**Anusha Reddy
Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY:**

* Over 6+ Years of IT experience in Salesforce.com CRM Platform with proficiency as a Salesforce Developer & Administrator. Involved in various stages of SFDC life cycle including Development, Review, Support and Maintenance, and SFA applications based on **Apex Language** and leveraging Force.com Platform.
* Experience in Administration, Configuration, Customization, Development and support experience on Salesforce.com Platform.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, and Validation Rules**.
* Experience in **SFDC** development using **Visual force Pages**, **Components**, Force.com IDE, **SOQL**, and **SOSL**, **MVC architecture, DML statements, Apex classes and Triggers.**
* Experience in creating various Reports (summary reports, matrix reports, pie charts, and dashboards) and Report Folders.
* Experience working across various **SFDC** implementations covering such as Sales, Customer Service, Marketing and Salesforce validation and configuring Administrative Setup on Salesforce.com platform.
* Experience using Sales force Web services API like **REST** and **SOAP**.
* Worked extensively on various salesforce.com standard objects like **Accounts, Contacts,  Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.**
* Working on **Lightning** - Service Cloud
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key Apptus functionalities.
* Managed the Contract Management and Order Management (Quote to Cash process) using the Apptus CPQ and CLM Application AppExchange tool which plays lead role in the sales life cycle.
* Working on Salesforce Lightning configurations, Apex classes, and AppExchange deployment.
* Working on Salesforce Field Service Lightning.
* Designed complete automated Case management on service cloud platform.
* Working on Integration Salesforce with many external systems like Oracle, SDR, Mastero etc.
* Working closely with Salesforce Product Team - to identify the bugs in Service Cloud Platform.
* Developed Complex Lightning Components.
* Working on **Lightning Data Services** and **Lightning Design Systems**.
* Created Apex methods for the lightning controller and helper methods to perform **DML** operations on the case records.
* Expertise in Apttus - **CPQ** and **CLM** Managed Packages. Worked on Apttus CPQ configuration and integration.
* Setting up Customization of APTTUS product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
* Experienced in building custom objects, fields, role-based page layouts, workflow alerts and actions, approval process, custom tabs, custom reports, Dashboards in accord with application requirements.
* Expertise in using Field Level Security, Record Level Security, Object Level Security, and Permission sets.
* Experience in migrating and integrating data from legacy systems to Sales force using **Apex Data Loader** and **Work Bench**.
* Experience in reviewing Test Plans, Test Scenarios, and Test Cases and performed testing for various applications at Unit testing and Integration Testing.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments.
* Extensive experience in gathering Business/Functional user requirements, creating Use Cases as per Agile/Scrum environment.

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, SOQL, SOSL, Visualforce (Page, Controllers)  |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector  |
| **Web Technologies** | C, C++,HTML 5, SQL server, Microsoft Office 365 Suite |
| **Databases** | MS SQL Server, RDBMS, MySQL, MS Access |
| **Platforms** | Windows (NT/2000/XP/Vista/7) |

**CERTIFICATIONS**

* **Certified Salesforce Administrator (ADM 201)**
* **Certified Salesforce Developer (DEV 401)**

**EDUCATION:**

* **Master of science:** SYSTEM MANAGEMENT INFORMATION SYSTEMS, FLORIDA INSTITUTIONS OF TECHNOLOGY, ORLANDO
* **Bachelor of Technology**: Kakatiya Institute of Technology, Warangal.

**PROFESSIONAL EXPERIENCE**

**Client: Verizon, FL Jan 2020 – Till Date
Role: Senior Salesforce Developer**

**Responsibilities:**

* Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements in to action plan with milestones and deliverables.
* Good experience in **SFDC** related technologies such as **Apex,** **Visualforce pages**, **Apex triggers**.
* Organized Profiles, Role hierarchy, Permission sets, Organization-wide-defaults, and sharing rules to apply appropriate security controls.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from Sandbox to Production.
* Worked with External objects in Salesforce which is another feature introduced with **lightening components.**
* Design, develop and implement solutions for the Apttus CLM system deployed on the Salesforce platform.
* Developed and implemented Wizard for APTTUS CLM to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Customized Steelbrick **CPQ** using Salesforce **CPQ** plugin, JSForce JavaScript to auto insert quote line items when certain combinations of product options were selected in configurator
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Workflow Rules to automate Tasks, Email Alerts, time-dependent actions and Outbound API Messages.
* Used third party apps like CPQ (SteelBrick) Marketo, DocuSign and Apttus
* Conceptualized, presented and implemented the **CPQ Configurator**, Pricing rules for Fortinet for all their flows
* Good understanding on Lightning Components and server-side controllers to meet the business requirements and good understanding on lightning
* Used refined global search in Lightning by developing Apex classes and Controllers
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Designed Visualforce pages with **XML, HTML** along with custom controllers and controller extensions.
* Written Apex Classes, Controller, Extension Controllers and Triggers in the application for various Businesses, functional requirements.
* Implemented Salesforce web services like **SOAP** and **REST API, Java, XML.**
* Used asynchronous Metadata API to manage setup and customization information.
* Customized several **Workflows**, **validation rules, Triggers, Apex class**.

**Environment:** Saleforce.com Service cloud, Force.com platform, Lightening Components, Apex Classes, APTTUS CLM, Chatter, Visual Force Pages, Controllers, Custom Objects, Sandbox Data loading, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

 **Client: Publix, FL Nov 2018 – Dec 2019
Role: Salesforce Developer**

**Responsibilities:**

* Interacted with business users/analyst and prepared technical design documents based out of the requirements.
* Followed **Agile** Scrum methodology that included iterative application development, weekly Sprints and stand up meetings.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application and Used BitBucket for code repository.
* Worked in converting existing Application to **force.com** applications and used the Debug Log and System Log Console to catch exceptions.
* Developed new functionalities by writing **Apex Controllers** and **visual force pages**.
* Deployments through Change Sets and Force.com IDE.
* Successfully migrated the existing visual force pages to lightning by building advanced **lightning** **components**.
* Hands on experience on Sales Force Lightning for Customizing Reports and Dashboards for business use.
* Created **Formula Fields, Validation Rules, Workflow** and approvals for the flexibility and functionality of force platform application.
* Used **SharePoint** **Designer** **2010** to work with the consistent look and feel of the site and also to create some workflows.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and **REST Web Services** and **Apex Callouts**.
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Developed various Batch **Apex classes** and scheduled those using Apex Schedulable classes on hourly basis.
* Performed UAT cleanup using some scripts and Data Loader.
* Integrated **PokitDok** with Salesforce instance through DataPower by making Asynchronous Calls using **REST** API.
* Worked with Salesforce Process Builder and consolidated existing **workflow** rules with process builder.
* Used Apex Data Loader mapped data sources and loaded data into Call Center application.
* Performed Salesforce.com configuration activities creating **Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups** and **Queues**.
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Designed and developed **Apex Program, Apex Triggers** for various functional needs in the application.
* Designed various WebPages in **Visual Force** for functional needs within Salesforce.
* Involved in **Unit Testing** and **Test Coverage** for **Triggers**.
* Written several **SOQL& SOSL** queries in the apex coding with consideration to **Governor Limits** for data manipulation needs of the application.
* Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.
* Involved in **Apttus** X-author tool for building the proposal and agreement templates per the business needs and involved in configuring and customizing the **Apttus** **CLM** **tool**.
* Migrated code from Sandbox to QA and QA to Production using cascade tool.
* Used JIRA Agile for project management and bug tracking.

**Environment**: Salesforce Unlimited Edition, Apex, Visualforce Pages, BitBucket, JIRA, Sandbox Data loading ,Eclipse IDE, Dream Factory Utilities (Cascade), Workbench, DataLoader, SOAP, WSDL, REST, PokitDok, Process Builder, JIRA, Workflow, Health Cloud.

**Client: Drutha Software Technologies (Pvt) Ltd, India Oct 2014 – July 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Created several tables (Objects) and established relationship between them (**Lookup and Master-Detail Relationships**).
* Worked on Customer Portal and Salesforce Sites to develop a public facing portal to be used by several thousands of users.
* Configured customer portal to meet the business requirements
* SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Record Types, Reports, Analytic Snapshots, Dashboards, Tasks** and **Events.**
* Created **Custom Profiles** and **Permission Sets** to manage security and data access.
* Created several **Validation rules** and **Workflow rules** to meet the business requirements.
* Created several **Visual force Pages** to customize the portal. **JavaScript** and **HTML** was also used in building the visual force pages.
* Written Several **Apex classes, triggers** and **batch** classes to write the business logic.
* Scheduled Apex Jobs.
* Created the Custom fields for sales force CRM content management
* Created Custom Components which will be used in the **visual force pages**.
* Worked with several **record types** and **page layouts**.
* Used Workbench, Data loader and data import wizard to import the data.
* Used both **eclipse** and change sets to deploy the code to different sandboxes (QA, UAT etc.).
* Used **SOQL** to retrieve the appropriate data.
* Writing and optimizing SQL code and stored procedures.
* Review and analyze the ETL requirements.
* Extensive knowledge of data integration and processing including **extraction, transformation,** and **loading (ETL).**
* Written Code such that **governor limits** are not hit.
* Implementing CRM with other technologies stacks such as Microsoft
* Written test classes for code coverage.
* Worked on **reports** and **dashboards**
* Maintained coding standards and achieved positive results from the Force.com Security Scanner.

**Environment:** Sales force CRM, Apex Language, Visual Force Pages, S-Controls, Data Loader, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, and Sandbox Data loading.