Varun Teja A close up of a sign

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**SUMMARY:**

* Over 7 years of IT experience with above 5 years of experience in Salesforce CRM Development, Design and Administration.
* Expertise in standard Sales force configuration that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, Process Builder, Custom Setting, etc.
* Good Knowledge on Software Development Life Cycle (SDLC), Agile and Waterfall Methodologies.
* Development Experience including hands-on experience in Apex Code, SOQL queries, Batch processes, Triggers, Validation Rules, Reports, flows/process builder and migration of code, Visualforce, backup of sandbox/ repository.
* Experience in data migration from Excel, MS outlook and Legacy Systems using Import Wizard, Data Loader, SSIS and Dataloader.io
* Installed Salesforce AppExchange Apps and Deployed Customization from Sandbox to another environment by Change Set, GIT and ANT.
* Extensive experience in designing of custom objects, custom fields, Picklist, role-based page layouts, Workflow Alerts & Actions, WSDL, custom Tabs, custom reports, report folders, report extractions to various formats, design of Record Types, Dashboards, and Email generation according-to the application requirements.
* Experience in working on leads, case management, web-to-lead, Web-to case, Email-to-case.
* Experience in customization of salesforce products like Service cloud, Sales cloud, Marketing Cloud, Salesforce1, Customer portal and Partner portal.
* Salesforce Lightning Experience - Used SLDS for developing Lightning Components, Lighting Bundle, Actions, Event and Server-Side Controller.
* Experienced in Web technologies like HTML, CSS, Angular, Java Scripts and Java technologies
* Capable of rapidly learning new technologies and processes and successfully applying them to projects and operations.

**CERTIFICATION:**

* Salesforce Certified Administrator

**TECHNICAL SKILLS:**

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| --- | --- |
| * Salesforce.com Technologies | Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, Web Services, Aura Framework, Lightning Bundle, Dashboards, Reports, Custom Objects, Workflow rule, CPQ, Schedule Batch. |
| * Salesforce Tools | Eclipse IDE, CTI, SSO, Apex Data loader, GIT, Heroku, SSIS, Command Line Data Loader, Offline Briefcase, Chang Sets, ANT, Flosum, Force.com Platform, Microsoft VS Code. |
| * Programming Languages | Apex, SQL, Java, Visualforce page, Lighting |
| * Scripting Languages | HTML, XML, JavaScript, CSS, J-Query |
| * Web Services | WSDL, SOAP/REST API, Bulk API |
| * Databases | SQL server 2000/2012, Oracle 10g/9i. |
| * Packages | Microsoft Outlook, JIRA, Welkin Suite, MS PowerPoint, MS Excel, MS Project, MS Visio, Eclipse ID |

**PROFESSIONAL EXPERIENCE:**

**Principal Finical Group, Des Moines, IA. July 2019–Present**

**Salesforce Developer**

**Responsibilities:**

* Develop salesforce processes using Salesforce techniques such as lightning flow, process builder, guided action, lightning components and lightning web components.
* Build complex Lighting components, events, lightning web component and initiated them from flows.
* Worked with lightning data service components and platform cache for improving the component performance.
* Performed key role in building and initiating the user guided action from flows and launching the lightning components on the flows.
* Rest API callouts from lightning components and also build federated, automated flow behind the scene.
* Worked on the apex classes, triggers and batch to make the application meet the business requirements
* Build custom sharing module for records based on various business rules from apex classes and triggers.
* Build lightning web components and also made Rest API callouts to fetch data from third party applications
* Worked closely with the business leader and analysts as a part of agile team to understand the requirements
* Configured the lightning record pages and layouts by adding the filters as per the business rules and user permissions
* Performed data migration and setting up permission sets, sharing rules, lightning for outlook and email functionality
* Build custom lightning components to Canvas other client third party java application in salesforce for call center services.
* Used Flosum for developments and as code repository.

**Environment**: Apex Classes, Triggers, Lightning Flows, Process Builder, Rest web services, Lightning, CSS, SOQL, HTML, JIRA, J-Query, Java Script, VS Code, LWC, Flosum, Salesforce1

**Zurich North American Insurance, Schaumburg, IL May 2018 –Jun 2019**

**Salesforce Developer**

**Responsibilities:**

* Develop, maintain and test new Salesforce processes using Salesforce techniques such as custom objects, APEX triggers, workflow rules, validation rules and Lightning Flexi Pages.
* Complete migration from existing classic service console applications into Lightning pages.
* As part of migration build complex Lighting components, created events, actions and wrote java script controller and helper to support the lightning pages as well as to communicate with other components.
* Used various lighting tags, lightning icons, Aura Iteration, Lightning data tables, custom data tables, and various other standard as well as custom features.
* Performed and supported in complete migration from legacy PEGA application into salesforce along with lightning migration.
* Used lighting style sheets to bring look and feel for the Visualforce pages as lightning.
* Used Lightning Out to use the lightning components in the Visualforce pages when there is no possibility of certain functionality in lightning.
* Used mobile cards and lightning quick action to use the lightning components and Visualforce pages in mobile app Salesforce1.
* As part of bug tracking used HP ALM application and for the requirements tracking is maintained in share point.
* Worked on the apex classes, triggers and queueable to make the application work as it was built previously in the classic.
* Worked on the both the web services SOAP and REST in terms of case creation and product creation to the end of the product flow from other client applications.
* Worked in all phases of the Enhancement and Development to deliver the product on time.
* Worked closely with Business Analysts to understand the requirements clearly to build and reach the customer expectations.
* Build some release notes as well as documentations for the QA team to better understanding the application.
* Hands on experience in configuration like creating Custom Objects for record routing and changing the record owner are assigning the record to certain queues or groups based on some conditions.
* Also, as part of configurations build some Custom object with using custom metadata to use them as instances in the apex classes for maintaining the record timelines from creation to closing.
* Build custom Application URLS, Action Button and used them on the lightning page layouts.
* Used Welkin Suite and Eclipse Ide for programming.
* Build and implemented the exception framework which helps in tracing and debugging the issue more efficiently.
* Build custom reports, composite views and dashboard in lightning to support the Manager portal application.

**Environment:** Apex Classes, Triggers, Visualforce, Process Builder, Rest/SOAP web services, Lightning, CSS, SOQL, HTML, JIRA, J-Query, Java Script, ALM, SOAP UI, Workbench, Welkins Suite, Eclipse Ide, changes sets, ANT, GIT Desktop, Salesforce1

**Becton Dickinson & Company, Andover Ma Mar 2017- May 2018**

**Salesforce.com Developer**

**Responsibilities**:

* Worked with the Functional Analysts and business partners to understand and manage requirements through analysis, design, build, testing and then release to production.
* Service Cloud and Sales Cloud were selected to become the full life cycle implementation within the Company.
* Developed various Lightning components, Tabs, Events and Lightning application.
* Involved in implemented Communities for Partners and Customers using Napili Template and Visualforce Pages.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities
* Developed Formulas, Validation rules to maintain the quality of the data and creation of Queues and Assignment Rules.
* Implemented groups for the sales and support user groups based on the user requirements.
* Worked with SOQL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Responsible for Creating the Validation rules for email and other custom fields.
* Designed a user interface in Lightning using Aura components, CSS, Bootstrap for the sales agent to enter case details and submit into Salesforce.
* Worked on customer portals and Communities administration.
* Created the Dashboards, Reporting Tabs and Pages based on the available data.
* Build the Role Hierarchy System in Salesforce.com and created Profiles setup according the Profiles.
* Developed visual Force pages with JavaScript and Apex classes.
* Written Apex Test classes to Unit Test Apex classes before moving to Production.
* Experienced writing the technical specification documents.
* Worked on Salesforce.com setup & configurations, Data migration and conducting end-user trainings.
* Involved in design, develop and implement solutions for the Apttus CPQ system deployed on the Salesforce platform.
* Implemented Quote-to- Cash solution using APTTUS CPQ
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Worked with Apex Data Loader tool to perform DML operation using CSV files.

**Environment**: Force.com, Apex, Data Loader, Sales cloud, Service Cloud, Import Wizard, Lightning, Apttus CPQ, Informatics, Eclipse IDE, HTML, CSS, JavaScript, Controllers, Communities Visual Force Pages, XML, Triggers, Security Controls.

**Bank of America, Dallas, TX Feb 2016- Feb 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation. Interacted with various Business users for requirements gathering.
* Implemented Lightning Components, Tabs then added HTML, CSS and Design Parameters which improves performance.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Lightning, Components, Visual Force Pages to suit to the needs of the application.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Built applications visually with Lightning App Builder, Lightning Components, Lightning design, Bundle and lightning connect integrations across multiple systems.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Implemented Apex Data loader “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Created different Record Types, Page Layouts, Formula fields, Workflows.
* Experienced in creating the Workflow Rules in the Approval Process.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Created and maintained the documentation for Design, Migration and Integration.
* **Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment and worked with SVN.**

## Environment: Saleforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Lightning, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, XML, Force.com IDE, Chatter, HTML, CSS, JavaScript, Windows 2003.

**GalaxE, Detroit, MI Jan 2015- Feb 2016**

**Salesforce Developer**

**Responsibilities:**

* 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 using other Platform based technologies like Visualforce and Force.com API.
* Performed the roles of Salesforce.com Analyst/ 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.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* 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.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* 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.
* Participated in the training sessions provided by the Salesforce team.

**Environment**: Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.

**Renesas Electronics America, Santa Clara, CA Apr 2014- Dec 2014 Salesforce.com Developer/ Administrator.**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC)
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Agile Development Methodology was followed for the implementation
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files
* Extensive experience on Page layouts according to the Business requirements
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Responsible for Web to Lead, Lead Management and Activity management.
* Deployed applications from Sandbox to Production.

**Environment:** Saleforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, XML, Force.com IDE, Chatter, HTML, CSS, JavaScript, Windows 2003

**Keste, Hyderabad, India Oct 2013 – Jan 2014**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Customized tabs work with various standard objects including Accounts, Contacts, Leads, Campaigns and Cases.
* Designed, Implemented and deployed the Custom objects, Page layouts, search layouts to organize fields, Components to suit to the needs of the application.
* Used SOQL & SOSL with consideration to Governor limits for data manipulation needs of the application using platform database objects
* Created Custom profiles and assigned to the users based on their roles in the

organization.

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Created Data Validation rules and Formulas as per business requirement.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many to many connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Proficient in using Eclipse based Salesforce.com IDE to develop and deployforce.com software.
* Created users using the Data loader and assigned the users to the chatter groups.

**Environment:** Saleforce.com CRM, Apex Classes, Controllers, Visual Force

Pages, Custom Objects, Tabs, Email Services, Workflow &amp; Approvals, Reports, Security

Controls, Sharing rules, SOAP, S controls, Web service, XML, Force.com IDE, Chatter,

HTML, CSS, JavaScript, Windows 2003

**OSI, Hyderabad, India Apr 2013- Oct 2013**

**SQL Server Developer**

**Responsibilities:**

* Gathered functional requirements and Business requirements and written the technical specifications.
* Created database objects like tables, indexed views, indexes, stored-procedures, triggers and cursors using DDL, DML statements.
* Developed stored procedures and views for managing efficient data retrieval and application development.
* Wrote stored procedures for querying the data dynamically by defining parameters.
* Extensively used reporting tool (Web focus) to create reports as per user requirements.
* Created reports out of the views and developed OLAP cubes.
* Developed the data warehouse to design the business process data representation, dimensions and fact tables using SQL Analysis services.
* Extensively worked on star schema and snowflake schema
* Used DTS Packages for data import and export data from SQL Server to MS Access, flat files and EXCEL files.
* Performed some DBA Tasks like checking the jobs, data consistency and troubleshooting the issues.
* Worked with Implementation team and closely moved with end users to implement manufacturing solutions.
* Prepared the detailed project layout, analyzed existing technology involved, and documented work performed and stored in VSS.

**Environment:** SQL Server 2000 Enterprise Edition, Microsoft Analysis Services, SQL Server Reporting Services, SQL Enterprise Manager, DTS, Erwin 4.1, Windows XP, MS Access, MS Excel, HTML.

**EDUCATION:**

* Master’s in Information Systems Security from Campbellsville University
* Bachelor’s in mechanical engineering from Vaagdevi College of Engineering