RENUKAKOGANTI

Salesforce Developer/Administrator

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>
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PROFESSIONAL SUMMARY

5+ years of experience as a Salesforce developer with extensive knowledge in implementing, customizing and maintaining Salesforce
solutions on sales, service and community cloud. Hands on experience in developing Apex Controllers, VF pages/Components,
bulkified triggers, lightning components, lightning out and building
apps using lightning framework. Experience in the complete life cycle of project development (SDLC) and in working with Agile Scrum Methodologies. Hands on experience in integrating salesforce with third party applications using REST API and ETL tools. Experience processing bulk data using asynchronous apex. Implemented
Integrations and used the salesforce marketing cloud connector V5 to connect to multiple salesforce orgs.

EXPERIENCE

Northeastern University

Salesforce Admin/ Developer

~ 02/2019 - Ongoing + Boston, MA

Worked as a consultant at Northeastern University which is one of the top research universities where they emphasize on research and development of the students. They offer a wide range of support activities for the development of the student on their future endeavors. The university offers a wide range of undergraduate and graduate programs. They also provide webinars as a part of student services which are in par with doctorate studies.

— Worked closely with the Business team to understand, gather the business requirements and designed implementation, BRD with the complete requirements gathered from the SME's.
— Actively Implemented business processes using Process Builder, lightning Flows, lighting record pages using app builder.
— Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
— Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
— Used various Salesforce App Exchange tools such as Copy storm, Prodly Moover and Data loader for the ease of Data migration between two orgs.
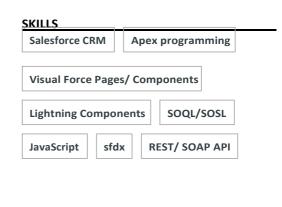
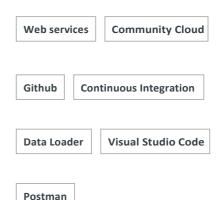## CERTIFICATIONS

Salesforce.com Certified Administrator ADM 201

Salesforce.com Platform Developer 1

Salesforce.com Platform App Builder

Salesforce.com Sales cloud consultant

Salesforce.com Marketing Cloud Email Specialist

SKILLS

| Salesforce CRM | Apex programming |

| Visual Force Pages/ Components |

| Lightning Components | SOQL/SOSL |

| JavaScript | sfdx | REST/ SOAP API |

| Web services | Community Cloud |

| Github | Continuous Integration |

| Data Loader | Visual Studio Code |

| Postman |

- Customized standard objects like Accounts/ Person Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
- Implemented the Service Cloud for our call center with five9's as the Computer Telephony Integration system.
- Worked on implementing lightning experience by creating lightning record pages, home page, app pages and personalized the experience using the record type profile combinations.
- Deployed various components of Salesforce using Github, Inbound/Outbound Chain set, Gear set, Auto Rabbit and Visual Studio Code.

EXPERIENCE

Manasa Corp./MobiGesture.com
Salesforce Admin/ Developer

~ 01/2016 - 12/2018 + Hyderabad, India

Manasa Corp. which currently is MobiGesture.com is an IT app building company where the focus is on building Scalable/sustainable solutions for Mobile, Web and Cloud technologies. Their main emphasis is on building applications for different framework based mobile systems.

- Acted as offshore point of contact for salesforce for the inside sales team.
- Deployed CMCT Components using MVC architecture and creating custom components, custom modules.
- Optimized most of the existing triggers to follow one trigger to rule all pattern and bulkify the code.
- Worked with the integration team to integrate salesforce with home grown
  .net application using REST API, batch apex etc.,
- Created batch classes, Schedule Apex, http callouts, dynamic apex, single e- mail methods, mass e-mail methods, test classes, wrapper classes.
- Solely implemented Ideas and Case Management and Lead management for the organization using web to lead, web to case, e-mail to case, lead and case assignment rules etc.,
- Use lightning framework to roll-out mobile app for users to work on person registry.
- Worked with community builder to expose the financial force related components to the community Plus licensed Users in our community portal.
- Worked on UI design using HTML and CSS for better appearance and weekly meetings with on-site team for approval.
- Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures

Kalvin
Salesforce Admin/ Developer

~ 03/2015 - 12/2015 + Hyderabad, India

Kalvin Care™ provides the right art & science approach to predict most likely events, it is based on advanced Statistical & mathematical models built on proprietary algorithms for efficient resource planning and patient care. Today, advances in technology are making it possible for hospitals to improve patient care, reduce readmissions, monitor financials and drive overall financial health. But only for the institutions who understand how to leverage the power of advanced analytics.

- Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
- Worked on Apex triggers, apex classes, developing Visual force pages, batch classes, scheduled apex, and test classes.

EDUCATION

B.Tech in Information Technology
Vignan Instituite of Engineering & Technology

~ 08/2010 - 05/2014 + India

- Developed and Maintained large volumes of deadline driven email campaigns and assets management of email channel calendar and Direct email.
- Implemented customer community using napili template and exposed knowledge articles and Questions feature.
- Highly experienced in integrating various Salesforce organizations.
- Worked to automate the Lead and case Management.
- Extensive use of JavaScript/J-query to perform client side validations on VisualForce pages and to improve the performance of the User interface.
- Managed the sandbox refreshes, preparing sandbox templates and deploying changes from one environment o another using various deployment techniques.
- Performed Administration tasks like User Management, Data Management, Creating and Managing roles and profiles.