Mahendar Vanam

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PROFESSIONAL SUMMARY:

- Overall 8+ years of IT experience, which includes experience in development, implementation of Salesforce.com CRM and Force.com platform both as an Administrator and a Developer and hands on experience as a Tableau Developer.
- Experienced in using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Framework** and **Lightning Design System, Lightning App Builder, Lightning Bolt, Locker Services & Integration** and **Lightning Component features.**
- Good Experience on Salesforce Lightning. Lightning components and **Lightning Web components (LWC) programming.**
- Experienced in Migrating from **Salesforce Classic User Interface (UI)** to **Lightning Experience** (LEX), to develop rich user interface and better interaction of pages.
- Efficient in monitoring **Apex asynchronous processing using future methods, batch apex, controlling processes with queue able apex and scheduling jobs using apex scheduler.**
- Experienced in deployments of Apex and VF pages across DEV, Test and Production instances using Force.com Migration tools (**ANT** based), Change Set and Eclipse IDE.
- Used open-source **Aura Framework**, with added **Aura Attributes/Handlers** for Events/Logic & Interactions between **Client-side and Server-side** Interactions.
- Experienced in Salesforce Development using **Apex (Classes, Triggers, Controllers), Visual Force** (**Pages, Controllers & Extension Controllers**), **Web Services like SOAP API** – Enterprise & Partner WSDL, RESTFUL API, Eclipse IDE, **SOQL, SOSL and Governor Limits**.
- Experience in developing custom, **responsive UI using Visual Force Pages, Visual Force Components along with Controllers and JavaScript, JQuery Bootstrap**.
- Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
- Experience in **integrating** SFDC with applications like Microsoft Outlook, ACT etc.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
- Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
- Created Custom Objects, used dependent pick lists and outlined lookup and master-detail relationships and Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of Schema Builder.
- Created workflow rules that defined related tasks, email alerts, and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
- Developed Reports, Dashboards and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
- Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Vision.
- **Knowledge of Salesforce.com development and implementation cycles in Sales, Marketing, Service and Support modules**.

- Expertise in implementing **Software Development Life Cycle (SDLC)** policies and procedures with end customer's requirements related to Business Functionality.
- Holding good hands-on knowledge about **Sales cloud, Service cloud**, **Community cloud, Chatter, Marketing cloud, and AppExchange applications** configuration and customization and good understanding with **Client/Server architecture** and **Event-Driven Architecture**.
- Have good working knowledge in querying database using SOQL and SOSL queries using Force.com Explorer.
- Involved in the **Data Transformation** and **Data Cleansing activities** while transferring the data to the external system using the on-demand tools **Apex Data Loader, Dataloader.io, Informatica Cloud Data Wizard, and Jitterbit Data Loader** on **Force.com platform.**
- Hands on experience in using Enterprise Integration Tools, **Extract Transformation and Load (ETL),** and Enterprise Information Integration Tools.
- Experienced in working with cloud technologies and highly adaptable to work on various environments and working with version control tools like **GitHub, Big Bucket, and SVN.**
- Strong knowledge and working experience on various methodologies such as **Scrum, Jira, Agile Accelerator and Waterfall model**.
- Worked with a diverse team of experienced developers, analysts and Salesforce Configurators.
- Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethics, a positive attitude and ability to make the best use of individual resources.

EDUCATION

- Master's in Computers and Information Sciences.

CERTIFICATIONS:

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I

TECHNICAL SKILLS:

Salesforce Tools	Apex Classes, Test Classes, Controllers and Extensions, Triggers, Visual Force, Lightning, Lightning Web Components (LWC), ETS, S-Controls, SOQL, SOSL, Validation Rules, Outbound Messages, Work Flows & Approvals, Reports, Dashboards, Analytic Snapshots, Case Management Automation, Email services, Custom Objects, Connect for Outlook, Force.com, Sandbox Development and Testing.
Force.com Tools	Eclipse, Force.com Eclipse IDE Plug-in, App Exchange, Data Loader, Apex Explorer, Offline Edition, Excel Connector, Force.com platform (Sandbox, Production) QTP, Win Runner, Bugzilla and Sandbox loading & Testing, Force.com Migration Tool.
CRM Tools	Salesforce.com
Web Services	SOAP, REST, Cast Iron, WSDL, XML, JSON
Web Technologies	HTML, CSS, XML, JavaScript, Ajax, jQuery Bootstrap, Web Services, VS, .NET
Databases	SQL Server, Oracle, MySQL, MS Access, MS Excel, Informatica
Office Tools	Microsoft Suite (One Note, Word, Excel, Power Point, Outlook), MS Project, MS Visio, Visual Studio
Languages	Apex, C, C#, SQL, PHP.

Version Control Software	GIT, CVS, Subversion, VSS
Operating Systems	Windows 10,8,7/ VISTA/XP, Linux, Unix

PROFESSIONAL EXPERIENCE

Johnson & Johnson, New Brunswick, NJ   **NOV 2019 to TILL DATE**
Role: Salesforce Developer/Admin

Responsibilities:

- Worked with management and other developers to translate marketing needs into design requirements.
- Part of a team which is responsible to **implement**, **develop**, **customize**, **test**, **deploy** and **integrate** the Salesforce **Service cloud** application by ensuring it meets business needs. **Agile Development Methodology** was followed for the implementation.
- Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
- Worked on **Salesforce.com** based development enhancements and implemented **lightning applications** from the **scratch.**
- Designed and implemented Accounts, Contacts, Leads, Campaigns and Cases.
- Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
- Implemented **Salesforce Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
- Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
- Experience in creating page layouts, search layouts to organize fields, custom links and related lists.
- Used field level security along with the page layouts to manage the visibility and accessibility of fields for different profiles.
- Implemented validation rules, assignment rules and formula fields in custom objects
- Created Custom Objects, Custom Fields, Tabs and maintained field level security as per the business requirement.
- Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
- 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
- Defined Assignment rules/ Queues in configuring Leads & Lead conversion. Implemented Web to Lead to capture various leads from different locations to Salesforce.
- Performed **data cleanup** and/or **Data migration** to/from **salesforce.com**
- Worked on Static Resources, Page Layouts, Remote Site Settings, Case Management and Email Services.
- Worked on SOAP API and REST API to make Web Service Calls.
- Worked on Service Cloud.
- Worked on Communities for Help desk creation.
- Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
- Worked on Outbound messaging and error directory creation log.

- Worked on Google Geolocation Web Service Calls.
- Developed LWC components for speed perks.
- Enhanced the existing Lightning Web Components for the search model.
- Used Google maps API to display the distance between two points and display Google route map to destination.
- Used Force.com Web Service API to make Web Service Calls and implemented with regards to governor limit.
- Used SOQL and SOSL conceding the governor limits to achieve the required result.
- Used sandbox for testing and migrated code to production.
- Used Change Sets to validate and deploy config components to testing instance and production.
- Used JSON in developing apex code.
- Worked on Einstein Bot.
- Created Utterances for Dialogs in Einstein bot.
- Configured multiple channels to Einstein bot.
- Worked on CTI integration and development.
- Validated and deployed code to production through Change Set.
- Made thorough testing of requirements before deploying to production.
- Developed and maintained custom reports.
- Created Dashboards for service representatives.
- Batch reassignment of accounts and opportunities based on organizational changes.
- Prepared training materials for business use.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Force.com API, Workflow & Approvals, Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Sandbox, Change Sets, Eclipse IDE Plug-in.

Advance Auto Parts, Richmond, VA   **FEB 2018 to OCT 2019**
Role: Salesforce Developer/Admin

Responsibilities:

- Interacted with business Users to understand the requirement and implemented with best solution possible.
- Created custom coded Reports and Dashboards to better understand the sales funnel.
- Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic.
- Worked on **Marketing cloud.**
- Experience in Powerful command-line interface (CLI) removes the complexity of working with your Salesforce org for development, continuous integration, and delivery using Salesforce DX.
- Worked on Visual force pages to create charts.
- Having knowledge on Salesforce 1 Mobile Application, Apptus CPQ, Data Extraction tools, and Data migration.
- Well experienced with **Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce1.**
- Worked on **LWC components.**
- Developed **dispatch events** using **LWC.**
- Basic enhancements in the existing **LWC components.**
- Experienced in migrating the standard and custom objects in standard experience to **lightning** experience.
- Handled ongoing customization/ alteration of Salesforce.com. to increase benefits and usability.

- Worked on **Salesforce1** Platform to build Mobile App by enabling **Lightning Components** for use in **Salesforce1** mobile platform to make **Lightning** Application mobile.
- Experience in **Custom Integration** of Tasks, Events, Email Services, Security Controls**, Custom Application, Reports & dashboards.**
- Experience in creating **Custom Objects, Relationships/ Junction objects like Master-Child, lookups, Entity Relationship.**
- Experienced in creating advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation** depending on application requirements.
- Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.
- Create complex workflows and Approval processes.
- Implemented Data segregation through Record Types and Field level security.
- Developed and maintained validation rules and custom workflow.
- Developed and executed marketing campaigns using **Marketing Cloud's Email Studio**.
- Participated in Code review and suggested better ways of doing it.
- Audited, uncovered and resolved data integrity issues with legacy systems.
- Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
- Complete bulk import of data from legacy System to Salesforce, Analyzing the data and making necessary changes.
- Integrated CPQ system with multiple CRMs like Salesforce and CRM On Demand.
- Supported and improved sales cycles by implementing CPQ solutions effectively.
- Good understanding of Configure-Price-Quote functionalities throughout the entire customer lifecycle for various routes to market.
- Made thorough testing of requirements before deploying to production.
- Developed and maintained custom reports.
- Created Dashboards for service representatives.
- Worked on Batch class and scheduling the batch class.
- Analyzing the current requirement process, identifying problems and making recommendations to improve the process.

Environment: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, SControls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

DHHS, Raleigh, NC   **MAR 2017 to JAN 2018**
Role: Salesforce Developer/Admin

Responsibilities:

- Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.
- Create complex workflows and Approval processes.
- Implemented Data segregation through Record Types and Field level security.
- Worked with Informatica ETL tool for the data loading issues.
- Developed and maintained validation rules and custom workflow.
- Created Workflows, Email alerts and Field updates as required.

- Prepared User document to help understand the app. Had one on one interaction with users to solve salesforce1app issues.
- Worked on web to lead forms.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Worked on SOAP and REST API web service calls.
- Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
- Created S-Controls to meet new business requirements.
- Created number of users and assigned respective role and profile.
- Had a chance to know five9 a virtual call center for making inbound calls.
- Audited, uncovered and resolved data integrity issues with legacy systems.
- Complete bulk import of data from legacy System to Salesforce. Analyzing the data and making necessary changes.
- Validated and deployed code to production through Change Set.
- Made thorough testing of requirements before deploying to production.
- Developed and maintained custom reports.
- Created Dashboards for service representatives.
- Batch reassignment of accounts and opportunities based on organizational changes.
- Prepared training materials for business use.
- Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
- Migrated Current Outlook Connector to Salesforce Outlook, which provides for the synchronization of information from Outlook to Salesforce.

Environment: Apex Language, Java Script, Visual Force, Eclipse IDE, SVN, Data Loader, HTML, JSON, S-Controls, Email Services.

Tata Coffee Limited, India   **JAN 2013 - OCT 2015**
Role: Salesforce Developer

Responsibilities:
- Interacted with the business unit for gathering the Salesforce.com CRM implementation requirements.
- Created **Custom objects, custom fields, Picklists, Role-based page layouts, Workflow Alerts and Actions, and Workflows, 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.
- Automated the process of **creating Leads** directly from Web and **Auto-Response** rules.
- Developed Formulas, **Validation rules** to maintain the quality of the data.
- Customized page layouts for standard objects and assigned Record Types by using **Visual Force components.**
- Created **Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
- Used **SOQL** and **SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Created **Dashboards** using **customized Dashboard components.**
- Leveraging Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management and Lead Management.

- Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
- Implemented the requirements on Salesforce.com platform and Force.com **IDE Plug-in** using **Eclipse.**
- Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
- Developed **Apex Classes**, **Controller Classes, Triggers and Visualforce** Pages for various functional needs in the application.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Developed **Custom Objects**, **Custom Reports** and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Maintained user **roles, security, profiles, and workflow rules** wherever necessary.
- Interacted with the **Salesforce.com** premium tech support team on a regular basis.

Environment: Saleforce.com platform, Apex Language, Visual force Pages, Data Loader, HTML, CSS, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in.

Unilever, India   **SEPT 2011 – DEC 2012**
Role: Tableau Developer

Responsibilities:
- Created dashboard using parameters, sets, groups and calculations.
- Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
- Created visually compelling and actionable interactive Tableau reports and dashboards.
- Involved in creating calculated fields, mapping and hierarchies.
- Involved in creating data blending in case of merging different sources.
- Involved in extraction, transformation and loading of data directly from different source systems like flat files, Excel, Oracle and SQL Server.
- Designed and Developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop
- Develop, maintain and document highly visualized comprehensive dashboards using Tableau Desktop and publish it to Tableau Server to meet business specific challenges.
- Published the developed dashboard, reports on the Tableau Server so that the end users having access to the server can view the data.
- Scheduled frequency and time to refresh data when sources are published or extracted to server.
- Involved in understanding the reporting requirements and providing Tableau reporting solutions.
- Developed new reports and enhancing existing reports in Tableau environment.
- Found efficient ways to make tables and graphs, which were visually easy to understand, and at the same time maintaining the accuracy of the core information content.
- Collected data on various process measurements and formatted into graphs using Tableau desktop
- Responsible for Monitoring and Tuning Report performance.
- Generated Dashboards with Quick filters, Parameters and sets to handle views more efficiently.
- Published Workbooks by creating user filters so that only appropriate teams can view it.

Environment: Tableau Desktop, Tableau Server, Oracle, Excel, and SQL Server**.**