**Sai Krishna**

**Salesforce Developer (5 XSalesforce Certified)**

**Summary**

* Around 8 years of IT experience in the Salesforce.com CRM platform as both developer and administrator.
* Accumulated extensive Salesforce Knowledge and hands on experience on Sales Cloud, Service Cloud.
* Well versed with analyzing company processes, translating business workflows into accurate Salesforce.com workflows and configuring Salesforce.com to meet business needs.
* Experience in SFDC Development implementing Apex classes, Apex Triggers, Visual Force Pages, and Lightning Components (Aura).
* Worked in Salesforce.com customization, profile creation & managing profile level access & implementations.
* Hands on experience with ServiceMax managed package for work order management.
* Experience working with Customer Communities to support customers.
* Good exposure on the usage of agile methodology.

**Technical Skills**

|  |  |
| --- | --- |
| **Salesforce Implementations** | Sales Cloud, Service Cloud. |
| **Salesforce skillset** | Apex, VF pages, Objects, Workflow, Approval Process, Process Builder, Flow, AppExchange, Reports, Dashboards, SOQL, Lightning components, Communities, Platform Events, Dev console. |
| **Salesforce Tools** | Sublime, Mavensmate, IntelliJ, Apex Data Loader, Workbench and Changesets. |
| **Web Technologies** | HTML, CSS, Javascript. |
| **App Exchange Apps** | Ambassador, Moghly, S-DOCS, Drawloop, ServiceMax. |
| **Development Methodology** | Agile. |
| **Deployment Tools** | SourceTree, BitBucket, Changesets, ANT. |

**Certifications**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator.
* Salesforce Certified Advanced Administrator.
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Platform App Builder.

**Professional Experience**

**Client: FedEx, Memphis, TN May’20 – Present**

**Role: Salesforce Application Developer**

**Environments:** ServiceMax (Managed Package), Nintex DocGen (Managed Package), Apex classes, Apex Triggers, Visualforce Pages, Lightning Components (Aura), Customer Communities, Platform Events, Changesets, Profiles, Permission Sets, Sharing Rules, Queues, Process Builder, Workflow Rule, Flows, DataLoader, Approval Process, Public Groups, Validation Rules, Custom Objects, Reports and Dashboards.

**Responsibilities:**

* As part of PSI project, worked closely with our business teams to handle their support requests and enhancements with the application and wore multiple hats in the process.
* Worked on point and click tools like workflow rules, approval processes, process builder, email templates, reports, dashboards, public groups, validation rules and objects.
* Monitoring the salesforce release updates and providing the recommendations for process improvements or solutions to any deprecated items.
* Driving the deployment using change-sets every month from a developer sandbox to our full-copy sandboxes for different levels of testing. Also created a release notes for every load to showcase a high-level view of our work to business users and making them aware of those changes.
* Responsible for all the post-deployment activities related to Data loader when handling any new fields or the changes on existing data.
* Designed, and developed apex classes, triggers, and batch for various functional needs in the application.
* Worked on couple of reports and dashboards to track the work orders pipeline of every technician for our Management visibility.
* Performed administrative functions involving user management, profiles, permission sets, sharing rules, queues etc.
* Provided appropriate support to our lab technicians and engineers on ServiceMax managed objects like Work Orders, SFM transactions and SFM Wizards.
* Maintaining the DocGen packages and templates as part of the automatic report generation process for work orders in ServiceMax.
* Worked on a data migration project which involves migrating historical work orders from a legacy database to ServiceMax using Data Loader in batches.
* Implemented Customer Communities for two use-cases to support our packaging lab, built external pages using lightning components as part of the community implementation.
* Worked on Platform events to handle the case to work order integration for our packaging engineers and technicians.
* We followed agile methodology for the iterative development of application.

**Client: Varsity Spirit, Bartlett, TN Feb’ 18 – Apr’ 20**

**Role**: **Salesforce Developer**

**Environments:** Apex Triggers, Apex Classes, Visualforce Pages, Lightning Components (Aura), Lightning Flexi Pages, SOQL, Process Builder, Workflow Rules, Approval Processes, Queues, Profiles, Permission Sets, Custom Objects, Bitbucket, SourceTree, MavensMate, Sublime, IntelliJ (Illuminated Cloud), S-DOCS, SLDS.

**Responsibilities:**

* Translated business requirements into scalable technical designs.
* Developed custom application logic and components utilizing salesforce platform languages and features such as Apex, Visualforce, SOQL and some declarative features.
* Worked on tasks like creating Profiles, Roles, Users, Layouts, Email Services, Approvals, and Workflows.
* Involved in the creation of process flows to automate the approval processes in system.
* Worked on many data-model changes like creation of objects, record types, and validation rules.
* Worked on JavaScript as well in handling the action functions on Apex Pages.
* Worked on lightning components, flexi pages and implemented SLDS on VF pages to get the lightning look and feel prior to lightning migration.
* Developed lightning (Aura) components to provide better and more interactive interfaces to end users which elevated the user experience.
* Worked on lightning Flexi pages as well as quick actions in lightning experience.
* Worked heavily on batch classes which were used to analyze the revenue of opportunities.
* Did the data migration if we did any changes to the existing functionality where fields are involved.
* Utilized established development and deployment best practices and methodologies.
* Help troubleshooting and resolving production support issues post-launch.
* Participating in daily development scrums and providing clear verbal communication regarding assigned tasks.

**Client: ALSAC/St. Jude, Memphis, TN. Sep’17 – Jan’ 18**

**Role: Salesforce Developer / Administrator**

**Environments:** Apex, Visualforce Pages, Salesforce.com Administration, REST.

**Responsibilities:**

* Worked in “Patient Engagement Project” where we administrate and cultivates the relationship with patients in support of the organization goals.
* Interacted with various business team members to gather requirements and documented the technical designs for business requirements in confluence.
* Designed, developed, and deployed the custom objects, page layouts, custom tabs, visual force pages, apex classes and triggers to suit the needs of application.
* Involved in the creation of users, profiles, permission sets along with public groups.
* Created few reports and dashboards to track the patient access and tracks.
* Worked on migrating components using Force.com Change sets from Dev sandboxes to test sandboxes for various kinds of testing.
* To provide the quick search of patients in the organization based on various filters, created visualforce tabs, and worked on apex classes and visualforce pages.
* Written test classes and checking the code by having different users as running user and making sure we’re covering more than 75% of apex code before pushing them to another environment.
* Set up Custom Formula Fields, Field Dependencies, Validation Rules, lookup relationships & master-detail relationships on the objects.
* Worked on REST API to integrate the Google API with the application to track the patient based on the ZIP radius.
* Used Data Loader for handling the data updates such as inserting, updating different salesforce objects’ records.

**Client: OppLoans, Chicago, IL Feb’17 – Sep’17**

**Role: Salesforce Developer**

**Environments:** Apex, Visualforce, Data Loader, Salesforce.com Administration, SKUID pages.

**Responsibilities:**

* Actively associated in gathering requirements for building standard and custom objects, page layouts and various record types specific to the business processes.
* Built various reports and dashboards as per the business requirements.
* Closely worked with underwriters in creating the email templates, approval processes and the approval page-layouts.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates.
* Hands on experience with skuid pages for UI customization.
* Expertise in data migration of records to Salesforce using Apex data loader.
* Developed several Visualforce pages, controller extensions, Visualforce email templates and triggers involving apex best practices.
* Developed batch apex classes and scheduled daily jobs using apex scheduler.

**Client: Bio-Rad Laboratories, Hercules, CA Jan ’15 – Oct’ 16**

**Role: Salesforce Developer**

**Environments:** Apex, Visualforce, Changesets and Salesforce.com Administration**.**

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Developed Apex triggers with bulk safe for both standard and custom objects.
* Worked on security models, developed apex-based sharing rules to meet security requirements.
* Developed various batch apex classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data.
* Developed custom Visual force pages and apex controller classes for various functional needs in the organization.
* Worked on email to case services, implemented custom development to meet user requirements.
* Developed and deployed workflows and approval processes for custom objects as per the business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used change sets to deploy metadata from sandbox to production environment.
* Written test classes for unit testing.

**Client: Monsanto, St Louis, Missouri Jan ’13 – Dec ‘14**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups to gather the requirements for Salesforce Implementation and documented the requirements.
* Designed and deployed custom tabs, validation rules, approval processes etc. for automating the business logic.
* Created custom report types, reports, and dashboards to meet the reporting requirements of business users in the organization.
* Developed workflow rules and defined field updates, and email alerts to automate the necessary requirements.
* Developed Apex classes, and triggers for various functional needs in the application.
* Implemented most of the custom application interface using Visualforce pages and Apex.
* Implemented Email-Case and Web-Case entries as part of service-cloud instance.
* Involved in many data migrations post-release using Apex Data Loader.

**Education Details:** Master’s in computer science.