**V HARI REDDY**

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**SUMMARY:**

* Around 8 years of experience in IT industry with around years’ experience in the **Salesforce.com CRM Developer in Salesforce.com** Sales, service, Marketing, Customer Service and Support Administration.
* Experience in **Salesforce** Technologies includes **Analysis, Design and Development, Testing, Implementation, production** support and maintenance of various Applications.
* Salesforce certified profession for **Salesforce Platform Developer I, Einstein Analytics and Admin 201.**
* Experienced in Salesforce.com **Apex Classes, Java Script, Apex triggers Integration, Visual force. Hands on experience in Salesforce.com CRM integration, developing and deploying custom integration solutions.**
* Professional experience on creatingSalesforce.com Apex Triggers on customized objects, writing Apex classes, Apex controllers, Test Classes, SOAP API, REST APIanddeveloping Visual Force Pages.
* developing and designing user experiences of Internet/Intranet applications using HTML5, HTML, XHTML XML, CSS, CSS3, JavaScript, jQuery, Backbone JS, Angular JS Meeting W3C standards.
* Extensive experience in developing Apex Triggers, Apex Classes, Java Script Controllers, Test classes and Visual Force pages employing standard and custom controllers, SOQL and SOSL queries as per the client and application requirements.
* Proficient in creating **custom objects**, **custom Tabs, custom fields**, **Pick list values**, **Role** based **page layouts, Workflow Alerts and Actions, Workflow Rules** and **Approvals, Validation Rules, Custom reports and Report** extractions to various formats.
* Created relationships between objects like Master-Detail, Lookup, Entity relationship, Data modeletc.
* Extensive hands-on administrative tasks like designing of custom objects, custom fields, and role-based page layouts, profiles, users, reports, dashboards, email services, lookup and master detail relationships
* Strong knowledge about Sales cloud, Service cloud configuration and customizationand good understanding with Client/Server architecture, Object-Oriented design techniques and web application design using **Java Script** Controllers.
* Experience with Outlook Integration, Single Sign On, and Salesforce to Salesforce functionalities.
* Experience evaluating and integrating Salesforce AppExchange solutions within overall implementation**.**
* Experience in SFDC Integration using **Web Service and Apex Programming, Salesforce Service Cloud and Sales Cloud expertise.**
* Having experience on live support activities providing solutions to end users on Production environment
* Worked on **Soap API and Rest API** **to**design and support web services platform.
* Proficient in Configuration, Customization, Programming with Apex API (Controllers & Triggers), Visual force Pages, **Visual force Components** using up-to-date technology & implementing new instances of Sales force
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization. Also created various **profiles** and configured the permissions based on the organizational hierarchy.
* Implemented **Einstein Analytics Platform** in Salesforce and created Dataflows, Datasets, Recipe’s, Dashboards and Discovery Models.

**TECHNICAL SKILLS**

* **Salesforce Technologies**: Salesforce CRM, Apex Language, Lightning, SOQL, SOSL, Visual Force Pages, Apex Web Services, Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects, Apex Data Loader.
* **Salesforce Tools**: Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com
* **Languages**: Apex, C, C++, Java, Java Script, HTML, XML, SQL environments.
* **Databases:** MySQL, Oracle, MS-SQL server
* **Web Services:** SOAP, REST
* **Operating Systems:** Windows, Mac OSX, Linux, Unix.
* **IDE:** Force.com IDE, Eclipse

**PROFESSIONAL EXPERIENCE**

**Client: Salesforce, CA**

**ROLE: Salesforce Lightning Developer Feb’18 - Till date**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in developing SDLC.
* Designed and implemented a dynamic image rendering web service which is consumed by JSP, jQuery, JavaScript and AJAX
* Developed data formatted web applications and deploy the script using client-side scripting using JavaScript.
* Created**Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows**and**Approval Process.**
* Using **Data Loader** and **Import Wizard** for **Data Export,** Updates and Backup for the organization.
* Working with **Administration**activities like Users, Profiles, Permission Set Role, **OWD** settings and Sharing Rules. Designed and Developed **Service Cloud** and **Integration**.
* Worked with various salesforce.com objects **Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.**
* Created **Public Groups, Queues, Permission Sets, Profiles, Users**& **Security Settings** based on role hierarchy. Involved in **Data Migration** from three **Legacy Systems** to Salesforce.
* Implemented Salesforce **Service Cloud**&**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.
* Worked with **SOQL, SOSL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* 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.
* Built**customized Lightning components replacing the existing ones,** using JavaScript on the client side and Apex on the server side.
* Involved in development and finalization of initial design of the application and worked with content managers, copywriters and designers to resolve the issues
* Worked extensively with HTML5/HTML in designing and updating Lightning web based applications
* Worked on writing **Apex Triggers Apex Classes, Batch Apex**and**Scheduled Apex.**
* Experienced in designing **UI** using **Visual Force** Pages and wrote **Test Scripts** for various scenarios.
* Migrating **Metadata** from one sandbox to another sandbox using **Force.com IDE tool.**
* Used**Web Services**like**SOAP API**and**Rest API**to integrate with external systems**.**
* Implemented **Email-to-Case, Web-to-Case** for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment**: SaleForce.com platform, Lightning, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, GitHub, APPTUS, Eclipse IDE, Subversion.

**Client: Salesforce, CA**

**ROLE: Developer Feb ’16 – Jan ‘18**

**Responsibilities:**

* Performed Requirement Gathering for client preferences and data management.
* Documented and shared the requirements with SalesForce.com consultants for further implementation.
* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of organization.
* Created new custom objects, assigned fields, designed page layouts, components as needed to meet design specifications.
* Configured different roles, profiles, and accounts in Salesforce.com
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, and Dashboards.
* Customized the Dashboards to the track usage for productivity and performanceof business centers and their sales teams.
* Customized tabs for among different business users’ groups and business centers.
* Configuring fields, workflow, reports, templates.
* Create various profiles and configured the permissionsbased on the organizational hierarchy requirements.
* Administer security for users, add/remove users, controls, and settings.
* Perform Salesforce customization that can be handled by System Administrator.
* Perform day to day salesforce.com operations - bulk data migration, user management, object & field customization.
* Maintained the client relationship by communicating the daily statuses and weekly statuses of the project.
* Planned Backup strategy based on projects requirements.
* Implementation of **Apex Triggers**, **Apex Class**for automation of the business process on **Account**, **Contact**, **Opportunity**and **Custom Objects.**
* Implementation of **Batch Classes**, **Scheduled Classes**as part of the Business Requirement.
* Wrote an **Apex Trigger** on **Contact** for cross-object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API**and**REST API.**
* **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.
* Created **Page Layouts**to organize **Fields**, **Custom Links**, **Related Lists**& other **Components** on Record Pages.
* As an Administrator implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, **and Custom Formula Fields** and defined **Field Dependencies** for Custom Picklist Fields.
* **Case Assignment Rules** to direct the case to appropriate group such as **Stories**& **PCS** Central Support.
* Administered, Configured and maintained **Salesforce.com** application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Performed administrative tasks such as managing **Accounts, Contacts**and**Cases**, setting **Workflows** and **Approval Process**for approving new accounts and another business process.
* Created and maintained **Reports**and **Dashboards**to provide fast access to key business metrics.
* **Case Management**by Configuring **Email-to-Case**for the end user to submit a case through Outlook.
* Created and configured **Email templates** which were used by **PCS** Central users for approval processes and other field updates.
* Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects layouts, Custom App, Field-level Security, Permission Sets** for client services and marketing.
* Customized **Chatter objects** and tabs to view progress and discussion on business process.
* Used**SOQL & SOSL** for data manipulation needs of the application using platform database objects.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**CLIENT: United Health Group, MN**

**ROLE: Salesforce Administrator/Developer                   Sep ‘14 – Jan ‘16**

**Salesforce Administrator**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, and documenting the functional and non-functional requirements.
* Configured the User permissions based on the organizational hierarchy.
* Created custom objects, Visual pages, triggers, validation rules by using Apex
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Designed, and developed the Custom objects, Record Types, Report Types, Formula fields, Page layouts, workflow rules, tasks, Field Updates, emails and alerts to track customer related tasks and activities.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.

**Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce Developer in the organization.
* Responsible for various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented Web-to-lead to track and solve leads from the company website.
* Created different workflow rules and Approvals for various campaign processes.
* Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* 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 for various functional needs in the application.

**Environment**: Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Reports, Workflow & Approvals, Web Services, Sandbox, Eclipse IDE.

**CLIENT: Arija Soft PVT LTD, India**

**ROLE: Salesforce Developer Jul ‘12- Jun ‘14**

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* 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.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Audited, uncovered and resolved data integrity issues with legacy systems.
* Complete bulk imports of data using Apex Data Loader.
* Developed and maintained custom reports.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.

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