## Kavitha Ummalaneni

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**PROFFESSIONAL SUMMARY:**

* Certified Salesforce Developer with over 7 years of IT experience and 5 years as a Salesforce Platform Developer and Salesforce Admin as well.
* Extensive experience with the Salesforce development life cycle, application design patterns, integration patterns and deployment planning.
* Experienced working in Cross – functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force Pages, S – Controls, Force.com IDE, Eclipse with SOQL, SOSL and plug-ins.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management and Case Management.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Good insight into the Health and Financial Domain.
* Developed and recommended CRM roadmap for customers in the Financial Domain.
* Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
* Created test scenarios on Sandbox and Production environment and migrated code to deployment upon successful testing.
* Expertise exposure to Black box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
* Created customized UI as per the client and application requirement using Visualforce.
* Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
* Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP).
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard.
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Working with different aspects of Web Services (XML, WSDL, SOAP, REST).
* Expertise in customizing standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary report, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Picklist, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Excellent communication and interpersonal skills, accustomed to work in both large and small team environments. A team player with strong etic, a positive attitude and ability to make the best use of individual resources.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Developed Lightning Component Framework and build Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Build reusable UI/UX components with lightning component framework.
* Strong experience with source control tools Git, Bit bucket, Source tree, build salesforce from the repository.
* Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**TECHNICAL SKILLS:**

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| **CRM TOOLS:** | Salesforce.com |
| **Salesforce Technologies** | Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Aura framework, Lightning pages (Pages, Components & Controllers), ETL, S-Controls, Triggers, Custom Objects. |
| **Salesforce API Tools** | Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader |
| **Languages** | C, C++, C#, Java, PL/SQL, Apex, Ajax |
| **Operating Systems** | Windows, Linux |
| **Web Technologies** | Web Services, HTML, CSS, Java Script, PHP, Bootstrap, Angular, JQuery |
| **Version Control Tools** | VSS, Team Foundation Server (TFS), GIT |
| **Web Services** | SOAP, WSDL, XML, JSON, REST |
| **Databases** | MS SQL Server, DB2, Oracle, Aurora Postgres |

**PROFFESSIONAL EXPERIENCE**

**KPMG March 2017 – Present Role**: **Salesforce Developer/Administrator**

**Customer Relationship Management**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Object like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval processes and Auto-Response rules for automating business logic and Report folders for different users and profiles bases on the requirement.
* Worked at the client site with the customer and manager the project from end to end.
* Involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
* Created various Reports (Summary reports, Matrix reports, Pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as sales tool and configured various reports and door different user profiles based on the need in the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles, and users).
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external system and websites.
* Used SOQL and SOSL for data manipulation.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force.
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Co-ordinate with the test team and provide the application flow demo before the test team starts testing.

**Environment**: Salesforce.com platform, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**KPMG April 2015 – March 2017 Role**: **.Net Developer**

**Unified Document Manager**

**Architecture n-tier**

**Responsibilities:**

* Followed the HLD and low-level design documents before implementation of the code.
* Developed application on Visual studio, Followed MVC pattern on top of Web API framework
* Advanced .NET full stack concepts are used for development.
* Working on Asp.Net, MVC.
* Worked on C#, Object-Oriented Programming (OOPs) concepts such as: encapsulation, inheritance, polymorphism (function overloading, overriding), and abstraction and interfaces.
* Extensively worked on Kendo, jQuery are used for development, also worked with REST API’s.
* Designed GUI by using HTML5, CSS3, also worked on JavaScript client for manipulating the scripts and validation.
* Worked with TFS for source control versioning purpose and for the bug tracking purpose.
* Worked on Dependency Injection.
* Wrote queries, stored procedures, triggers, replications, and functions with SQL Server database.
* Worked on the LINQ concepts, design patterns such as singleton, factory, template, and repository design pattern.
* Application developed under the AGILE-SCRUM methodology.
* Extensively worked on developer tools for testing and debugging the application.
* Implemented token-based authentication mechanism.
* Creating and releasing the installer for different client.
* Lead the team, did the peer reviews of the code, code optimization, make sure that the team is following the business guidelines.
* Worked on Kendo grids, kendo grid performances.
* Worked on Kendo popups.

**Environment**: Windows 7, Visual Studio, Framework 4.7, C#, Web API, JavaScript, Kendo, Bootstrap, HTML5, CSS3, SQL Server 2012, Entity Framework 6.0, IIS7, TFS, MVC framework, Log4Net, NewtonsoftJson. Developer tools (ARC, Postman), Agile, InstallShield installer, Octopus.

**EDUCATION:**

Master’s in computer applications.

**Certifications:**

Salesforce Certified Platform Developer