

**Vinod Kumar Chiluka**

**SALESFORCE ADMIN/DEVELOPER**

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**PROFESSIONAL SUMMARY:**

* Over**7** years of IT experience and **5** years as a **Certified Salesforce.com Platform Developer**and excellent experience as **Salesforce Admin**as well.
* Extensive experience with the Salesforce.com development **life cycle**, **application design patterns**, **integration patterns** and **deployment planning**.
* 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**.
* In-depth experience in CRM business processes like Forecasting, **Campaign Management**, **Lead Management**, **Pipeline Management**, **Order Management**, **Account Management**, and **Case Management**.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Worked with **Pardot** Functionality, **PardotA/B Testing**, **Auto responder** emails and **PardotEmail Rendering**.
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud**.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Good insight into the **Health**and **Financial Domain.**
* Developed and recommended CRM roadmap for customers in the **Financial Domain**.
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Extensive exposure to **Black Box testing**, **Smoke testing**, **Usability testing**,**End-to-End testing**, **System testing**, **Regression testing**and **User Acceptance testing (UAT)**.
* Created customized UI as per the client and application requirements using **Visualforce.**
* 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.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
* Competent in analyzing and creating narrative **Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram** using **UML Tools** like **MS Visio.**
* Expertise in **Business Analysis methodologies** and **iterative Software Development Life Cycle (SDLC)** in relation with all the phases of **Rational Unified Process (RUP)**.
* Experience in data migration from **ACT, Excel, MS outlook** using **Data Loader, Data Import Wizard, SFDC Data Export**, **MassDelete**, **Informatica.**
* Experience in Creating **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail.
* Working with different aspects of Web Services (**XML**, **WSDL**, **SOAP**, **REST**).
* Expertise in customizing standard Objects like **Accounts**,**Contacts**, **Opportunities**,**Products**,**Cases**,**Leads**, **Campaigns, Reports**(**Summary reports**,**tabular reports**, **Pie charts**) and**Dashboards**and **Report folders** for different user profiles as per the requirements.
* Created **lookup** and **master-detail relationships** on the objects and created **junction objects** and various advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **Approval Process**, **Sharing rules** for **automated alerts**, **field updates** and **Email generation**.
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Exposure to **Apptus** and **SteelBrick**, developed POC’s in Apptus CPQ and steelBrick CPQ.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* Setting up **Service Cloud** Console, **Cases**(Web to case, Email to case), Solutions, Case Assignment and **CTI** Integration.
* Expertise in **Lightning app builder** (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed **Lightning Component Framework** and also 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.
* Built reusable **UI/UX components** with **lightning component framework**.
* Strong experience with source control tools **Git**, **Bit bucket**, **Source tree**, built salesforce code from the repository.
* Experienced in **Object Oriented Analysis** and **Design** and **Object-Oriented Programming** and Design Patterns under **MVC** (**Model View Controller**) **Architecture**.

**TECHNOLOGIES:**

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| **Web Technologies:** | **HTML, CSS, JavaScript, XML, Framework, JSON, Web Services, Visual Force** |
| **Salesforce Technologies:** | **Salesforce CRM, Custom Tabs & Objects, Apex Controller, Apex Trigger, Apex Classes, SOSL, SOQL, Visualforce, Validation Rules, Workflow & Approvals, Schema Builder, Apex web Services, Reports and Dashboards, Email Services, Email Templates, S-Control, Formulas, Batch Class, Process Builder** |
| **Integration Tools& Technologies** | **Force.com Platform (Sandbox and Production), Force.com Data Loader** |
| **Databases** | **SQL Server, MS Access, Oracle, MySQL** |

**EDUCATION:**

* **M.S in Technology from University of Central Missouri, Warrensburg, MO.**
* **B. tech in Computer Science from JNTU Hyderabad, India.**

**CERTIFICATION:**

* **Certified as Salesforce Platform I Developer.**
* **Certified as Salesforce Administrator.**

**PROFESSIONAL EXPERIENCE:**

**Client: Walmart, Bentonville, AR**

**Role: Sr. Salesforce Admin/Developer Aug 19 – Present**

**Roles & Responsibilities:**

* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Involved in creating and customizing Email template and configuring them to   the email alert within the workflow rule for a standard/custom object.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
* Implemented Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Familiar with Salesforce latest product launches including Wave Analytic.
* Developed wave dashboards using Salesforce platform as the backend.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Contributed towards HLD and LLD phase and design documents preparation by integrating different modules.
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using Agile methodology.
* Created Workflows for automated lead routing and lead escalation.
* Developed Apex classes and Triggers and linked them to manage the workflows.
* Experience in configuring price quote (CPQ) with Apptus.
* Used Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Used more than 55% of Apex for development.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects.
* Integrated Salesforce.com with external systems like Oracle and SAP   using SOAP API and REST API.
* Integrated applications with salesforce.com using SOAP web services API.
* Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Implemented communities and built external pages.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Used ANT tool to migrate from Dev to QA.
* Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developed Visual Force pages which rendered based on salesforce1 app.
* Developed custom UI suing CSS, HTML, Visualforce components and used jQuery, JavaScript for front-end validation.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure).
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation.

**Environment: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.**

**Client: Blue Cross Blue Shield of Michigan, Detroit, Michigan**

**Role: Salesforce Admin/Developer Feb 17 – Jul 19**

**Roles & Responsibilities:**

* Used Force.com Developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Implemented Security Settings, configured profiles and permission sets.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Implemented Apex Data loader "Command Line Interface (CLI)" to automate the data loading process for the sand box refresh activity.
* Designed various Webpages in Visualforce for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Involved in UI and DB Design for Mobile application.
* Involved in replication of Salesforce CRM data to SharePoint.
* Created and used Email templates in HTML and Visualforce.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Built apps visually with Lightning App Builder, Lightning Components and lightning connect integrations across multiple connections.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created Apex Controller server for Salesforce Lightning experience and added Lightning Component to lightning pages and record pages.
* Responsible for setting up web service integrations.
* Implemented OAuth 2.0 for authentication by Force.com Canvas to integrate the applications.
* Made Canvas applications available in the chatter, Visual force pages, Salesforce1, page layouts and Salesforce console.
* Implemented Inside sales telephonic plug-in application.
* Customized Salesforce alerts and notifications regarding new business acquired via the Sales process.
* Created data extensions, list to load data into Salesforce marketing cloud.
* Automated emails, customer events and activities and set criteria to shoot emails by creating the Journey's page.
* Created data extensions to admit contacts into a journey and determined action and executed Journey builder.
* requirements designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Used the sandbox for testing and migration of code to the deployment instance after testing.
* Implemented SKUID for building user friendly interface (UI) for both standard and custom objects and to add custom functionalities in Force.com.
* Conducted interviews with key business users to collect requirement and business process information.

**Environment: Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkin, Translation Workbench, Sandbox, Ant scripts, Data Loader, Custom Tabs, Lightning Components, CTI integration and Email Services.**

**Client: DTCC, Tampa, FL**

**Role: Salesforce Admin/Developer Oct 15 – Feb 17**

**Roles & Responsibilities:**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com **(**SFDC).
* Developed APEX triggers, classes, Visual Force pages.
* Used agile methodology to achieve high performance.
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
* Developing Test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Documented test cases, test results, test procedure and reported to client and also coordinated with development team for Bug fixing.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Involved in system integration using Call Outs, Triggers and outbound messaging.
* Performed data migration into Salesforce application using apex data loader through CSVfiles.
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed Apex class and triggers to format phone/fax/zip code in account object.
* Extensively used REST APIs for integration between Salesforce and on-premises systems.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.).
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Created Price books and also migrated the active Products from these Price books.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.
* Involved in UNIT testing and Integration testing.

**Environment: Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls**

**Client: Wipro, Hyderabad, India**

**Role: Java/UI Developer Jun 13 – July 14**

**Roles & Responsibilities:**

* Worked on creating interface on the existing application, using Angular upon transition from Google Web Toolkit (GWT) to Angular JS 1.5.
* Developed the UI, layout and front-end programming (HTML) for web application that matches requirements of State Street Corporation on boarding.
* Coordinated project activities and ensure that all project phases are followed and documented properly.
* Extensively involved design discussions and user experience sessions to provide inputs on the layout and UX.
* Designed the front-end applications, user interactive (UI) web pages using web technologies like HTML, XHTML, and CSS.
* Developed non-functional HTML, CSS pages from the mockups and involved in UI review with UI architect and Business Units.
* Developed GUI using JavaScript, HTML/HTML5, DOM, XHTML, AJAX, CSS3 and jQuery in on-going projects.
* Developing web pages effectively using, Angular 6/7, Angular JS, ES6, HTML 5, CSS3, JavaScript, Typescript and proficiently making webpages which are cross browser compatible.
* Used jQuery for creating various widgets, data manipulation, data traversing, form validations, create the content on the fly depend on the user request, implementing Ajax features for the application.
* Written Angular JS controllers and directives where the REST calls are made to the Backend to fetch the respective data for the template and the directive is linked to the template.
* Converted the mock-ups into hand-written HTML 4.0/5, CSS (2/3), XHTML, JavaScript, jQuery, AJAX, XML and JSON.
* Built server less applications using AWS lambda and possess good knowledge in AWS cloud front, s3 bucket along with debugging the logs in the putty server.
* Deployed applications on AWS in both ways by using JENKINS and manual upload of files in S3 Bucket.
* Used various tools such as Continuous delivery/Continuous Integration (CD/CI), Jenkins to deploy applications to AWS and GIT for version control of code for incremental development and day-to-day activities in software development.
* Monitoring the production alerts and on-call in OpsGenie and Cloud Controller.
* Improved user experience by designing and creating new web components and features.
* Involved in complete SDLC – Requirement Analysis, Development, System and Integration Testing.
* Handling cross browser/platform compatibility issues (IE, Firefox, chrome and Safari) on both Windows and Mac

**Environment: HTML5, CSS3, JavaScript, AngularJS, Putty Server logs, OpsGenie, AJAX, JSON, Bootstrap, RESTful web services, NPM, Jasmine, Protractor, Jenkins, Webpack, OOPs Concepts, Agile, Angular material, Volta UI.**