**SAI TEJA**

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**PROFESSIONAL SUMMARY:**

* **8 Years** of experience as an IT professional, with over **7+ years of experience in Salesforce.com CRM Platform using APEX, Force.com and Visual Force**, and around **1 years with Java.**
* Experience in SFDC Development implementing the **APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.**
* Pervasive experience in performing the administrative and development related tasks like **consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.**
* Experience with **Salesforce AppExchange Apps, installations,** configurations and user security permissions to meet the organizational needs.
* Proficient in dealing with the functionalities related to the **Service Cloud Community cloud, Marketing cloud, and Sales Cloud.**
* Experience in Zuora with different modules like Customer Accounts (create/manage/delete Customers), Product Catalog (create/manage/delete Products), Subscription (Overview, Cancellations), Billing Operations, Invoice Processing.
* Experience in **Veeva CRM and Veeva Vault** Content Management applications.
* Experience in defining revenue stages and maintaining user log with Marketo AppExchange App - for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Thorough knowledge in the security and sharing model which is used to finely control the user’s access to different data.
* Acquainted and well versed with **CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.**
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Well versed in analyzing **CRM business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and merging management.**
* Experience with Code Deployments from Sandbox to Production and different environments using Change Set.
* Developed and worked on different **Salesforce.com** environments such as production and sandbox by employing the **Force.com Migration Tool and Eclipse.**
* Experience with Salesforce Service cloud implementation and **Sales cloud.**
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on **experience in writing SQL and PL/SQL programming with Oracle and MS-SQL Server.**
* Expertise in creating Visual Force pages and other custom components for **Salesforce1.**
* Good understanding of **Software Development Life Cycle (SDLC), Agile and Scrum methodologies.**
* Responsible for gathering the requirements by coordinating with the business analysts, developers and project managers, in order to better customize, and utilize the full functionality of the **Salesforce.com CRM solution.**
* Worked with Subject Matter Experts (SME’s) of different groups to gain detailed knowledge of the different systems and also to understand the cross impacts of the system by conducting meetings.
* Strong experience in working with **Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.**

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Veeva, Zuora, Marketo, Lightning Component, Field service lightning, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects.  |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| Custom Integration | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| Programming Languages | APEX, Java J2EE, C, C++, C#, VB.Net, ASP.Net |
| Web Development Technologies | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL, JSON |
| Database Servers | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2, TOAD |
| Operating Systems | MS Windows, Unix, Linux, Mac OS – 9/10 |
| Software Development Methodologies | Agile, Scrum, MVC, SDLC |
| IDE | Eclipse 3.x, MyEclipse, Dataloader, MS Visio, Force.com IDE |

**PROFESSIONAL EXPERIENCE:**

**Client: Davita Inc, Dencer,CO june 2020 - Present**

**Role: Sr. Salesforce Developer/Administrator**

**Resposibilities:**

* Over 8+ years of total IT experience with **Salesforce.com CRM** and **Force.com** platform as **developer** and **administrator.**
* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software Requirements.
* Good Understanding of **salesforce.com, Sales Cloud, Service Cloud, AppExchange, Field service lightning, Marketing Cloud** and **Salesforce**Communities.
* Experience in **Change Management, Application Lifecycle Management** using **Sandboxes** Environments.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Responsible for Customization of the **Salesforce Sales Module** for capturing the **Lead Generation, Accounts, Opportunities.**
* **Experience in Configuration and code deployment across multiple Orgs**
* **Experience in deployment and working on version control tools like VS code, Bitbucket ,GIT, GITHub, Jenkins**
* Knowledge on the **Field Service Lightning** how it works and aids on
* Customized existing Visual-force to align with Salesforce new Lightning UI experience.
* Understanding on how to **Create service resources** and **service crews** that represent your **field service technicians** in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* **Used refined global search in Lightning by developing Apex classes and Controllers.**
* Basic knowledge on how to setup **multi-level territories** of technicians, create maintenance plans to view **service tasks** , generate **service reports**in turn to manage work orders, scheduling and **mobile workforce** .
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Sound knowledge on **Visual Force Pages, Apex Triggers, Apex Classes, Batch Apex, HTML**and **JavaScript** , **SOQL, SOSL, Process Builder, Workflow, Visual Workflow and Approval Process, Reporting**and **Dashboards** to support process automation.
* Supported projects and initiatives like Data migrations, business process implementations, and Automations. With strong administration and support expertise in Salesforce.com, including Security.
* Involved in **Data Migration** by using **Data loader, Workbench**and **Command Line Data Loader** .
* Experience in Administration, Configuration, Implementation and Support of **Salesforce CRM** .
* Hands on experience in implementing security and sharing rules and **Apex Language** .
* Experience in creating the **Validation Rules, Approval Process, workflows for automated lead routing, lead escalation**and **Email Alerts.**
* Good work experience in designing various **Webpages** in **Visualforce.**
* Experience in designing and developing **Apex Classes, Controller Classes, extensions**and **Apex Triggers** for various functional needs in the application.
* Monitor functional and integration test execution on **Sales force CRM, Veeva CRM** .
* Experience working with **Force.com IDE, Data Loader, Apex Explorer** and **Salesforce.com Sandbox** environments.
* Experience in using the **Force.com Explorer** to browse **data model schema, custom objects, fields, build and test SOQL queries.**
* Experience in using Force.com **Web services API** for implementing web services in the application for access to data from different users.
* Proficient in working with **Eclipse IDE**and **Force.com Plug-in** for writing **business logic** in **Apex programming** language.
* Experience in migrating data from various systems into **Salesforce CRM using ETL tools** - **Informatica** on **Demand, Cast Iron (CI** ) experience, to synchronize data between Sales.com and web service endpoints, **Data** **Junction (Pervasive)**and **Excel connector** .
* Experience in using different **data tools** like **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete.**
* Good knowledge in **Unit Testing, Test Coverage**and **Code Review.**
* Experience in Deployment, deployment from one environment to different environment.
* Good Understanding of **IT Service Management (ITSM)**and the **ITIL**business process along with maintenance of **service level agreement (SLA)**and monitor an SLA workflow.
* Usage of **scripting tools**and Service Now functionality to create script to automate routine tasks being done in **Service Now**.
* Experience in setting up and carrying out browser compatibility testing environment with different browsers and versions of **Internet Explorer, Mozilla Firefox, Google chrome** on different OS like **Windows, Unix, Linux**and **MAC.**
* Proficient in **Bug Severity analysis, Bug tracking system** and **Bug Reporting** , can prioritize issues based on important, urgent and hot fixes and Proficient in Tracking and Reporting defects using Industry and Internal tracking tools like **Quality Center, Jira and Bugzilla** .
* Quick Learner and Self Starter, strong organizational and multi-tasking skills.
* Excellent analytical, **de-bugging** skills and documentation skills.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills.

**Client: Hilton Worldwide, Mclean, VA sep2019 – may2020**

**Role: Sr. Salesforce Developer/Administrator**

**Resposibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of **SalesForce.com (SFDC).**
* Performed 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, Force.com API, and Web Services**.
* Involved in building marketing programs which consists of email, trigger and operational campaigns using marketing automation tool called **Marketo**
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in** using Eclipse.
* Communicating with executive management on project status and overall project progress against target.
* Involved in **Salesforce.com Application Setup activities** and customized the apps to match the functional needs of the organization.
* Integration of **Sales cloud** with external information systems using **SOAP API web services.**
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.**
* Experienced in implementing Triggers, **Visual force pages**, Apex classes, Web Services to achieve complex business functionalities.
* Used **Agile and Scrum methodologies** for application development process.
* Involved in building **Lightning** Components Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* **Customized the Dashboards** to the track usage for productivity and performance of their sales teams.
* Experience working in **service cloud,Marketing cloud,community cloud, service cloud, supporting cases, developed workflows** and triggers for automated case resolutions.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Designed, Implemented and **deployed the Custom objects, Page layouts, Custom tabs, Components.**
* Created the **workflows for automated lead routing, lead escalation, alerts and custom coaching plans.**
* Created **Custom Objects** and defined **lookup and master-detail relationships on the objects** and created junction objects to establish connectivity among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* Created **workflow rules and defined related tasks, time triggered tasks, email alerts**, filed updates to implement business logic.
* Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed **Apex Classes, Controller Classes and Apex Triggers for various functional needs** in the application.

**ENVIRONMENT:** Windows XP Pro, Windows service 2003, Lightning, Force.com Platform, Salesforce Enterprise Edition, Salesforce.com, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflow & Approvals, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox data loader, Sales cloud, Service cloud Email Services, Marketo, Security Controls, WSDL, AJAX**.**

**Client: Sears Holdings, Hoffman Estates, Jan18 to Aug19**

**Role: Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software Requirements.
* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and **UI changes**.
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
* Developed and maintained visual force pages, custom components with responsive design using **bootstrap.**
* Designed and developed **Apex Classes, Controller Classes,** Controller Extensions and Apex triggers for various functional needs in the application.
* Used Pick lists, Dependent Pick lists, Record Types to enforce data quality.
* Triggered interface events by user interactions, which includes **Lightning Component framework** and also involved in building Lightning Components using the aura framework.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked with Organization Wide Defaults, Role **Hierarchies, Sharing Rules** and Manual Sharing to implement Record-based sharing.
* Involved in integrating web service with Salesforce.com to load Leads back and forth from Salesforce.com to Legacy and vice versa.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and **Apttus CPQ.**
* Worked on **service cloud** modules such as **web-to-case, Escalation rules**, and Assignment rules and Marketing Cloud in generating leads.
* Customizing the Apttus product configurator and quote application according to business needs.
* Worked on Apttus support project to solve ongoing bugs/issues/enhancement on another project
* Worked on Various objects Related to APTTUS Configuration & Pricing management, like: **Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.**
* Experience in web technologies like **HTML, CSS and JavaScript, jQuery.**
* Performed Data migration using Import wizard, Data Loader and scheduling timely data backup operations using Apex scheduler.
* Added Lightning Component to **Lightning Pages and Record Pages**. Have worked on Apex classes,
* Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Worked on **AURA Framework** in order to develop components for the application.
* Worked in implementing applications based on **LDS** for rich enterprise visuals by writing code in CSS and following the guidelines for designing and also using the fonts and icons in the applications.
* Implemented to display error messages using show help message if invalid () method and also error messages like bad Input, type Mismatch etc.
* Created lightning page **with some customizations based on the components used and created the lightning app.**
* **Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers& Web Services API**. Creating new User Interface using **JavaScript, HTML and CSS** in Visual Force Pages
* Involved in the Web Services Integration to connect with the different Applications.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Implemented Single Sign-On with SAML on force.com

**Environment:** Saleforce.com platform, Apex Language, Service cloud, Lightning, Visual Force, Apttus CPQ, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Faro Technologies - Lake Mary, FL Apr’16 to Dec’17**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Engaged with the sales team and business analysts to gather business and user requirements.
* Provide solution design to implement the requested functionality in **Salesforce.**
* Configure **Salesforce** objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Well versed with Salesforce.com **CRM integration**, developing and deploying the custom integration solutions. Hands on experience in creating, troubleshooting, modifying **APEX code** and Visual force pages.
* Worked with Approval processes that used Email Approval steps.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* **Veeva** responsible for capturing, analyzing, and designing of different integration points involved in the system with external systems.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration tools like **Informatica, ETL** Cloud Systems.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Developed and deployed workflows, Reports, Approval processes using salesforce.com platform.
* Developed reports, dashboards, and processes to continuously monitored data quality and integrity.
* Created and used Email templates in **HTML, Custom and Visualforce** format.
* Created Workflow Rules to automate **Tasks, Email Alerts, Field Updates,** time-dependent actions.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Performed **Data Migration** from legacy system to Salesforce CRM.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Used Change Sets to deploy code from sandbox to sandbox and production environment.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Administrated and monitored the company's **Salesforce CRM** applications.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into **salesforce.com,** checking for the correctness of the data.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client:Citizens Bank - Providence, RI nov 13 to Mar 16**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked with sales team & business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC).**
* Used Jira to synchronize between **Salesforce automatically created Salesforce cases from Jira.**
* Developed Apex classes and triggers on **Force.com** for various functional needs in the application and worked in improving existing Apex code.
* Developed **Apex classes, components, &Visual Force pages using HTML, CSS and JavaScript for front end validation.**
* Integrated Apex with External services by making callouts that used **SOAP and WSDL.**
* Worked with **Apex Scheduler to invoke Apex classes** at regular intervals.
* Worked with Dynamic Apex to access S-Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Worked on integration of two instances using **Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.**
* Deployed **Apex using Force.com IDE, Force.com Migration Tool and Web Services API.**
* Debug Apex script using Debug & System Log Console to find exceptions and execute Governors & Limits
* Worked on standard and custom S-objects on the **Salesforce.com (SFDC)** with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Implemented Single Sign-On with **SAML on force.com**
* Worked on **web UI Technologies Angular JS, JQuery, Java Script, HTML5, Ajax, and CSS.**
* Used Visualforce Templates & Placeholders to encapsulate page elements, reused across Visual force pages.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse.**
* Animated client-side user interface elements on a **visual Force page using JQuery.**
* Used **Force.com web services API to create, update, retrieve & delete data from SOAP web service with java**
* Experience in building new apps with the **Lighting App Builder and Lightning components.**
* Added Lightning Component to **Lighting Pages and Record Pages.**
* Used ANT script for manual deployments and used CICD with Jenkins for automated deployment.
* Worked in **GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.**
* Troubleshooting and configuring **Data Loader operations and running the Data Loader in batch mode.**
* Used Data Loader from command line and to upload attachments, documents to **SalesForce.com and for Bulk apex operations.**
* Creating user interface pages depending on the requirement using **JavaScript, Json, Ajax, angular.js, html, bootstrap and css.**
* Used **Informatica Cloud Data Loader** for passing data, Database to Flat files, Flat Files to Databases, Databases to Databases
* Used **QXchange** to integrate and manage large volumes of data from the systems.
* Involved in data mapping and migration of data from legacy systems to **SalesForce.com** Objects and fields.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

**Client: Kirloskar Systech Ltd. INDIA feb 12 to sept 13**

**Role: Java Developer**

**Responsibilities:**

* Used agile methodology for developing the application.
* Developed using new features of Java 1.5 like Annotations, Generics, enhanced for **loop and Enums.**
* Developed various generic JavaScript functions used for validations.
* Developed screens **using JSP, JavaScript, HTML and CSS.**
* Developed Web Services clients to consume those Web Services as well other enterprise wide Web Services.
* Created **DDL and DML SQL scripts** for creation of database objects.
* Created logical and physical data models putting to practice, concepts of normalization and RDBMS.
* Created and injected **Spring** services, Spring controllers and DAOs to achieve dependency injection and to wire objects of business classes and used Oracle as a database.
* Used Core **JavaDesign** Patterns like Singleton, Factory, **MVC, Intercepting Filter, Front Controller, Business Delegate, Service Locator, Session Facade and DAO.**
* Designed and imp**lemented Struts (MVC Paradigm) components such as Action** Mapping, Action class, Dispatch action class, Action Form bean, and a form set for validation and used JavaBeans to return dynamic information.
* Used Spring Inheritance to develop beans from already developed parent beans.
* Defined MultiAction, Abstract Wizard Form and Simple Form Controllers using Spring **MVC framework** providing very clean division between controllers, flexibility with the use of interfaces and providing **thinweb layer** over business layer.
* Used JSF framework in developing user interfaces using JSF UI Components.
* Worked in all the modules of the application which involved front-end presentation logic developed using Tiles,JSP, JSTL and **java script, XML** Business objects developed using **POJOs and data access layer using Hibernate**.
* Involved in configuring Hibernate mapping files and **POJO objects.**
* Involved in writing Thread Safe blocks for multithread access to make valid transactions.
* Exposed the Web Services to the client applications by sharing the **WSDL’s.**
* Database development required creation of new tables**, PL/SQL** stored procedures, functions, views, indexes and constraints, triggers and required SQL tuning to reduce the response time in the application.

**Environment:** Spring, Hibernate, PL/SQL, HTML, CSS, JSP, JavaScript, POJO, DAO, MVC, JST, XML, JSF, Java 1.5, JavaBeans, Singleton, Intercepting Filter, Oracle.

**Education : Bachelors** **from Acharya nagarjuna University .**