

**Harshitha Kotagiri**

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**Sr. Salesforce Developer**

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|  | **Summary** |  |
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* Over 5+ Years of experience across various clouds(Sales Cloud, Service Cloud, Marketing Cloud) with Salesforce.com CRM platform using administration, development, integration, deployment, communities, lightning component development.
* Experience in all phases of Software Development Life Cycle (SDLC), AGILE/SCRUM including analysis, design, development, testing, documentation, implementation and maintenance.
* 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.
* Hands on experience in creating user interfaces using Visualforce framework.
* Good understanding of standard controllers, custom controllers, extensions, concept of view State, pagination and leveraging JavaScript and jQuery in Visualforce pages.
* Experienced in scripting languages like HTML, XML, CSS, APEX Web Services API development skills and Java Script, Web Services-Axis.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Experience in using Salesforce lightning design system for styling the lightning applications.
* Hands on experience in designing schema, object relationships, page layouts, record types, list views.
* Understanding of Salesforce standard and custom object architecture.
* Very good understanding and implementation experience in Security and sharing model of salesforce.
* Good experience working on profiles, permission sets, role hierarchy, organization wide defaults(OWD) and sharing rules.
* Experience in working on user management, organization setup and Global user interface.

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|  | **Technical Skills** |  |
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| **Operating System** | Windows, Mac OS |
| **Methodologies** | Waterfall, Agile |
| **Salesforce Technologies:** | Apex ,VF Pages, Lightning Component. |
| **Salesforce Tools:** | Force.com Explorer, Apex Data Loader, Data Loader IO, Workbench and VS Code. |
| **Programming Languages:** | Java, C |
| **Web Technologies:** | HTML, JavaScript,CSS |

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|  | **Professional Experience** |  |
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**JOHNSON & JOHNSON, NYC, NY Aug 2019 - Present**

**Sr. Salesforce Developer**

**Responsibilities:-**

* Design and develop best-in-class custom solutions within the Salesforce platform.Work with management to identify new and creative opportunities to leverage the system to support additional business processes, workflows or functions and work with marketing team to lead lifecycle management.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs.
* Developed REST callouts for event integration.
* Participated in SDLC phases requirement gathering, analysis, and design of the applications.
* Created Lightning Components and server-side controllers to meet the business requirements.
* Developed solution for switching classic to Lightning experience (Lightning Migration).
* Developed Lightning Components for replacement of JAVA Script buttons.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Customizing the Application version using Apex triggers, Visualforce pages and SOAP API.
* Integration of Sales cloud with external information systems using REST API web services.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com and checking the correctness of the data.

Environment: Foce.com platform, Apex, AURA components, Data Loader, HTML, Java Script, Reports, VS Code, VF pages, GIT Repositories, SOAP TOOL, POSTMAN client.

**FORD MOTOR COMPANY, Detroit, MI Apr 2018 – Jul 2019**

**Salesforce Developer**

**Responsibilities:**

* Worked within the Marketing & Sales technology team as the only developer to design, develop and enhance key components of the Salesforce application.
* Headed the Lightning migration project of the Salesforce application. Developed nearly 35 new lightning components as part of the migration project.
* Developed the project to link transactions to opportunities, which helps sales team users to track, the work they have done.
* Developed lightning components to create multiple tasks/activities from single place and associate them to respective opportunities and sales users.
* Worked closely with the business to capture functional requirements and develop components based on those requirements.
* Improved test code coverage by writing new test classes for the existing apex logic.
* Enhanced existing triggers using best practices in apex code.
* Developed SOAP based requests for communicating with Web services.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, Entity-Relationship data model, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads and Opportunities.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of Salesforce.com.
* Integrated the REST based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.

**Asurion, Sterling, VA Jan 2017 – Mar 2018**

**Salesforce Developer / Admin**

**Responsibilities:**

* Worked very closely with sales team and business analysts, performed detailed analysis of business and technical requirements, and designed the solution by customizing various Standard objects of Salesforce.com.
* Worked on Sales cloud module such as web-to-lead, auto-response rules on standard objects like Account, Contact, Lead and Campaigns.
* Key role in migrating company's salesforce instance from classic to lightning experience.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, Entity-Relationship data model, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Worked on service cloud module such as web-to-case, Escalation rules, Assignment rules.
* Wrote reports for projects and worked with different project managers.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and triggers.
* Worked as an administrator of both the Sales Cloud and the Service Cloud to implement and deliver.

**Dr. Reddy’s laboratories , HYD, IN May 2015 – Jul 2016**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Enhanced project planning by conducting interviews, feasibility studies to identify and eliminate high-risk areas of the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Reports and Opportunities.
* Worked on Data Mapping.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects, defined lookup, master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Customized tabs for different business users groups and business centers.
* Worked on role hierarchy & sharing rules to configure visibility.
* Worked on workflow rules & approval processes, developed workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.

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|  | **Education** |  |
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Bachelors in Computer Science

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|  | **Certifications** |  |
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Salesforce Certified Platform Developer I