



Naveen Chodiboyina

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PROFESSIONAL SUMMARY:

- Around 7 years of solid experience in the salesforce.com CRM platform as an Administrator and Developer.
- Proficient in all the phases of Software Development Life Cycle (SDLC), Agile and Scrum Methodologies.
- Certified Salesforce.com Administrator and Developer with good knowledge of Apex programming language in creating
- Experience in Administration, Configuration, Implementation, Lightning and support experience with Salesforce platform.
- Proficiency in data migration and integration using data loader and hands on experience in using ETL tools for handling large data volumes.
- Expertise in deploying between the Production and Sandboxes by employing the Force.com Migration tool and Eclipse.
- Performed automated testing with selenium as a part of continuous integration build infrastructure.
- Created Pages which can Callout using an API, by either GET or POST methods and deserializing the JSON.
- Excellent understanding on Governor limits and experience in using 3rd party tools in Salesforce.com App Exchange, Salesforce 1 app, Salesforce custom mobile applications and other applications.
- Through knowledge in developing Salesforce CRM App Exchange applications, Service Cloud and Sales Cloud functionalities.
- Prepared graphical depictions of project processes using Use Case Diagrams, Wireframes, Mock-ups, including the business workflow using MS Visio and Balsamiq.
- Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.
- Experience in using data tools: Apex Data Loader, Import Wizard, SFDC Data Export, mass Delete.
- Good knowledge in salesforce lightning features like Activities, Contextual Hovers, Opportunity board, Customizable dashboard.
- Experience in creating Lightning App Builder Pages for various objects for better user interface to users
- Customized existing Visualforce pages to align with salesforce new Lightning UI experience.
- User training on the changes being released and conducting postproduction activities like getting feedback from users. In case of any issues - doing Root Cause Analysis, prioritizing tasks with business users.
- Experienced in Unit Testing, for the customizations and developments done during the project.
- Experience in creating test cases and participated in QA and User Acceptance Testing.
- Worked with testing team while driving the Functional requirements and Wireframes.
- Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud. Good understanding of Software Development Life Cycle (SDLC), Waterfall and Scrum Methodologies

- Strong experience in Web based pages and site design using HTML, CSS, XML, XSLT, JavaScript, Bootstrap JS, Node JS, Angular JS, and Ajax.
- Expertise in Apttus - CPQ and CLM Managed Packages.
- Worked on Apttus CPQ configuration and integration.
- Experienced in working MVC Architecture and in using Version Control (GIT).
- Experienced in application integration using Web Services such as JAX - WS, JAX-RS, SOAP, WSDL, Restful.
- Worked extensively on Databases like Oracle, MySQL server and Immensely experienced in writing SQL Queries, Oracle PL/SQL, JDBC.
- Involved in Business Requirements Gathering, Functional and Technical documents development, Unit Testing, Functional Testing.
- Great Interpersonal and Communication Skills, team oriented, focused and quick learner.

TECHNICAL SKILLS:

Salesforce Technologies:	SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, S - Control, Apex Web Services, Workflow and Approvals, Dashboard, Analytic Snapshots.
Salesforce Tools:	Force.com IDE (Eclipse), Dev Console, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production).
Languages:	Salesforce, C# 4.0, Java, MVC, WCF, LINQ, XAML, XML, Web Services, Windows Services, SQL/T-SQL.
Database:	Microsoft SQL Server 2012, 2008, 2005.
Operating Systems:	Windows 10/8/7/XP/2003/2000, UNIX, Linux
Tools:	NUnit, Rhino mock, WTT, Windbg, CDB, Product Studio.
Version Control:	TFS 2012 online, TFS, VSS, Source Depot, Team Forge, Tortoise SVN
SaaS:	Salesforce (Sales Cloud, Service Cloud), ServiceMax App, Windows Azure

Education Qualification:

Bachelor's in computer science and Engineering

Professional Experience

Morgan Stanley – NY

June 2019 to present

Sr Salesforce developer/Admin

Description:

Coverage central mainly deals with prospect management. The end users of the application are FA (financial advisors), Lead advisor or Private well advisor and the Admin team. When FA want to interact with client to make any prospect, first they need to check the coverage centre whether this client has been contacted earlier by same or any other FA, as it is good to company like Morgan Stanley to save his generosity. The FA takes up decision by searching the coverage tool by keeping different types of parameters on search filter, If

they not able to find then FA go and add the client details in coverage tool and request sent to lead advisor for decision, If they get the approval from the Lead advisor then the approval go to admin team, And also FA get the approval from the Admin team the FA go and make the prospect to the client. Coverage central tools is having the 16000 FA in that 1000 will be the lead advisors. Coverage central has flexibility of OBO (on behalf of), where one FA can login on behalf of different FA and perform tasks, for this all the names of FA should be grouped.

Responsibilities:

- Involved in SDLC including Analysis, Requirement gathering, Designing, Development, Enhancements and Testing.
- Designed, developed and deployed Apex Classes, Controller Classes, Visual Force Pages and Apex Triggers for various functional needs in the application.
- Written Apex REST API Web Service classes to automate the end to end flow.
- Integrated SFDC with applications on Splunkbase using REST API and used MuleSoft for Integration purpose.
- Developer Console to debug & resolve issues and used Workbench REST Explorer for Unit testing the functionality.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Created various Reports (Summary reports, Matrix reports, Pie charts, Dashboards and Graphics) and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
- Visualforce Pages using front-end technologies like JavaScript, AngularJS, HTML & CSS and included Apex Triggers for extra functionality and wrote Apex Classes and controller to provide functionality to the Visual Force pages.
- Created UI in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit to Salesforce. Experience in using Salesforce Lightning Inspector to debug the lightning components.
- Involved in building Lightning components apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Created custom objects, workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic. Created a Permission Set and assigned to marketing profile to give access to objects to execute the functionality.
- Worked in development of Lightning components and Lightning Design System along with modifying the Visualforce Pages to work in both Classic and Lightning environment.
- Integrated Pardot with Salesforce and used Pardot marketing automation to gain new referrals.
- Implemented Pardot B2B Marketing Automation platform for lead generation/nurturing.
- Profiles, Roles, OWD, Field Dependencies, Objects, Page Layouts, Validation Rules, Approvals, Workflow Rules, Security & Sharing Rules, Delegated Administration, Tasks and actions, Public Groups, Queues, Reports & Dashboards.
- Designed and deployed Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic. Specified user Support and bug fixing actions.
- Used the sandbox for testing and migrated the code to the production after testing, using ANT (Package creation).
- Facilitated the creation of Test scenarios and validation of Test scripts.
- Developed Test classes for Apex class and worked for improving code coverage.
- Worked extensively on TFS (Microsoft Team Foundation Server) for drafting User Stories, Effort Estimation Tasks, Velocity Benchmark and as a Version Control. Jenkins for Continuous Integration.

- JIRA and Bit Bucket to push changes and track via sublime to make sure all code changes were tracked and managed during deployment periods.
- Involved in Unit, Integration, Regression and User acceptance testing of the application.
- Documented existing flows in terms of ERD's, Triggers, Technical Flow of application, Business & Software Requirements.

Environment: Salesforce.com Platform, Salesforce APIs, Lightning, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, OOTB, Documentation, Data Loader, App Exchange, WSDL, Reports, AppExchange, Data Tools

Spirent communications - San Jose, CA

Mar 2017 to May 2019

Role: Sr. Salesforce Developer

Description: Spirent Communications PLC is a communications and network testing company. We bring clarity to the complexity and insights that inform critical investment decisions. Our breakthrough test and measurement solutions for lifecycle service assurance and analytics, cybersecurity and 5G assure performance and revenues for next-gen devices and networks. We also serve as trusted advisors for our customers pursuing opportunities in virtualization, autonomous vehicles and automotive.

Responsibilities:

- Worked in agile methodology Process and Sprint System, attended daily standup calls.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Intensely worked with Apex Classes and Visual Force Pages.
- Developed various Salesforce.com Standard Objects including Accounts, Contacts, Leads, Opportunities, Reports, Dashboards, Events and Tasks.
- Implemented major and minor enhancements on standard objects Accounts, Contacts, and Opportunity and custom object Quote.
- Enhanced Approval Processes for Quote object.
- Developed Apex classes and Apex triggers for various functional needs in the application using Force.com Eclipse IDE.
- Used Apex Data Loader to load data into Account, Opportunity and Quote object.
- Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events
- Developed Cascading Style Sheets CSS for creating effects in Visual force pages.
- Created Custom Setting for retrieving Griffin loads.
- Automated Data Loader for loading records using Command Line.
- Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
- Created page layouts, search layouts and views to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
- Used Eclipse IDE and Change Set for deploying classes, pages, triggers and Approval Processes.
- Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
- Developed Complex Apex Batch Jobs for updating the accounts daily basis and monthly basis.
- Used XML as data communication between Salesforce and the external system.
- Used SOAP Web services for communicating with external systems.

- Replaced entire hard coded values of pricing matrix using custom settings.
- Worked on Unit testing, for the customizations and developments done during the project.
- Written SOQL queries against force.com API.
- Implemented the Salesforce.com applications using Agile Methodology that involves the iterative development methodology.
- coordinated with offshore development teams during development in various sprints of the project.

Environment: Agile, Salesforce.com platform, Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

State Farm insurance Bloomington, IL

Nov 2014 to Feb 2017

Salesforce Admin/Developer

Description: State Farm is the largest property and casualty insurance provider in the United States. It is also the largest auto insurance provider in the United States. our mission is to help people manage the risks of everyday life, recover from the unexpected, and realize their dreams. We are passionate and driven to create possibilities.

Responsibilities:

- Design and developed solutions based on functional, migration and integration requirements for SFDC form.
- Communicate effectively with business partners and stakeholders to assess support needs, assist in the Identification of business needs.
- Possesses strong interpersonal, verbal, written and presentation communication, and negotiation skills.
- Ability to conduct an analysis of business needs, including scheduling meetings, planning agendas conferring with business line leaders, documenting and making verbal and written presentations.
- Strong understanding of project life cycle testing methodologies.
- Develop prototypes on SFDC environment for Proof of Concept demo and for customer endorsement.
- Worked on Sales cloud
- Worked with Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.
- Developed and configured various Reports and Report Folders for different user profiles based on the need of the organization.
- Used Force.com developer toolkit including Apex classes, Apex Triggers and Visualforce pages to develop custom business logic
- Work on customization of standard objects like Lead, Account, Contact and Opportunity.
- Perform day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
- Create custom report types, custom reports and dashboards to meet the reporting requirements of the decision makers in the organization.
- Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
- Created Email Templates according to business requirement on text and visualforce formats.
- Develop Visualforce pages, Visualforce custom components and using JavaScript for designing any Salesforce Button functionality as well as summary report pages.
- Worked with Web to Case and Email to Case.

- Developed different reports depending on the business requirements.
- Responsible for maintaining KB articles in Salesforce.
- Responsible for developing data breach pages using Html, JavaScript, and CSS.
- Responsible for staging and deploying every release of the Salesforce core and supporting applications to all global customers.
- Define, collect and report metrics that measure progress and performance of the build and deployment infrastructure.
- Migrated code from Sandbox to Production using Ant tool, Workbench, ChangeSets.

Environment: SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

Sasken Technologies – Bengaluru, IN

Aug 2012 to Oct 2014

Salesforce Administration

Description: Sasken is a specialist in Product Engineering and Digital Transformation providing concept-to-market, chip-to-cognition R&D services to global leaders in Semiconductor, Automotive, Industrials, Smart Devices & Wearables, Enterprise Grade Devices, Satcom and Transportation industries.

Responsibilities:

- Created complex Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
- Created automatic field updates via workflows.
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Custom Buttons, Custom links and components.
- Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
- Implemented packages in distributing and migrating components or applications within the organization.
- Configured Data Loader for mass uploading data into production during data integration and sandbox environments for testing
- Created many Approval Process needed in the different stages of the application.
- Projected various Email templates.

Environment: Salesforce.com CRM, Standard and Custom Objects, Tabs, Workflows, Process Builder, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, SOQL/SOSL Queries, Eclipse IDE with Force.com plugins.