**Vasavi Kolusu**

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**Summary:**

* Over **5 years of experience in Salesforce.com** in development, application security, integration, deployment, data migration and configuration. Involved in all phases of Software Development Life Cycle (SDLC).
* Proficiency in Salesforce.com administrative tasks like creating **profiles, roles, users, email services, Approvals, Workflows, Reports, Dashboards, Developed Formula fields, Work Flow rules, Validation rules.**
* Extensive business knowledge and customization experience on various salesforce.com standard objects like **Accounts, Contacts, Campaigns, Leads, Opportunities, Products and Price books, Cases, Forecasting, Reports and Dashboards.**
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Experience in migrating some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Rich experience in Administration, Development and Maintenance of Salesforce Orgs and Custom User Interface using **Force.com, Visual Force, Custom Controllers, CSS, Java Script, AJAX** and **APEX** to fulfill the functional needs.
* Used different data tools - **Apex Data Loader**, **Jitterbit**, **Excel Connector, Import Wizard, SFDC** **Data Export, Mass Delete** etc.
* Experience in SFDC development using Apex Classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, **Customer and Partner Portals**.
* Installed **Salesforce Apps,** configured and maintained user **security permissions** in compliance with organizational Needs.
* Experience with **Apptus CPQ** and **SteelBrick CPQ**. Developed POC’s in Apptus CPQ and SteelBrick CPQ.
* Experience with User Acceptance Testing (**UAT**) and Accessibility Testing.
* Working on **the Journey builder, Contact Builder** (Audience Management) and **Email Studio module** in the Exacttarget (**Salesforce Marketing Cloud**).
* Experience in connecting the **Sales** and **Service clouds** with **marketing cloud connect**.
* Experience in B2B Commerce and Cloud Craze.
* Experienced in integration of Salesforce.com with external applications by using **Web Services API**, **Metadata API**, **SOAP** and **IBM WebSphere**.
* Experience with **3rd Party Application Integrations** of **Java, SAP, .Net, MuleSoft, IBM API Connect, Dropbox, Gmail and Outlook**.
* Extensive experience using and creating **Profiles, Roles, Page Layouts, Org-Wide default,** **Sharing rules**, **Workflows, Approval Workflow, Reports/Graphs and Dashboards.**
* Executed various levels of **Unit, Integration, User Acceptance and Operational Acceptance Testing** to prove that system conform to specifications of business and Quality Requirements.

**Certifications:**

* Salesforce Certified Platform Developer 1.
* Salesforce Certified Administrator.

**Education:**

* B. Tech from JNTU Kakinada with Major’s Electrical and Electronics Engineering

**Technical Skills:**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Lightning Components, Standard/Custom Objects, Roles and Profiles, Workflows, Assignments, Validation Rules and Approvals, Triggers, Record Types, Visual Force, Apex, SOQL, SOSL, Web services, Data Loader. |
| Web Technologies | SOAP, WSDL, HTML5, AJAX, JavaScript, XML, CSS3, jQuery, PHP |
| Languages | JAVA/J2EE, C++, C, APEX, AngularJS |
| IDE | Force.com IDE, Eclipse, Visual Studio, Adobe Flash |
| Database | PL/SQL, SQL Server, Oracle, My SQL |
| Operating Systems | Windows XP/Vista/7/8/10, UNIX, Mac OS X |
| Marketing Cloud  | Email Studio, Data Extensions, Data Filters, Mobile Studio, Push Notifications, Automation Studio, Journey Builder, Analytics Builder, Web Studio, Email Templates |

**Professional Experience:**

**Integra LifeSciences, Princeton, NJ December 2019 - Present**

**Salesforce Developer**

**Responsibilities:**

* Involving in all stages of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Developed and implemented Customer Community Portal to allow user to check in with existing user login application.
* Developed Custom UI page to help registration and login page for customers.
* Configured Live Agent with Salesforce Call Center software and added reference pages which consists of F&Q’s, knowledge articles for internal and external users.
* Integrated the API and Web Services for extracting the records from legacy systems into Salesforce using the REST services.
* Involved Saleforce.com environment setup, Configuration, Administration, Development, Customization, Data Migration and deployment of application to platform.
* Created Custom objects, Custom tabs, Workflow Rules, actions, validation rules, Page layouts, search layouts, Visual Workflows (flows) and Visual Force Pages to suit to the needs of the application.
* Extensively used Apex coding concepts to deliver self-contained and robust code segments without dependency on existing workflows and validation rules.
* Implemented Process Builder process that utilizes invocable APEX methods and variables for cross-object actions.
* Created html email templates and automated Email Process to send installation instructions to new and existing customers.
* Experienced with Web-to-Lead and Web-to-Case scenarios along with Assignment Rules and Escalation rules.
* Used GIT for code version control and managed branches to track developers code commits.
* Developed apex test classes to increase the test code coverage of apex classes and triggers to 90%.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud

**Kayoma, India February 2018 - November 2019**

**Salesforce Developer**

**Responsibilities:**

* Secured the middle-tier system to make customer data profiles for external Web Portals.
* Developed Apex Classes and Visualforce pages to allow clients to submit requests for logins and registration, which were then resolved through the CSS team.
* Utilized Chatter Collaboration and Case Management in Service Cloud.
* Implemented security settings on profiles and configured permission sets.
* Implemented Salesforce Chatter capability for many-to-many users.
* Migrated Data using Import Wizard and Apex Data loader to retrieve data.
* Developed unit test classes in Apex to improve code coverage.
* Created web page layouts for profiles so the CSS team should populate CRM forms with takes input from the customers.
* Worked on Apex Batch and Schedule for notifications.
* Used Data Loader to insert, update and bulk import or export information from Salesforce.Com, in addition to read, extract and load data from CSV files.
* Migrated data and deployed code the using Eclipse in SFDC environments.
* Developed SOAP and REST-based Web services for custom development.
* Implemented Web-to-Case and Email-to-Case to track cases from the website.
* Deployed change sets across sandboxes and Production using IDE.
* Worked on Metadata API to retrieve, deploy, create, replace, or delete customization records consisting of custom object definition and page layouts.
* Modified custom objects including assignments, projects, regions, expense reports, timecards, expenses, work, aid requests and milestones.
* Created mail merges and Visualforce e-mail templates and then automatically sending electronic email notifications to new customers with set up instructions.
* Extracted data from Salesforce.com into external databases to generate large data reports by using Informatica On-demand.
* Created custom repots to assess CSS group performance and customer portal usage.

**Environment:** Sales/Service/Marketing Cloud, Apex Explorer, Data Loader, Workflow and Approvals, Reports, Custom Objects/Tabs, Email Services, Security Controls, Force.Com IDE (Eclipse)

**Hexaware Technologies, Hyderabad, India May 2015 - January 2018**

**Salesforce Developer/Admin**

**Responsibilities:**

* Worked on various Salesforce .com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards
* Implemented the web-to-lead functionality for the marketing campaign.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Involved in the Development of Apex Classes, Visualforce pages.
* Implemented Custom Cascading Style Sheets (CSS) for Visual force pages.
* Created various Custom Objects, Tabs, Formula fields, Validation rules, Approval process, Record Type, Picklist, Dependent Picklists, List views.
* Created relationships among Objects using lookup and master-detail relationships and created the junction objects.
* Used Data Loader, Command Line Interface, ETL tools for loading.
* Created various Profiles, Roles, Page Layouts and Record types and configured the permission based on the organization hierarchy requirements.
* Developed several Custom Reports and Dashboards that are used by Business user and Managers.
* Participated in Creating and customizing Email template and configuring them to the email alert within the workflow rule for a Standard Custom Objects.

**Environment:** Salesforc.complatform, Apex, Visualforce (pages, Component and Controllers) pages, Data Loader, HTML, Java Script, CSS, Workflow and Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls