**Naga Mallikarjuna Rao B**

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**SUMMARY**

Salesforce Certified Developer with a passion for cloud computing. Technical background with 8+ years of experience implementing CRM, communities, e-commerce, web portals, custom applications and mobile solutions on platforms such as Salesforce.com, Force.com.

* SME in Salesforce configurations & customizations that includes Classic and Lightning platforms.
* Extensive experience in CRM implementation such as Sales cloud, Partner Portal, Customer Portal and Apttus CPQ implementations, E-commerce implementation with CPQ.
* Expertise in Force.com technology stack: APEX, VisualForce, SOQL, SOSL, Batch Apex, Process Builder and Visual Flows.
* Strong hands-on expertise in Lightning Components using the Lightning Design System framework, Apex, Apex data loader, and declarative platform tools.
* High level capabilities in code review and implementing best code practices to avoid governor limits in complex asynchronous transactions like Batch apex, Schedule apex, Queueable, Platform events.
* Proficient on writing future methods/callouts, Queueable jobs, OAUTH2, CTI and outlook integration.
* Well versed in Sfdc integrations with back office systems (often through the use of middleware tools) and complex data migrations from legacy systems to salesforce platform.
* In-depth understanding of the capabilities & constraints of Salesforce & an ability to provide effective business process guidance and technological strategy to companies in a variety of industries.
* Exceptional skills in translating complex business needs into technical solutions that generate immediate value.
* Scoping, Estimating and Proposing of technical aspects of solutions and supporting the sales teams in client interactions.
* Proficient in requirements gathering and documentation skills which includes transforming business requirements into user requirement specification, Functional Requirement Specifications Document (FRD) and Use Case Narratives.
* Experience in the complete life cycle of project development SDLC including System Analysis, Design, Development, Testing, deployment to different environments and Post Production support. And also vast experience in Agile and waterfall methodologies.

**Professional Experience:**

**Current Assignment:**

**Client:** Thomson Reuters has multiple organizations like F&R, Legal, ASME and

E-commerce communities. In F&R instance customer maintaining GENESIS, GRC, BAU and My Account for finance related operations. In Legal instance customer maintaining GGO, Order Capture, New Sales, Renewals, ODT and TRStore for Legal products.

**Jan 2015 - Till date**

**Position:** Lead Salesforce developer

I have implemented Apttus CPQ configurations and customizations for Legal instance. Each instance would have more than 40k salesforce users and 2L communities’ user licenses.

**Responsibilities:**

* Developed Apex Classes, Triggers, Test Classes, Controllers, Batch Classes, Dynamic apex.
* Designed and developed dynamic Web Pages using Visualforce, Apex, HTML, CSS, Bootstrap, JavaScript and jQuery.
* API calls were used to create complex integrations were created between ERP systems and Salesforce applications.
* Creating multi language order forms and enabled e-signatures with DocuSign for the quotations.
* Integrating Salesforce CRM with SAP systems for order processing.
* Configuring Products, Pricing rules by using Apttus CPQ.
* Multi stage Code reviews were performed before QA movement.
* To adhere best practices in order to avoid governor limits.
* Technical design review discussions with solution architects for outlaying development plan and to draft best practices.
* Knowledge transitions within teams after completion of every sprint.
* Imparting technical trainings for internal and external teams on new Salesforce releases.
* FDD and TDD were created for major releases.
* Scoping, estimating and proposing of technical aspects of solutions and supporting the sales/service teams in client interactions.

**Previous Assignment:**

**Client:** Honeywell - NTT Data

**September 2014 to Dec 2014**

**Position: Senior Developer**

I have been part of Communities portal development team where we designed, developed based on client’s requirement. My primary responsibility was to create apex and visualforce pages and code deployments.

**Responsibilities:**

* Worked on standard objects Opportunity and Quote.
* Generated quotations based on client’s selected products.
* Identify and resolve data integrity, application and PDF issues.
* Requirement gathering and client interactions on regular basis.

**Client:** Globalnest **-**

*GreenPark Hotels CRM:*

GreenPark is a four star hotel and having subsidiary chain of star hotels like Marigold, Avasa. To operate Finance and other operations each property has maintaining PMS an ERP server individually.

*Globalnest App:*

Eventdek is a user-friendly mobile app to capture leads information at event shows. Event admin will load the attendee information into Salesforce and will print the badges with QR codes. Booth Admin will scan the QR code from his mobile device and get the leads information.

**May 2011 to Aug 2014**

**Position:** Senior Developer

I have been part of development and implementation teams where we provided robust sales application and integrate with all the individual servers. Designed Client system to provide automatic notifications to booth admin and attendee based on requirements.

**Responsibilities:**

* Worked on standard objects Leads, Accounts, Contacts, and Opportunity.
* Created and modified different page layouts and assigning page layouts based on record types in the application.
* Worked in Workflow rules and Workflow approvals, created actions like Email alert, Field Updates.
* Apart from Admin activities like workflows, process builder, approvals, involved in Apex classes using Standard, Custom and Extension controllers.
* Written Apex triggers and tuned code so that classes and triggers are within governor limits.
* Written Apex Test classes and to that minimum 85 to 90% of the code coverage across the application to move to Production.
* Deployed application from Sandbox to Production using Change Sets, Force.com Migration tool.

**Work Experience:**

* Working as an Assistant Consultant in Tata Consultancy Services Ltd. – From Jan 2015 to present.
* Worked as Team Lead at NTT Data - From Aug 2014 to Dec 2014.
* Worked as Team Lead at Globalnest Technologies -From May 2011 to Aug 2014.

**Extensive Knowledge:**

* **Sales cloud applications** – Campaigns, Leads, Accounts, Contacts, Opportunities, Quotation, Products , PriceBooks, Orders , and Assets.
* **Service cloud applications** – Cases, Solutions, Knowledge articles, Case Assignment, and Escalation rules.
* **CPQ** – Products, PriceList, Configure Products and Configure pricing rules.
* **Integrations** – REST API, SOAP API, and BULK API.
* **Data Importing Tools** – DataLoader, Sfdc Import wizard, and Informatica.
* **Web technologies and Frameworks** – Jquery,Bootstrap, CSS, ExtJs, HTML.
* **Development Tools** - Salesforcedx & Vscode
* **Deployment Tools** - Jenkins, GitHub, Copado, Force.com migration tool.

**Certifications:**

* Salesforce Developer: App Builder, Platform developer I, Platform developer II.
* Salesforce Administrator: Admin 201
* Salesforce Consultant: Sales Cloud Consultant, Service Cloud Consultant.
* Salesforce Application Architect: Sharing & Visibility
* Development Lifecycle and Development Designer

**Personal Profile:**

Date of Birth: 15th April 1986

Marital Status: Married

Passport no. : J7187772

Expiry Date: 16th Aug 2021