

Anil Kumar P



Email id: [puramsettyanil66@gmail.com](mailto:puramsettyanil66@gmail.com)

Mobile: +91-9494315438

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## SUMMARY

- **Having around 5.2 years of experience in Sales force.com**, Administration/Development including analysis, modeling, design, coding, testing and implementation on various business domains like Financial, Insurance and manufacturing.
- Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**, **force.com**.
- Hands on experience in Salesforce.com CRM **integration**, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying Apex **code** and visual force **pages**.
- Strong knowledge on **Administration setup, Apex, Visual Force** and experience with different SFDC development tools like **Force.com Eclipse IDE** and integration tools like **Apex Data Loader**.
- Experience in developing client-specific solutions on **force.com** platform using **Apex classes** and **Triggers, Visual Force, Force.com IDE, SOQL, SOSL**
- Experience in integration of Salesforce.com Applications with Other applications with an emphasis of the **Web Services/XML**.
- Experience in **LWC** and **Building Lightning components, framework**, responsive applications for devices
- Knowledge on **Big machines**.
- Experience in capturing, analyzing, documenting and realizing the business requirements to design on **Salesforce.com** platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, **Visual Workflows & Workflow rules, Approvals, Lightning Process Builder triggers, Email alerts and business logic**.
- **Experience in working SOAP and REST API**
- Extensive experience in designing of custom objects, custom fields, Pick list, role based page layouts, **Workflow Alerts and Actions, Validation Rules, Approval Processes**, custom Tabs, custom reports, report folders, report extractions to various formats, design of **Visual Force Pages, Record Types, Dashboards**, and Email generation according to application requirements.
- Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.
- Experience in **Sales cloud, Service cloud, Partner portal and Customer portal**.

- Having Administration experience on **CRM** Applications like **Data Exports** & Imports, Application Support, Security Administration, Maintenance, and User & Security Management.
- Strong knowledge on **Agile, water fall** methodologies.
- Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.

#### TECHNICAL SKILLS:

Salesforce Technologies	Salesforce CRM, Apex Triggers, Apex Controllers, Visual force Pages/Components, Apex Web Services, Workflow & Approvals, Case Management, Custom Objects, custom settings, Dashboards, Snapshots, SOQL, SOSL.
Tools	Force.com IDE, Force.com API tools (Data Loader), Force.com Migration Tool, AppExchange, workbench , SOQL Explorer, Rally, Ant.
Query Language	SOQL and SOSL
WEB technologies	HTML, CSS, Java script, Lightning

**Educational Qualifications: M. Tech Computers from JNTU Kakinada,**

**Currently working with Altimetrik India Pvt. Ltd, from November 2019 to and till date and also working with Blueware Technology and Service Pvt. Ltd from July 2015 to November 2019.**

#### PROFESSIONAL EXPERIENCE:

##### Dealer Visit Tool (FORD)

**Role: Admin/Developer**

**Duration: Nov 2109 to till date**

##### Project Description:

DVT is a software product, Built on Force.com platform and this application was designed for Ford Reporting Tool. This involved sales/service Report using am charts, along with PDF generation and action plan creation.

##### Responsibilities:

- Worked on Salesforce1 platform to build Mobile App by enabling Lightning Components.
- Providing Business Solutions.
- Developed the Server side Functionality of multiply lighting Components.
- Involved the creating the usable Lighting Components.
- Created workflow rules and defined related tasks, time trigged task, email alerts, field updates to implement business logic.
- Designed and developed process Builders, Apex Class Controller Classes and Apex triggers for various functional needs in the application.

- involved in defining Roles, profiles, permission sets and page layouts.
- Configuration of QA Environment.
- Responsible to Load the Data in Sandboxes for Testing using Workbench/Data Loader.

**Project : Evariant**

**Role : Sr. Salesforce.com Developer/Analyst**

Provide an enterprise desktop service center solution to achieve an integrated constituent experience, a high quality of service, and align technology to simplify their experiences and business processes

**Responsibilities:**

- Requirement Gathering and Analysis, Task Analysis and Deriving Estimates, Finding business growth opportunities.
- Solution Design, Creating Functional Specifications, High level and Low Level Design, Test Plans, Code Reviews, Technical training and mentoring, Technical Input for building new work pipeline.
- Worked closely with Business Users in improving their business processes by suggesting the best practices that are possible through Salesforce.com- the world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
- Extensively worked with custom objects, custom fields, custom settings, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules.
- Worked on Salesforce.com Development by developing the presentation layer in Visual force and business logic in Apex Programming by creating/using the Classes, Triggers, Controllers, components, Batch Apex and Web Services API.
- Worked extensively in the creation of **public groups/wrapper groups, sharing rules** and settings.
- Involved in the **Modularization** of complex classes into smaller components.
- Involved in the creation of various **reusable visual force components**.
- Worked extensively on Administrative tasks like creating Profiles, Roles, Users, Page Layouts and updating the Permission sets for all the Profiles and Users.
- Have performed page layout customization, page layout assignment based on profiles and created custom links based on user requirement.
- Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Worked on bulk data migration from Excel, MS outlook and Legacy Systems to Salesforce.com using Workbench, Apex Data Loader and Import Wizard.
- Worked as a Scrum Master whenever required by conducting Daily Stand up Meetings, Conducting Show N Tell, Retrospectives and Setting Up meetings with Business Users for Requirement gatherings.
- Providing support to Day-to-Day issues.

**Project: PFZIER**

**Role: Sr. Salesforce.com Developer**

**Responsibilities:**

- Preparation of design documents of various silhouette application based on gathered requirement.
- Involved in coding for modules for all the Sub-Application of the **CRM application** which involves extending existing **SFDC** standard components using **Apex, Visual Force** and other utilities.
- Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
- Implemented **Web-to-lead** to track and solve leads from the website.
- Created different **Workflow rules and Approvals** for various campaign processes.
- Designed, and developed the **Custom objects, 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, packages** for various functional needs in the application.
- Integrated with **PeopleSoft FT** at the back end with **Salesforce** as User Interface and it is a bi-directional integration using **Informatica on demand.**
- Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visual force, Force.com IDE.**
- Developed and configured various **Reports** for different user profiles based on the need in the organization. Created email templates and inbound emails using Visual force for the clients and customers.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
- Extensively involved in Unit Testing using Test Methods using Force.Com utilities.
- Participated in the training sessions provided by the Salesforce team and support end users

**Environment:** Salesforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls.

**Project : Textron It Services**

**Client: Capataris, Bellevue, Washington**

**Role: Salesforce Developer**

**Responsibilities:**

- Performed the roles of Salesforce.com Admin and Developer in the organization.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
- Configured Sales Force Automation (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management,
- Developed complex workflows and approval processes for automating business logic
- Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce UI.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
- Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visual force, Force.com IDE, Migration Tool, Web Services API.
- Configured federated login to ensure that single sign on is implemented across the company
- Enabled Salesforce connections between partner sales force orgs and the client's org.
- Created search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Worked on Salesforce.com Application to Setup activities and customized the apps to match the functional needs of the organization.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc.