages.**
* Written Several **Apex classes**, **triggers** and **batch** classes to write the business logic.
* Scheduled Apex Jobs.
* Created the **Custom fields** for sales force **CRM** content management
* Created Custom Components which will be used in the **visual force pages**.
* Worked with several **record types** and **page layouts**.
* Used **Workbench**, **Data loader** and **data import wizard** to import the data.
* Used both eclipse and change sets to deploy the code to different sandboxes (QA, UAT etc.).
* Used **SOQL** to retrieve the appropriate data.
* Writing and optimizing SQL code and stored procedures.
* Review and analyze the **ETL** requirements.
* Extensive knowledge of data integration and processing including extraction, transformation, and loading **(ETL).**
* Written Code such that governor limits are not hit.
* Implementing **CRM** with other technologies stacks such as Microsoft
* Written test classes for code coverage.
* Worked on reports and dashboards
* Maintained coding standards and achieved positive results from the Force.com Security Scanner.

**Environment:** Sales force CRM, Apex Language, Visual Force Pages, S-Controls, Data Loader, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, and Sandbox Data loading.