**KRISHNA DODDABOINA**

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**Summary**

* Having 4.5 years of experience in Salesforce.com and Force.com platform as a Developer.
* Work directly with Business POC's and perform development, testing, implementation and documentation relates to the SalesForce.com development.
* Worked closely with multiple clients of different countries which include vast number of projects.
* Was conferred with Employee of the quarter award.
* Developed and configured Lightning and force.com Communities, Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Basic Knowledge on Salesforce Einstein analytics.
* Excellent skills in creating/troubleshooting/modifying lightning components, Lightning Events, Apex code and visualforce pages, Salesforce Integration with third party applications, Asynchronous apex which include batch apex, queueable apex, Future method etc.
* Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
* Vast experience in building community using lightning components and Visualforce pages.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Strong knowledge on Administration setup, Apex, Visual Force and experience with different SFDC development tools like Force.com and integration tools like Apex Data Loader.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Workflow Rules, Approval Processes and Custom Objects and their Relationships (Master-Detail & Lookup), Profiles and Permission sets, Sharing Rules and Data Loader.
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Proficient in dealing with functionalities related to sales cloud &service cloud, Community Cloud.
* Designed Custom Formula Fields, Field Dependencies, Email Services, Validation Rules, Workflows, and Approval Processes, Page layouts, search layout.
* Knowledge on lead, case management, web-to-lead, Web-to-case, Email-to-case, various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts,
* Have Experience in Import wizards, API based tools for managing data, Data loader for the data loader for managing data.

**Technical Skills**

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| Salesforce Technologies | Salesforce CRM, Lightning Components/Events, Lightning Web Components, Apex Triggers, Apex Controllers, Visual Force Pages/Components, Apex Web Services, Workflow & Approvals, Case Management, Custom Objects, Custom Settings, Dashboards, Snapshots, SOQL, SOSL. |
| Salesforce Tools | Visual Studio Code, Force.com IDE, Developer console, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, workbench , SOQL Explorer, Rally, Ant. |
| Other | HTML, CSS, JavaScript, JQUERY, Basic Java. |

**Education Qualifications**

* **M.Tech from JNTU-Hyderabad.**

**Professional Experience:**

* **Currently working with R Systems International ltd, January 2020 - till date**
* **Worked with Sankalpa soft solutions India Pvt Ltd, April 2016 – Jan 2020.**

**Work Experience**

**Client:** Fonteva, USA

**Date**: March 2020 – Till Date

**Role:** Sr/Salesforce Developer

**Team Size:** 15

**Description:** Fonteva Membership is an association management software (perfect for medium/large organizations with 100+ staff users) that combines salesforce, the world’s #1 CRM, with the features member-based organizations require to develop and nurture constituent relationships and achieve their mission, including: membership & CRM, member portals, communities, miceosites, meetings, events, eBusiness, revenue accounting, reports, dashboards, and a development platform.

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**Roles & Responsibilities:**

* Using Service Cloud, triage cases, review customer requirements and provide level of effort.
* Worked with customer success managers to provide updates to customers, clarify requirements and level of hours.
* Developed and customized Lightning Components, Lighting Events, Apex and Visualforce Pages.
* Used JIRA to track the project.
* Implemented Salesforce portals and Salesforce Communities as per business customer requirements.
* Was involved in development, creating tickets, requirement gathering, analysis, discussion with client.
* Developed Lightning components, Apex triggers, classes, VF pages to achieve user’s desired functionality and have written the dependent test classes.
* Included Covid-19 in community.
* Developed Web Service Callouts from Salesforce to External Applications using REST API.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Collaborate with developers to test and verify that solutions will meet the business requirements.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end-user training.
* Perform product upgrades; re-implement solutions to move customers away from customizations into the core out of the box product features.
* Worked with customer success managers to provide updates to customers, clarify requirements and level of hours.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Client:** Campmor CRM, USA

**Date**: Feb 2018 – Jan 2020

**Role:** Sr/Salesforce Developer

**Team Size:** 5

**Roles & Responsibilities:**

* Designed and developed workflows and Process Builders to automate the business processes.
* Bulk import of leads.
* Worked on Custom Setting and Test Case.
* Extensively worked on Salesforce objects as well as creating new objects.
* Extensively used apex Data loader to synchronize the data between external systems and SFDC.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from Objects.
* Developed custom Objects, Fields, Dependent picklist values, and validation rules, Page Layouts, Search Layouts and Tabs.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce Objects.
* Designed and implemented archiving of data using Batch Apex and Scheduling.
* Ensure data integrity by merging duplicate Leads, Contacts, and Accounts; performing mass uploads and updates of data as required;
* Worked on Wave Analytics to build reports

**Environment:**

* Saleforce.com platform, Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects Security Controls, Data Loader.

**Client:** Avaya Inc., Denver

**Date**: April 2016 – Feb 2018

**Role:** Salesforce Developer

**Team Size:** 4

**Roles & Responsibilities:**

* Worked with the user group for gathering requirements throughout the planning and implementation
* Worked on various salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Developed various custom objects, Tabs, components, visual force pages and controllers.
* Developed various Apex classes, Controller classes and apex triggers for various functional needs in the application.
* Created and used email templates in HTML and visual force.
* Developed various validation rules using formula editor and JavaScript to validate the data.
* Developed and configured various custom reports and report folders for different user profiles.
* Developed and deployed Workflows and approval process wherever necessary.
* Developed time dependent workflows as per the requirement.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created profiles and implemented object level, field level and record level security.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**

* Force.com Platform, Apex, Controllers, Triggers, Visualforce, SOQL, SOSL, Custom Reports, Dashboards, Record Types, Standard and Custom Objects, Data Loader, Force.com IDE, Workflows & Approvals, Web Services.