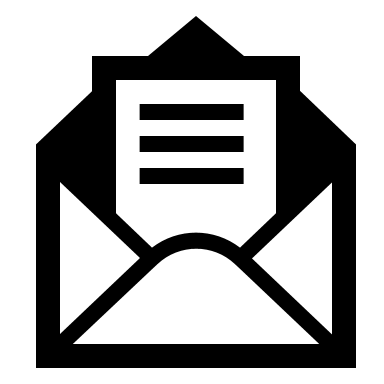
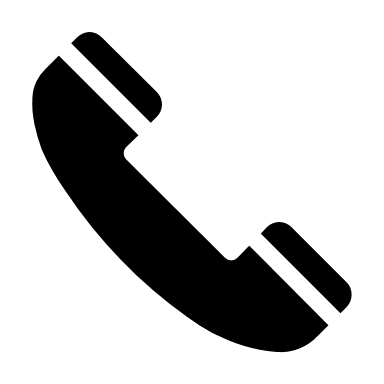
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**JANAKI RAM VAITLA**

**SALESFORCE ADMIN / DEVELOPER**

[janakiram.crm@gmail.com](mailto:janakiram.crm@gmail.com) (512)766-4227

**SUMMARY**

* 7 years of extensive professional experience in Salesforce.com **CRM** as a Commerce Cloud developer with various business domains.
* Experience in working with different project methodologies including Agile/Scrum environment, Iterative, Waterfall models.
* Conducted end-to-end meetings, scheduled trainings and conducted presentations to work with new clients.
* Good understanding of **SFDC CRM** business process.
* Admirable experience in cooperation with the users and identifying, analyzing their business requirements and provide functional specifications and assist in the implementations.
* Hands on experience in implementing **Apex** classes, **Controllers**, Batch Apex classes, Apex **triggers** and **Visualforce**.
* Proficient in eCommerce operations and applying best practices.
* Strong Leadership interpersonal and communication skills with the ability to work under firm deadlines within multiple environments.
* Experience in developing **UI** components using Visualforce pages/components, **Apex** Controllers, **HTML, DHTML, Java Script** and **CSS**.
* Experience using nCino for banking domain
* Used Sandbox for testing and migrated the code to the deployment instance after testing.
* Been a part of the various stages of software development life cycle including requirements, analysis, estimation, design, development, enhancement, testing and deployment.
* Experience in using **SOAP** and **Restful APIs** and worked on **JavaScript** Frameworks such as **jQuery and Node.js.**
* Expertise developing products using web services, **XML, SOAP, REST, HTTPS, API, RSA encryption, XPath**, and **XSD** Schemas.
* Knowledge in **Lightning components,** **Lightning App Builder**, Service cloud and **Marketing cloud**.
* worked in real-time integration of **SFDC** with **middleware** / on-premise applications.
* Experience in data migration from **ACT, Excel, MS outlook** using **Data Loader, Data Import Wizard, SFDC Data Export, MassDelete, Informatica.**
* Experience in data loading using **Apex** data loader or other third-party **middleware**.
* Worked on Account & Contact Management, Opportunity Management, Contract Management, Product Management, Price Books, Asset Management, Territory Management, Security, Role Hierarchy.
* Experience in **Data Analysis involving Data Cleansing**, **Data Conversions,** **Data transformation, Data Quality Analysis, Data Relationships**, and Reporting Analysis.
* Expertise in multi-tasking, time management and handling interrupts with ease.

**CERTIFICATIONS**

* **Certified Salesforce Administrator (ADM 201). Credential ID (21484911).**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Salesforce Technology | **Apex, Visualforce, Web Service, Apex triggers, Apex Controllers, Workflow & Approvals, Dashboards, Sales and Service cloud, Marketing Cloud, nCino Bank OS, Lightning App builder, Visual Force.** |
| Salesforce Tools | **Salesforce.com, Sales Cloud, Service console, Eclipse, Apex Explorer, App Exchange.** |
| Programming Languages | **C, C++, C#, Java, Java Script, SQL, MSQL, jQuery, APEX, XML.** |
| IDE/Tools | **Eclipse IDE, Visio, Visual Force, Enterprise Architect.** |
| Office Skills | **Microsoft Office.** |
| Operating System | **Windows 7/8/10, Mac OS, Linux, Unix.** |
| Web Technologies | **Web Services, XML, HTML, XHTML, CSS, PHP, SERVLET, jQuery, Java Script, OOD.** |
| Version control tools | **CVS, Clear Case, Subversion, VSS** |
| Web Services | **SOAP, Cast Iron, WSDl, XML, JSON, REST.** |
| Databases | **Oracle 11g/10g/9i/8i, MS SQL Server, Database.com** |

**PROFESSIONAL EXPERIENCE**

**T-Mobile, Seattle, WA.** Jan 2020-Present

**Salesforce Admin / Developer**

**Responsibilities:**

* Interacted with the end users to understand the requirements and documented them to proceed accordingly.
* Developed validation rules, Page layouts, Search layouts, Custom objects and Tabs.
* Implements Digital Consumer Experiences based on foundation of **SFCC** to meet quality Standards.
* Integrate cloud with 3rd party/ backend systems levering link cartridge/**OCAPI**/ custom services while ensuring scalability, performance.
* Implemented build releases management using **CI/CD** strategies, Levering tools like **Jenkins** and **DevOps** Practices.
* Migrated a business unit from another **CRM** tool to Salesforce and in the process worked on the architecture to be built on salesforce.
* Migrated data from native tool and performed insert, delete, export operations on millions of records.
* Implemented **Mocha/Chai Unit** and Functional test cases in order to reduce costs while ensuring quality.
* Created User, Roles, Public groups and implemented role hierarchies, sharing rules to manage access for different users. Imported data to **Leads, Accounts, Contact** and Opportunities using data loader and import wizard.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex** programming language at backend and Visualforce pages as user Interface.
* Developed different **Visual** **Force** Pages to suit to the needs of the application using different Visual force components.
* Contributed towards **HLD** and **LLD** phase and design documents preparation by integrating different modules.
* Designed and improved various workflow rules, validation rules, approval process.
* Made sure that the data quality is maintained by deleting or merging duplicate records and updating inaccurate data.
* Configured sharing rules, field level security and record level permissions to protect the important information by shared access.
* Integrated a third-party tool to salesforce to make salesforce one stop for the business unit.
* Collaborated and interfaced with business partners to define Salesforce **Commerce Cloud** eCommerce technology solutions.
* Worked on moving **service cloud** from classic to **lightning.**
* Developed a Scorecard for the sales reps to view their performance and targets on to salesforce using lightning web components.
* Involved in migrating data into Salesforce application using **Apex Data Loader** through **CSV** files. Installed and Configured **Apex Data Loader**.
* Generated various kinds of reports of different users depending on the requirements.
* Used **Web services** integration to connect with the different applications.
* Used **lightning** system to create apps using **lightning** app builder and lightning components. And experienced in creating custom objects and fields in lightning experience.
* Experienced in working with **Visual studio**, **Git** and **Salesforce DX** to streamline the development life cycle.
* Documented various projects and the setups in Confluence and tracked each project in **JIRA**.

**Environment:**

**Sales cloud, Service cloud, Apex language, Visual force pages, Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Analytical Snapshots, Security Controls, Force.com platform (Sandbox and production), Force.com IDE, Visual Studio Code, Salesforce DX.**

**Fannie Mae, Plano, TX.** Sep 2018- Dec 2019

**Salesforce Admin / Developer.**

**Responsibilities:**

* Interacted with the end users to understand the requirements and documented them to proceed accordingly.
* Developed and implemented Solutions on various ESP platforms such as Salesforce Marketing cloud.
* Developed **APEX** **Classes**, **Controller Classes** and **APEX** Triggers for various functional needs in the application.
* Maintained Data integrity and managed data inputs for client marketing.
* Migrated data from external sources and performed insert, delete, export operations on millions of records.
* Created business rules and queries to develop advanced segmentation or to assist with analytics.
* Involved in **Data mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Build beautiful user interface as per mock-ups using **Visual** **Flows**.
* Designed and improved various **workflow rules**, **validation rules**, approval process.
* Configured sharing rules, field level security and record level permissions to protect the important information by shared access.
* Developed Web Service Callouts from salesforce to External Applications using **SOAP** and **REST API**.
* Generated various kinds of reports of different users depending on the requirements.
* Used Web services integration to connect with the different applications.
* Hands on experience with the lightning system design. Worked with lightning app builder which helped to easily create and build modern apps.
* Provided case management by configuring Email-to-case for end user to submit a case.
* Experienced in lightning system which helps us to create apps using lightning app builder and lightning components. And experienced in creating custom objects and fields in lightning experience.
* Maintained and optimized email marketing using salesforce marketing cloud.
* Configured two-way texting within Marketing cloud, service cloud and integration layer.

**Environment:**

**Sales cloud, Service cloud, Apex language, Visual force pages Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Analytical Snapshots, Security Controls, SOQL, SOSL, Community Integration, Force.com platform (Sandbox and production), Force.com IDE, salesforce marketing cloud.**

**Express Scripts, Franklin Lakes, NJ.** Sep 2015- Jun 2017

**Salesforce Admin / Developer**

**Responsibilities:**

* Gathered Business Requirements, analyzed data/workflows. Progressed from Problem Statement to well-documented Designs. Reviewed and analyzed the Use cases, Created business process **workflow diagrams**.
* Performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Designed and deployed Apex classes, Controller classes, and Apex triggers for various functional needs in the application using the **Eclipse IDE**.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Created Page Layouts for various profiles to make users comfortable for inputting data into **CRM** from customers.
* Collaborated with other developers in performing unit testing and identifying bugs in the application.
* Developed **UI** using **CSS, HTML** tags, Visual Force components and used **JavaScript** for front-end validation.
* Tested application on various levels like integration and system testing by utilizing various methodologies.
* Developed a **Visual** Force Email Template, which notifies the clients once it satisfies the business logic and when criteria are met. This also involved generating Client Logo and attaching to the template.
* Implemented various Apex classes, Triggers, Batch & Schedulable classes and the Future method for handling huge data transactions or Bulk operations.
* Worked with the **SQL Database** & **Crystal** Report developing tools for manipulating the data.
* Written **SOQL**, **SOSL** queries in **Apex** triggers and controllers, used Salesforce workbench to generate queries.
* Extensively worked on **SOQL** and **Apex** Triggers to implement business logic.
* Worked in Agile environment, as of solving the issues within deadlines.
* Created user roles and profiles and took into consideration the security controls and sharing settings.
* Implemented Web App Security Features, **Unit Testing/Penetration Testing.**
* Implemented case management automation to solve customers’ issues.
* Enhance and **Customize the core Banking App nCino.**
* Created custom objects and defined lookup and master detail relationship on the objects and created junction objects to establish connectivity among objects.

**Environment:**

**Saleforce.com CRM, Apex Classes, Controllers, Middleware, Visualforce pages, Web Services, Sales Cloud, Service Cloud, Custom Objects, Tabs, Email Services, Sharing rules, Force.com IDE, Lightning App builder, HTML 5, CSS 3, JavaScript, Apex Script, Eclipse IDE Plug-in, Java Script, HTML 5, Data Loader, Apex Classes, Web services, CSS 3, nCino, Controllers, Triggers, Visual force, SOQL, SOSL, Workflow& Approvals, Custom Reports, Dashboard.**

**Kakatiya Solutions, India.** Jun 2014-Aug 2015

**Salesforce Admin / Developer**

**Responsibilities:**

* Customized the application using Salesforce.com features as per the business requirements.
* Worked on security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Developed code based on storyboards, process flows, and sitemaps.
* Developed **B2C** Commerce Modules.
* Created Profiles, Roles, and Permission Sets for the organization and involved in setting up **Field-level, Object-level** security rules for the application.
* Created workflow rules and defined related actions such as tasks, field update, email alert, time triggered tasks, email alerts, field updates to implement business logic.
* Convert **Ui/UX** wireframes into salesforce application.
* Created Callouts from salesforce to External Applications by using **SOAP** and **REST** API.
* Identify and troubleshoot coding issues.
* Responsible for migrating data from legacy systems to Salesforce.com using data Loader.
* Actively involved in the design and evolution of **APIs** & **tools** according to the team’s roadmap.
* Migrating Components to different environments using **ANT** **Eclipse** and Change Sets.
* Created **CPQ** process using Apptus **CPQ** and CL AppExchange tool in Quote.
* Integrated Apptus **CPQ** and **CLM** applications and automating processes on Salesforce platform.
* Used **REST** **API** for implementing Web Service Definition Language (**WSDL**) in the application for access to data from external systems and web sites.
* Designed web pages in **Visualforce** for capturing various customer’s data.
* Developed User Interface using **Apex** controllers, **Visual** **Force** and **Force.com** **IDE**.
* Experience in building reusable UI components and pages with Lightning component framework.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.

**Environment:**

**Salesforce.com platform, Force.com IDE, Apex classes, Apex Triggers, Visualforce (Pages, Components & Controllers), Sales cloud, Sandbox, Workbench, Middleware, Apex Data Loader, B2C, Workflow& Approvals, Custom Reports, Dashboards, SOAP, REST API**.

**Education:**

**Bachelor’s in Computer Sciences (Sathyabama University).**

**Master’s in Information Systems (University of Mary-Hardin Baylor).**

**LinkedIn:** https://www.linkedin.com/in/ram-v-31585b1b8/