**Name: Pavan Maddy**

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**SUMMARY:**

* Over 6+ Years of IT experience with around 5 years’ Experience in the **Salesforce.com CRM** Platform as a **Certified DEV-401** Developer in Salesforce.com and client-server architecture and over 3 years’ Experience as Web Developer.
* Experienced in all phases of Software Development Life Cycle **(SDLC),** quality management systems and project life cycle processes. Highly skilled in Salesforce.com **(SFDC)** development and implementation.
* Proficient in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce** Junction objects, master-detail relationships, lookup relationships.
* Experience with tools like **Force.com Explorer, Force.com Migration and Force.com Excel connector.**
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Chatter & App-exchange applications.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Experience in Upgrading from Salesforce Classic to Salesforce Lightning.
* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Knowledge on Salesforce CPQ and some marketing cloud tools like Aptus.
* Technical experience in Lightning & Lightning App builder.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, an d Style Sheets
* Experience in Force.com Web services API for implementing web services in the application to provide access to Salesforce data from external systems.
* Implementation and Integration experience using Custom Objects, Custom Tabs, Workflow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules. This also includes Custom Reports, Report Folders, and Report extractions to various formats as per the Client & Application Requirements.
* Experience in implementing Web-to-Case, Email-to-Case to generate cases for Case objects.
* Good exposure to **AppExchange** applications. Able to find appropriate applications, install and customize.
* Experience in Data migration using Import Wizard, Apex Data Loader.
* Experience in web technologies like **HTML, XML, CSS, JavaScript, WSDL, and SOAP.**
* Strong Knowledge in AppExchange Applications for integrating with Third Party Applications.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Responsible for unit, integration and regression testing and end to end user testing.
* Worked closely with Business Users to enabled business process using SFDC.
* Highly motivated self-starter with Excellent Communication, Presentation and Problem-Solving Skills and committed to learning new technologies.

**CERTIFICATION:**

* **Salesforce.com Certified Force.com Developer (DEV 401)**
* **Salesforce.com Certified Administrator (DEV 201)**

**EDUCATION:**

* Bachelors in computer science from India.

**TECHNICAL SKILLS:**

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| --- | --- |
| **SALESFORCE TECHNOLOGIES** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots. |
| **SALESFORCE TOOLS** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Lightning, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **PROGRAMMING LANGUAGES** | Java, Apex, C, C++  |
| **WEB TECHNOLOGIES** | HTML, CSS, AJAX, XML, XSD JavaScript, Angular JS, SOAP |
| **OPERATING SYSTEMS** | MS Windows, Linux  |
| **DATABASES** | MS SQL Server, DB2, Oracle |
| **METHODOLOGIES** | Agile, Scrum, SDLC, RUP. |
| **OTHER TOOLS** | Informatica Power Exchange, Eclipse, Flex Builder 3, SQL Query Analyzer, Putty and Edit Plus |

**PROFESSIONAL SKILLS AND ABILITIES:**

* Excellent communication and people management skills.
* Highly organized and dedicated with positive attitude.
* Strong quantitative and conceptual abilities.
* Perform multiple assignments under pressure and consistently meet deadlines.
* Capability to understand complicated software systems and algorithms.

**PROFESSIONAL EXPERIENCE:**

**Client: ADVANCE AUTO PARTS, ROANOKE, VA. JAN 2019 -till date**

Role: Salesforce Admin/Developer

AAP CRM is the primary mechanism to build knowledge around our customers to drive an improved customer experience. This is an enterprise effort with deep connections to all customer touch points**.**

**Responsibilities:**

* Designed, developed, tested, deployed, and maintain business applications built on the Salesforce platform
* Involved in full application development lifecycle projects including design, development, unit test, functional testing, deployment and ongoing support for Customer Relationship Management and other business applications running on Force.com platform.
* Developed Re-Usable UI components with the lightning component Frame work
* Developed apps visually with Lightning App Builder and Lightning Components.
* Experience with Lightning and development of Lightning components.
* Develop web services Application Programming Interface integrations with other systems including SFDC, Oracle-based systems, and Informatica middleware.
* Implementing 3rd party integrations with Salesforce (REST or SOAP APIs)
* Working on different LOB’S in Wells Fargo to integrate with salesforce.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented case management automation (on Case Object) to track and solve customer’s issues.
* Implemented Email-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used the Force.com explorer to build and test SOQL and SOSL queries.
* Collaborate with project management and business analyst resources to develop project plans, tasks, and estimate duration and schedules.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* Responsible for integration and development project plans and designs for various releases like SIT, UAT and production Sandbox (environment).
* Implemented Web services API using REST architecture.
* Extensive use of tools like Apex explorer, PVCS source repository tools.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Designed company letterheads using Communication templates.
* Participated in the discussions to define functional and user interface interaction in scrum meetings.
* Involved Background in application development using technologies like HTML, CSS, and JavaScript (AngularJS is a plus)
* Used AngularJS as the development framework to build a single-page application.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* 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**.**
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

**Environment:** Eclipse IDE, Controllers, Visual Force Pages, Lightning, Data Loader, Angular JS, Workflows, Triggers, Web Services API, Force.com Explorer, Informatica Power Exchange, Data Loader.

**Client: CISCO, SAN JOSE, CA. Feb 2018 – DEC 2018**

**Role: Salesforce Developer/Admin**

CISCO Systems, Inc. is an American multinational technology company that designs, manufactures and sells networking equipment.

**Responsibilities:**

* Gathered business process requirements and utilize Sales force functionality to automate and achieve those objectives.
* Working as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Extracted the data from salesforce.com application into the external databases for generating large data reports using the **Informatica On-demand**.
* Developed dynamic Salesforce.com **Visualforce pages using** **Apex and AJAX tool kit**.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* Used AngularJS as the development framework to build a single-page application.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* 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**.**
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Experience working across various SFDC implementations covering sales cloud and service cloud.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented web based case management automation – Web-to-Case and Email-to-Case (on Case Object) to track and solve customer’s issues.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* 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.

**Environment:** Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Angular JS, Workflows, Triggers, Web Services API, Force.com Explorer, Informatica Power Exchange, Data Loader.

**Client: GEICO INSURANCE,CHEVY CHASE, MD Mar 2016-Feb 18**

**Role: Salesforce Developer/Admin**

Government Employees Insurance Company (GEICO) is an American auto insurance company headquartered in Chevy Chase, Maryland. GEICO has grown to provide insurance to a wide range of customers, whether they're employed by Uncle Sam or the private sector.

**Responsibilities:**

* Responsible for requirement gathering, fit gap analysis and preparation of functional requirement specifications.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked closely with business analysts to perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Responsible for creating efficient design and developing User Interaction screens using HTML5, CSS3, JavaScript, Angular-JS and Bootstrap
* Built the UI part of address verification service where users can select or ignore recommended
* Involved in data mapping and migration of data from legacy systems to salesforce.com Objects and fields.
* Involved in Enhancement of existing application utilizing Angular JS, created HTML navigation menu.
* Implemented Case Management Automation to track and solve Customer’s Issues.
* Developed APEX triggers, Classes, Test methods & Visual Force pages to display alert messages and tasks to be done.
* Managed user accounts by creating roles, profiles and user group, security controls, personal information setup, password reset, updating company profile and Network access setup.
* Responsible for architecture in Salesforce modules internally and also with out of box functionality.
* Responsible for Functional and Technical design document for various modules in Salesforce application.
* Configured complex work flows and Approval processes to meet business requirements.
* Responsible for building Offline Salesforce.com framework for business needs.
* Responsible for implementing best design patterns from Cairngorm architecture to interact with backend and web services layer to pull out the data to flex UI components.
* Followed the Agile agenda to complete project by maintaining the task schedule.
* Responsible for quality assurance of all web design projects, including web usability, accessibility, testing and debugging.
* Responsible for integration and development project plans and designs for various releases like SIT, UAT and production Sandbox (environment).
* Implemented Web services API using REST architecture.
* Extensive use of tools like Apex explorer, PVCS source repository tools.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Designed company letterheads using Communication templates.
* Participated in the discussions to define functional and user interface interaction in scrum meetings.
* Responsible for integration and development project plans and designs for various releases like SIT, UAT and production Sandbox (environment).
* Implemented Web services API using REST architecture.
* Extensive use of tools like Apex explorer, PVCS source repository tools.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Designed company letterheads using Communication templates.
* Participated in the discussions to define functional and user interface interaction in scrum meetings.
* Developed Reports and Dashboards for weekly/monthly reviews.
* Managed migrations of metadata, settings, workflows and data to development and production orgs.
* Reviewed code and changes prior to scheduled deployment dates determine by Agile planning.
* Ran required tests and validations to maintain best practices in the Salesforce orgs.
* Performed functional testing of changes, providing validation, and created backups for disaster recovery (roll-back) prior to code migration.
* Provided Tier 3 Support for Help Desk requests to resolve functional, data or connectivity issues internally and on mobile devices reducing downtime and malformed data.

**Environment:** Salesforce.com, Apex, Visualforce, Force.com IDE, Apex explorer, Data loader, Flex Builder 3, Informatica Power exchange, Oracle11g.

**Client: JDRF, NEW YORK, NY JAN 2015-Mar 2016**

**Role: Salesforce Developer/Admin**

 JDRF is the leading global organization funding type 1 diabetes (T1D) research. Its strength lies in our exclusive focus and singular influence on the worldwide effort to end T1D..

**Responsibilities:**

* Design, implement, unit test, maintain, and troubleshoot various applications and integrations with Salesforce, including migration of legacy systems to Salesforce, ensuring a flawless migration process and no disruptions to end users and existing business processes.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Implemented case management automation (on Case Object) to track and solve customer’s issues. Implemented Email-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used the Force.com explorer to build and test SOQL and SOSL queries.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment:**  APEX, Visualforce, InformaticaPowerCenter/8.1.1 SQL Server 2005, Windows server 2003, Web services, SOSL, SOQL, Power exchange.

**Info Tech PVT LTD – Hyderabad, India Jan-2014- Dec 2014**

**Role: Salesforce Developer**

**Responsibilities:**

• Followed the Agile agenda to complete project by maintaining the task schedule.

• Responsible for quality assurance of all web design projects, including web usability, accessibility testing and debugging.

• Responsible for integration and development project plans and designs for various releases like SIT, UAT and production Sandbox (environment).

• Implemented Web services API using REST architecture.

• Extensive use of tools like Apex explorer, PVCS source repository tools.

• Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.

• Designed company letterheads using Communication templates.

• Participated in the discussions to define functional and user interface interaction in scrum meetings.

• Responsible for integration and development project plans and designs for various releases like SIT, UAT and production Sandbox (environment).