**VENKATA RAGHAVENDRA ARIGELA**

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**PROFESSIONAL SUMMARY**

* Having 6.10 years of comprehensive technical and Management skill set and expertise in providing CRM data consulting and configuration
* Experience working with maximum exposure in Analysis, Design, Testing, Integration, Development and Implementation of CRM Applications**.**
* In Depth Knowledge of Salesforce and Development Life Cycle.
* Having 2 years of experience in building **Lightning Components**.
* Comfortable in integrating with other application using **REST integrations**
* Experience in SFDC Development in implementing Apex classes, Triggers, Visualforce, Force.com IDE, SOQL and SOSL.
* Extensive experience of automating complex business processes using declarative features such as workflows, approval process and dynamic approval process, validation rules and sharing rules.
* Implemented security and sharing rules at object, field and record level for different users at various levels of organization.
* Experience in using ETL data tools like Apex Data Loader, Loader, Import Wizard, and Workbench.
* Skilled in generating custom reports and dashboards
* Possess comprehensive understanding of CRM business processes like Campaign, Lead and account.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Innovative Ideas in approach and implementation in different verticals.
* Worked on Sales, Communities and Service Cloud Implementation.

**CERTIFICATIONS**

* Salesforce Certified Developer (DEV-401),
* Salesforce Certified Administrator (ADM-201)
* Salesforce Service Cloud Consultant
* Salesforce Platform App Builder Certification
* Salesforce Platform Developer -1 Certification
* Analytics Cloud Brown Belt Certification
* Salesforce Certified Community Cloud Consultant

**TECHNICAL SKILLS:**

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| --- | --- |
| CRM Tools | Salesforce.com |
| Salesforce Technologies | Salesforce CRM, Salesforce Lightning, Apex Triggers, Apex Classes/Controllers, Visualforce pages, Apex Web Services, AJAX, Workflow & Approvals, Reports, Dashboards, Case Management, Automation, Custom objects, SOQL, SOSL,REST Integration |
| Programming languages | Apex, Java |
| Web Technologies | HTML, HTML5, CSS3 |
| Web Services | REST API |
| Operating Systems | Windows family |
| Mobile Operating tools | Salesforce Lightning Tools |

**PROFESSIONAL EXPERIENCE:**

Duff And Phelps Sep 2019 to Till Date

Apps Associates (I) Pvt. Ltd Jan 2018 to Sep 2019

Cognizant Technology Solutions Pvt. Ltd May 2017 to Jan 2018

Apps Associates India Pvt. Ltd Dec 2013 to May 2017

**WORK EXPERIENCE:**

**Project: Compliance Portal**

**Client: Duff and Phelps**

**Duration: Till Date**

**Roles:**

* Requirements analysis
* Architecture discussions and planning with Development.
* SFDC (Salesforce.com) Development.
* Implementation of Communities of Build your own template
* Service cloud Implementation
* Designing, Development, Unit Testing and Deploying.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.

**Summary:**

Kroll, a division of Duff & Phelps, is the leading global provider of risk Solutions. We have been helping clients make confident risk management decision for more than 45 years. Kroll helps clients adhere to anti-money laundering (AML) and anti-bribery and corruption (ABC) regulations worldwide, enabling them to better manage their reputational risk via investigative research and technology platforms. In addition, we provide [comprehensive compliance consulting](https://www.duffandphelps.com/services/compliance-and-regulatory-consulting" \t "https://www.kroll.com/en/services/_blank) for other financial services regulations through our affiliate Duff & Phelps.

* Communities implementation
* Service cloud Implementation
* Other Customized custom objects

**Project: Duck Creek Support Communities Implementation**

**Client: Duck Creek Technologies**

**Duration: 10months**

**Roles:**

* Business logic in APEX coding, lightning component design and Integration.
* Responsible for dealing with Roles, Profiles, Access Settings, Process builder, Validations, creation and modification of fields, page layouts and upload of data.
* Created Triggers
* Creating Wrapper class to handle the json response from Mule soft.
* Integration: we have integrated salesforce to 3rd party system using REST API (salesforce to Service Now).
* Building Communities for Customer interaction and support

**Summary:**

At Duck Creek, they think P&C carriers should shape their own futures, not have them dictated by the technologies they use. Change should be welcomed, not feared; ideas put into play quickly and easily, without the need for developers; and complexity tamed with confidence, not met by more complexity.

Modules Performed:

* Communities implementation
* Service cloud Implementation
* Integration with the external system using REST integration.
* Entitlement Process
* Campaign influence
* Other Customized custom objects

**Project: High Roads Implementation**

**Client: High Roads**

**Duration: 7months**

**Roles:**

* Business logic in APEX coding, lightning component design and Integration.
* Involved in Requirement discussions and provided functional assistance to BA.
* OAuth integration using Single sign on.
* Integration: we have integrated salesforce to 3rd party system using REST API and created and Updated records in the 3rd party system

**Summary:**

HighRoads seeks to leverage the Salesforce platform to surface their application within Salesforce via Visualforce. The primary focus for this proposal is to estimate timeline, level of effort, deliverables, cost and team participation required to define and build a proof-of-concept (POC) which will be shown to HighRoads customers for the purposes of demonstrating that Highroads is capable of displaying the HighRoads software application within Salesforce.

Modules Performed:

* Service cloud Implementation
* Single Sign on Implementation
* Rest Integration with the external system
* Other Customized custom objects.

**Project: Boston -Digital Transf. Implem OLMP**

**Client: Boston -Digital Transf. Implem**

**Duration: 8months**

**Roles:**

* Business logic in APEX coding, lightning component design and Integration.
* Responsible for dealing with Roles, Profiles, Access Settings, Process builder, Validations, creation and modification of fields, page layouts and upload of data.
* Created Triggers.
* Creating Wrapper class to handle the json response from Mule soft.
* Integration: we have integrated salesforce to 3rd party system using REST API (salesforce to Mule Soft).

**Summary:**

Boston Private is a leading wealth management, trust, and private banking company with a national presence. Headquartered in Boston. Boston is dependent on first data for UI and bank transactions.

Now they don’t want to dependent on First data so they are building their own application by using Salesforce Lightning.

Modules Performed:

* Communities implementation
* Service cloud Implementation
* Other Customized custom objects.

**Project: Communities and Service cloud Implementation**

**Client: Kronos Incorporated**

**Duration: 12months**

**Roles:**

* Requirements analysis
* Architecture discussions and planning with Development.
* SFDC (Salesforce.com) Development.
* Implementation of Communities of Napili template
* Service cloud Implementation
* Designing, Development, Unit Testing and Deploying.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.

**Summary:**

Kronos Incorporated is a U.S.-based multi-national workforce management software and services company headquartered in Chelmsford, Massachusetts, United States, and employing more than 4,500 people worldwide.

Kronos has spent decades innovating ways to help organizations of all sizes across a variety of industries manage their most valuable strategic advantage — their workforce

Kronos cloud-based human capital management (HCM) and workforce management (WFM) solutions offer the industry’s most robust suite of tools for managing their entire workforce — salaried or hourly, full-time or part-time — from pre-hire to retire..

Modules Performed:

* Communities implementation
* Service cloud Implementation
* Other Customized custom objects

**Project: Angio Dynamics Implementation**

**Client: Angio Dynamics**

**Duration: 6 months**

**Roles:**

* Requirements analysis
* Architecture discussions and planning with Development.
* SFDC (Salesforce.com) Development.
* Developed html code for User Interface functionality.
* Designing, Development, Unit Testing and Deploying.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.

**Summary:**

AngioDynamics, Inc. is a provider of medical devices used in minimally invasive, image-guided procedures to treat peripheral vascular disease (PVD). The Company designs, develops, manufactures and markets a line of therapeutic and diagnostic devices that enable interventional physicians (interventional radiologists, vascular surgeons and others) to treat PVD and other non-coronary diseases. Its product lines consist primarily of angiographic products and accessories, dialysis products, vascular access products, venous products, thrombolytic products, percutaneous transluminal angioplasty (PTA) products and drainage products. During the fiscal year ended June 3, 2006, 4.1% of the Company's net sales were in non-United States markets. In January 2007, the Company completed the acquisition of RITA Medical Systems, Inc. In May 2008, the Company completed the acquisition of Oncobionic.

Modules Performed:

* Sales Process
* Lead to Opportunity conversion
* Other Customized custom objects

**Project: IDCO**

**Client: IDC**

**Duration: 2 year 1 months**

**Roles:**

* Custom objects apply to workflows rules and Approval processes and Data validation rules.
* Creating apex classes and triggers and involved in creating Visualforce pages as per user requirement.
* Involved in Creating Reports and Dashboards as per user requirement
* Created Analytical Snapshot.
* Involved in replicating the functionality of the managed package.
* Involved in Deployment, deployed the classes, triggers, objects, components, pages from one environment to another environment by using Change Sets and Force.com IDE tool.
* Worked on Data.com.
* Worked on testing the functionality of a business after migrating from one business instance to the Global Instance

**Summary:**

IDC is a global provider of financial market data, analytics and related solutions to financial institutions, active traders and individual investors is looking to improve customer relationships by expanding their footprint and tracking the values-add of this expansion via their customer relationship management tool, Salesforce.com.

Modules Performed:

* Account Object
* Email-to- Case functionality
* Other Customized custom objects

**EDUCATION**

Bachelor of Technology in Computer Science and Engineering from JNTU Anantapur, Andhra Pradesh.