Teja

Salesforce Developer

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**PROFESSIONAL SUMMARY:**

* Over Seven years IT experience salesforce.com as a Developer working on projects to implement, configure and support of Salesforce CRM experience while using Force.com, Visualforce, and apex.
* Deep understanding of the SFDC implementations covering Salesforce1, Sales Cloud, Community Cloud, Service Cloud, Marketing Cloud, Chatter and App-Exchange applications.
* Expertise in design and development of multi-tiered web based applications using Java technologies: HTML, DHTML, CSS, XML, UML, JavaScript and J2EE, Rest and SOAP-based webservices. Experience in integrating External Web systems with salesforce using REST and SOAP web services.
* Created Lightning Apps Combing Lightning Design System, Lightning App Builder and Lightning Component Features.
* Developed App Builder and Mobile App using Lightning.
* Enabled Aura framework by adding Aura Attributes and Aura Handlers for Events to focus on Logic and interactions in Lightning Applications.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction pages.
* Worked on Lightning process builder flows, Connect API, Chatter and Quick Action.
* Worked with Apex classes and Triggers, Controllers and Controller Extensions, Components, Test Method and Application Design and Development on Multitenant Force.com platform.
* Designed Visualforce pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application
* Effective work of data migration using Import/Export wizard and Apex data Loader for bulk import or export of data from salesforce.com objects.
* Experience in Data Migration using ETL tools like Data Loader.
* Experience working with Deployment Tools like Force.com IDE based on salesforce.com Sandbox environments.
* Experienced in working with Agile and Scrum methodologies.
* Possesses knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, have experience in using applications like JIRA for issue tracking and project management. Business processes and recommended solutions to improve their processes using Salesforce.com. Proficiency in Object Oriented Languages like C++, Java, Servlets and other Java technologies.
* Experience in writing test methods and Test cases with Code Coverage.
* Excellent analytical, de-bugging skills and documentation skills.
* Excellent work ethics, quick learner and team oriented who focuses on continually providing value added services to the clients through thoughtful experience and excellent communication skills.

**CERTIFICATIONS:**

Salesforce Certified Platform Developer I

**EDUCATION DETAILS:**

Masters in Information Systems and Engineering Management, Harrisburg University, PA, 2020.

**TECHNICAL SKILLS:**

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| --- | --- |
| Sales Force | Sales Force CRM, Sales Force SFA, Apex Custom Controllers, Apex Classes, Apex triggers, Visualforce Pages/Components, Lightening Components, Apex Web Services, SOQL, SOSL, AJAX Toolkit for S-Control, Workflow & Approvals, Reports, Dashboards and Custom Objects |
| Sales Force Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Data Loader, Force.com, Excel Connector, Force.com Platform (Sandbox and Production) |
| Integrating Tool | Apex Data Loader and Informatica On-Demand, Jitterbit |
| Programming | Apex, C, C++, Java |
| Web Technologies | HTML, XHTML, XML, AngularJs, CSS3, AJAX, XRX, Web logic, Java Script |
| Database | Oracle 8i/9i/10g, MS SQL Server 200/2005 |
| Testing Tools | JUnit, Element Tool, Selenium |
| Operating systems | Microsoft Windows (2000/XP/Vista), Linux Ubuntu 11.10, Apache Mac, iOS, Android |
| Other tools | Visio, Clear Quest, Clear case, MS Project, Jira, Eclipse |

**PROFESSIONAL EXPERIENCE:**

**Zurich, Schaumburg, IL Jan 2020 – Present**

**Role: Salesforce lightning Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.  
  Worked on various Salesforce.com Standard Objects including Accounts, Opportunities, Cases, Contacts, Reports, Dashboards, Events and Tasks.
* Experience working in Sales Cloud & service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Created Modern Enterprise Lightning Apps Combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to production.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Developed the Apex Triggers to ensure the correct data entries into the system.
* Developed Test classes and maintained the proper code coverage to deploy into the production
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Pre-Deployment, Deployment and Post-Deployment activities in Production.
* Implemented Salesforce.com web services client using Sales force webservices API, Java, XML and partner WSDL.
* Developed several Custom Reports &Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in Agile methodology, Scrum which dramatically improved productivity and reduced errors.
* Created Queues, Public Groups and Email Templates.
* Create and validate Test plan, Test Scenarios, and Test cases with Testing Team.
* Good understanding of Governor limits and implemented code based on understanding limitations.
* Written Apex Test classes to meet Unit testing before migrating from Sandbox to Production environment.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Created different templates in visual force and HTML
* Worked on data migration using data loader from excel sheets.
* Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.

**Environment:** Lightning Components, Sales Cloud, Service Cloud, Apex Language, Visual Force (Pages, component and controller), AppExchange, Custom Objects, Workflow and approvals, Email services, Security controls, Case management, Validation rules, Salesforce DX.

**Massmutual, MA Apr 2019 – Dec 2019**

**ROLE: Salesforce Developer**

**Project Description**: As a part of the project, we often used to interact with the business users and gathering the functional and technical requirement for designing the model in salesforce as per their request and fixing the defects in production

Responsibilities:

* Developed various custom objects, formula fields, Master-Detail, Look up relationships, Tabs, Validation rules.
* Created various Profiles, Roles, and page layouts and configured the permission based on the Organization hierarchy requirements.
* Worked on various salesforce.com standard objects like Cases, Leads, Accounts, Contacts, Opportunity, Campaigns, Reports and Dashboards.
* Worked on sales cloud and service cloud.
* Designed and developed custom tabs, Validation-rules, Assignment rules Approval processes and Auto response for automating business logic.
* Implemented Security access to the user’s profiles by creating Object Level Security, Field Level Security and record level security.
* Designed and developed the Record types, Quick actions, Work flow rules, Process builders
* Developed Visualforce Pages, Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.
* Developed complex mappings&mapplets in informatic to load the data using different transformations.
* Integrated the web services API, for extracting the data from External Systems.
* Worked on Web to Lead and Web to Case.
* Created Wrapper Classes to capture multiple entries.
* Used series of Ant Scripts to commit and pull files from GitHub.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using force.com platform.
* Worked on building and embed Lightning Components in Visualforce page by using new Lightning out feature by event-drive programming, Where I write my handlers the respond to interface events as they occur.
* Experience in Aura framework, Lightning components and salesforce Lightning Design system (SLDS).
* Developed App Builder and Mobile app using Lightning.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Experience Working across various SFDC implementations covering sales cloud and service cloud.
* Worked on live Agent(Chat) provides a Coach with the ability to instantly communicate with Members.
* Implemented Case Management Automation (on case Object) to track and solve customer’s issues.
* Used the Sandbox Environment for testing and migrated the code to production after testing.
* 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.
* Coordinated the process of Production defect fixes and support.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce and Force.com IDE.
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force webservices API, Java, XML and partner WSDL.
* Escalates important issues to the attention of the department head so that decisions can be made promptly.
* Developed Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.

**Environment:** Salesforce.com unlimited edition, Salesforce Lightning, Sales Cloud, Apex Language, Visualforce (Pages, component and controller), AppExchange, Apptus, HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, CPQ, Excel, Validation rules.

**Aadvi Tech Solutions, Hyderabad, India Feb 2015 to Nov 2017**

**Kin Insurance**

**Role: Salesforce Developer**

**Project Description:** Project involves working as a part of the Customer Relationship Management team to capture data relating to customers and their interactions with the clinet across the end-to-end life cycle of an advertiser, agency, reseller or partner. The project also requires working closely with business users on gathering the functional and technical requirements for designing the Salesforce Automation Application for internal users using Salesforce.com applications to keep track of their pipeline and forecasting.

Responsibilities:

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created and customized Profiles, Public Groups and Roles to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Created different workflow rules and Approvals, Email Templates to run the Assignment rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on Point and Click development and worked on SFDC implementation related to Sales Cloud.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Maintained CPQ tool updated with latest functionality by Installing Apttus CPQ releases.
* Worked on Marketing Cloud by creating Campaigns standard objects.
* Experience in Marketing cloud, Exact Target configuration and writing AMP scripts.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ
* Expertise in client side scripting with JavaScript, JQuery, AngularJS, Bootstrap and AJAX Extensions and Toolkit Controls
* Experience with creation of users, groups, projects, workbooks and the appropriate permission sets for Tableau server logons and security checks.
* Used HTML, CSS, SSJS, and other technologies to build customized solutions that support critical business functions.
* Experience on Lightening component framework and also worked on lightening app builder.
* Preparing Dashboards using calculations, parameters, calculated fields, groups, sets and hierarchies in Tableau.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce and Force.com IDE.
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Used series of Ant Scripts to commit and pull files from github.
* Used ANT script for manual deployments and also used CICD with Jenkins for automated deployment.
* Proficient in Data Migration from Traditional Applications to Sales Force using Data Loader Utility, Informatica On Demand and Cast Iron.
* Deployed the code to production, and handled the merger process of accounts and contacts.
* Implemented Angular JS UI framework on websites which are likely to change a lot over the life cycle.
* Designed, developed and deployed Apex Classes, Triggers and packages for various functional needs in the application.
* Designed the Custom Visualforce pages for Lead conversion and merging duplicates.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Integrated with external system using WebServices Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT environments.
* Coordinated the process of UAT defect fixes and support.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and triggers.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used the Force.com IDE for testing and migrated the code to the deployment instance after testing.

**Environment**: Saleforce.com platform, Tableau, Apex, CRM, Visualforce Pages, CPQ, Apttus, Web logic, Data Loader, Workflow & Approvals, Reports, Custom Objects, AngularJS, Jitter bit Data Loader, iOS, Angular Js Android, Custom Tabs, Email Services, Security Controls, Sandbox data loading, AppExchange, HTML.

**Aadvi Tech Solutions, Hyderabad, India Sep 2012 – Jan 2015**

**Providence Bank**

**Role: Salesforce Developer**

**Project Description:** The client needed to consolidate customer information companywide and streamline processes. Salesforce was integrated with different applications and was used to manage CRM solution to integrate sales, marketing, and support. They wanted to leverage Salesforce.com as a CRM to build and customize their Marketing and Sales modules. Adding to it, they wanted to implement partner portals using SFDC by which partners across the globe would have accessibility to the data on SFDC.

**Responsibilities**:

* Interacted with Business users for requirements gathering, analysis and development.   
  Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Developed various Apexclasses, Controllerclasses and ApexTriggers for various functional needs in the application.
* Developed various CustomObjects, Formula fields, Master-Detail, Lookup relationships, Tabs and validation rules.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Implemented the requirements on salesforce.com platform and Force.com IDE plug-in using Eclipse.
* Used the Java Ant for testing and migrated the code to the deployment instance after testing.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Used Jitter bit Data Loader as an import tool we can Insert new records, update existing records and perform upsets
* Developed Cascading Style Sheets (CSS) for creating effects in Visualforce pages.
* Used AngularJS HTTP methods to retrieve employee task data from entity models.
* Created Workflow rules and defined related tasks, email alerts and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Created custom controllers and controller extensions while developing Visualforce pages.
* Developed the Apex Triggers to ensure the correct data entries in to the system.
* Developed Test classes and maintained the proper code coverage to deploy in to the production
* Developed Validation rules on various objects. Also, created Assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Worked on Web to Lead and Web to Case.
* Created Assignment rules on Case object to assign the web to Cases automatically to Queues and users based on the products.
* Pre-Deployment, Deployment and Post-Deployment activities in Production.
* Worked with App exchange application Informatica for data migration.
* Created email templates and inbound emails using Visualforce for clients and customers.
* Utilized Chatter for effectively communicate with the users in the Organization.
* Developed business documents for Salesforce.com Custom objects.
* Implemented Salesforce.com web services client using Salesforce webservices API, Java, XML and partner WSDL.
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Involved in Agile methodology, Scrum which dramatically improved productivity and reduced errors.   
  Provided training to business users about the system.

**Environment**: Saleforce.com, Force.com Platform, Apex Classes, Chatter, AngularJS, CPQ Apttus, Visualforce pages, Jitterbit, controllers, custom objects, custom tabs, email services, Java, workflow & approvals, reports, security controls, Eclipse IDE, WSDL, Windows.