Salesforce Developer/Salesforce Administrator

PRANAY KUMAR REDDY, KOTLA Phone No: 720-325-0632

E-Mail ID: pranayk3475@gmail.com

**Career OBJECTIVE:**

To experience dynamic research environment that would lead to my professional growth and help me reach the pinnacle of success in every endeavor.

 **Educational QUALIFICATIONS**

**Education:**

* Bachelor’s of Technology in Computer Science, JNTU, India
* Master of Science in Computer Science, University Of Colorado Denver, Colorado, US

**SUMMARY:**

* Over 8 years of IT experience as Software Developer and over 6 years of experience as Sales Force Developer.
* Expertise in data modeling using both standard and custom Sales force objects.
* Extensive experience in designing applications using Workflow, Approval Process and Triggers and Apex Programming for building applications.
* Expertise in developing UI Components using Visual Force Pages, Visual Force components, Apex Controllers HTML, DHTML, Java Script and CSS.
* Expertise in developing UI logic using Standard, Extension and Custom Controllers.
* Expertise in Back end programming using Apex, Triggers, Scheduler, Web services, Batch Apex and other Apex programming in Sales force.
* Experienced customizing standard objects Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards
* Extensive experience in designing of custom objects, custom fields, Pick list, role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards**,** and Email generation according to application requirements.
* Salesforce Lead and handled offshore and on shore team of 9, Lead application designer and security.
* Expertise with Administration and Configuration of Salesforce.com CRM to populate and maintain data. Proficient in security and sharing rules at object, field, and record level for different users at different levels of organization.
* Extensive experience in creating B2B and B2C store using SalesForce and Cloudcraze.
* Worked on Salesforce integration with Cloud Craze
* Experience in Data Loading using both web based and Apex Data Loader.
* Extensive experience in integrating sales force system with other external systems using Web services, Enterprise WSDL, Partner WSDL and Custom WSDL.
* Experience with IDE tools: Eclipse and Force.com Eclipse IDE Plug-in.
* Extensive Experience in writing unit test cases using Apex Test Case and Code Coverage.
* Excellent communication and interpersonal skills gained by experience.
* Highly motivated team player with zeal to learn new technologies and always believes in giving the best of efforts in challenging environments
* Expertise in maintaining and supporting applications, worked on enhancements and fixing of bugs.
* Experience in working with Scrum/Agile teams.

**Technical Skills:**

|  |  |
| --- | --- |
| **Operating Systems** | Windows NT/2000/ XP/ Vista, Unix and Linux |
| **Technologies** | C, C++, Apex, UML, SQL, UML, Java Script, HTML, DHTML, CSS, XML, WSDL. |
| **Salesforce** | Salesforce SFA, Apex Language, Apex, Salesforce CRM, Classes/Controllers, Apex |
| **Technologies** | Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow |
|  | & Approvals. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, |
|  | Force.com, Excel Connector, Force.com Platform (Sandbox, and Production). |
| **Tools/IDE’s** | Eclipse, Force.com IDE, SOAP UI, Apex data loader. |

**Professional Experience:**

 **Client: Carestream, Rochester, NY (Currently Based in Danbury, CT) Feb 2017 – Current**

 **Role: Salesforce/Lightning Developer**

**Responsibilities:**

* + Interacted with various business user groups for gathering the requirements for Sales Force implementation and documented the Business and Software Requirements.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* 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, Apex VF packages for various functional needs in the application.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implement various screens for the frontend using React.js and used various predefined components from NPM (Node Package Manager) and redux library.
* Developed various web components for screens using React.js and used various predefined components from NPM (Node Package Manager).
* Integrated React.js pages.
* Expertise in working with the **JavaScript, prototype JS** and various MVC JavaScript frameworks **node.js.**
* Working on Cart and Wishlist configuration in cloudcraze
* Working on implementing Constraint Rules, Price matrix and Price rule set in Cloudcraze
* Working on Promotions and Localization in cloudcraze
* Working on Cloudcraze administration and development
* Working on development of B2C store using Cloudcraze
* Implemented B2B integration with SOA services.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team and support end users.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, DataLoader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Node.js, React.js, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP, SOA, Junit, JMockito.

**Client: StateFarm Aug 16 - Dec 16**

**Role: Salesforce Admin/Developer**

**Location:Bloomington,IL**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customize the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visualforce and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Worked as an Admin to identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Worked as a Salesforce Chatter APP with the organization and regularly participated in the meetings and chatter community.
* Used Community Cloud to build deeper relationship with customers to provide better service and assist them through online.
* Worked on Salesforce portal and integrated Salesforce portal with Cloudcraze.
* Design Solution of SalesForce Portal. Worked on Cloudcraze and Salesforce.
* Worked in integration of SalesForce portal with Ecommerce(cloudcraze)
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Used SOSL query to search all objects including custom objects.
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**

Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Eclipse IDE with Force.com plugin.

**Core Vest, Irvine, CA Aug 15- Jul 16**

**ROLE: SALESFORCE ADMIN/ LIGHTNING DEVELOPER**

**ROLE: SALESFORCE ADMIN/ DEVELOPER**

**Responsibilities:**

* Responsible for understanding and building the complex Data Model within Salesforce.com and implementing the project end to end.
* Used **Force.com** developer toolkit including **Apex Classes**, **Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Developed various **Apex classes** to meet the custom functionality**,** and corresponding **Test classes**, and **Email Handler**, to import the csv file and create the **Opportunities** with the fields from the **CSV** document.
* Responsible for implementing various **enhancements** to support applications and streamline the processes.
* Responsible for **Designing and Delivering** the processes to support the usage based selling model.
* Involved for creating the **Validation Rules, Workflow rules, Approval Process and Process Builder**.
* Worked on data loading activities by using **Apex Data Loader.**
* Responsible for building **Reports and Dashboards**.
* Worked on creating **Objects, Page Layouts, Record Types, Relationship Fields, Rollup Summary Fields, and Formula Fields.**
* Involved in **User Acceptance Testing (UAT), Integration Testing and Regression Testing**.
* Worked on **Apex Triggers and Apex Classes** to build custom functionality.
* Experience in creating the **Batch Apex and Schedule Apex**.
* Involved into creating **Visualforce pages** for custom user Interface, custom settings, Connected Apps, Auth. Providers, Named Credentials and Field Sets.
* Interacted with Business to discuss requirements and to show demo of the functionality.
* Worked on **Service Now** tool.
* Involved in daily status call (Scrum Call) and status updates.
* Worked on Migration of data from one system into another system by using **Apex Data Loader.**
* Responsible for creating **the Formula fields, validation rules, workflow rules, Approval process**..
* Experience in building the **Process Builder** for automation process.
* Involved in resolving the issues raised by the customer by debugging the **apex code**.
* Worked with loading of **Products**, **Price Books**, **Price Book Entries** and **Product Line Items**.
* Worked on **Apex Triggers** and **Apex Classes** and corresponding **Test Classes, Visualforce Pages**.
* Responsible for achieving 90-100% Code Coverage for Apex Triggers, Apex Classes, Controller Classes by creating Test Classes.
* Involved In **Post Deployment** Activities after the **change set** Deployment.
* Achieved the **dependent picklists** by using **visual force** pages.
* Set Up Users on the hierarchy
* Written **SOQL** and **SOSL** queries.
* Involved in capturing the **business requirements** and developed the **technical solutions** for the implementation.
* Created some **custom meta data types** and corresponding **field**s required for the **custom functionality** we implemented for the requirements.

**Environment**: Salesforce.com unlimited edition, Sales Cloud, Apex Language, Visual Force (Pages, component and controller),HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, Excel, Validation rules.

**ADP, Florham Park, NJ. Aug 2012 – July 2015**

**ROLE: SENIOR SALESFORCE ADMIN/ LIGHTNING DEVELOPER**

**Responsibilities:**

* Developed various **custom objects**, **formula fields**, **Master-Detail**, **Look up relationships**, **Tabs**, **Validation rules**.
* Created various **Profiles, Roles**, and **page layouts** and configured the permission based on the Organization hierarchy requirements.
* Worked on various salesforce.com standard objects like **Cases, Leads, Accounts, Contacts, Opportunity, Campaigns, Reports** and **Dashboards.**
* Worked on sales cloud and service cloud.
* Designed and developed **custom tabs, Validation-rules, Assignment rules Approval processes** and **Auto response** for automating business logic.
* Implemented Security access to the user’s profiles by creating **Object Level Security**, **Field Level Security** and **record level security**.
* Designed and developed the **Record types, Quick actions, Workflow rules, Process builders**
* Developed **Visual Force Pages**, **Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions**, **Web Services API and Apex Triggers** for various functional needs in application.
* Developed complex mappings &mapplets in informatica to load the data using different transformations.
* Integrated the web services **API,** for extracting the data from External Systems.
* Worked on Web to Lead and Web to Case.
* Created Wrapper Classes to capture multiple entries.
* Used series of **Ant** Scripts to commit and pull files from **GitHub.**
* Extensively used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using force.com platform.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the **Lightning App**.
* Formatting and Migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Developed Lightning apps using lightning Components and made them compatible with salesforce1 mobile app.
* Involved in estimation and analysis for Migration from classic to lightning.
* Worked on building and embed **Lightning Components** in visual force page by using new Lightning out feature by event-drive programming, where I write my handlers the respond to interface events as they occur.
* Experience in **Aura framework**, **Lightning components** and salesforce **Lightning Design system** (SLDS).
* Developed App Builder and **Mobile app** using Lightning.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Experience Working across various SFDC implementations covering sales cloud and service cloud.
* Worked on **live Agent (Chat)** provides a Coach with the ability to instantly communicate with Members.
* Implemented **Case Management Automation** (on case Object) to track and solve customer’s issues.
* Used the Sandbox Environment for testing and migrated the code to production after testing.
* Used **Data Loader** for insert, update, and bulk import or export of data from salesforce.com Objects. Used it to read, Extract, and load data from comma separated values (CSV) files.
* Coordinated the process of Production defect fixes and support.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce** and **Force.com IDE**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force **webservices API**, **Java**, **XML** and partner **WSDL**.
* Escalates important issues to the attention of the department head so that decisions can be made promptly.
* Developed **Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions**, Web **Services API and Apex Triggers** for various functional needs in application.

**Environment**: Salesforce.com unlimited edition, Salesforce Lightning, Sales Cloud, Apex Language, Visual Force (Pages, component and controller), AppExchange, Apptus, HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, CPQ, Excel, Validation rules.