**Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY**

* A **Salesforce Certified professional** with 7 years of experience in the IT industry, including 5+ years in Salesforce CRM platform as an **Administrator** and **Developer**.
* Expertise in Requirement Gathering & Analysis, Estimation & planning, Business Process Mapping, Hands-on Implementation, Testing, Support & Project management on Salesforce Platform.
* Proven experience working across various SFDC implementations especially in **Sales, Service Clouds.**
* Skilled in configuring Administrative tasks like creation of Custom **Objects**, **Users**, **Profiles**, **Roles**, **Permission sets**, **Custom** **Formula Fields**, **Field Dependencies.**
* Hands-on experience in developing and configuring **Dashboards, Reports** and **Report folders** for different user profiles.
* Experienced in creating **Validation** rules, **Workflow** and **Process builder.**
* Hands-on experience of Org hierarchy, **object level security, field level security, record level security** and **sharing rules**.
* Designed and developed **Apex Classes, Apex Triggers, Controllers, Standard Controller, Controller Extensions** for various functional needs in the organization.
* Proficient in querying the SFDC database using **SOQL** and **SOSL queries.**
* Well-versed in developing Asynchronous Apex methods like **Batch Apex, Schedulable Apex, Queueable Apex and Future methods** for long running operation on huge volume of records.
* Designed and developed **REST**-based web services to integrate Salesforce with different external systems and also integrate to back end oracle database within the organization.
* Good knowledge in migrating Salesforce **Classic** to Salesforce **Lightning** to support business process with new environment and hands on Experience with Salesforce **lightning components.**
* Worked extensively on **Lightning Components, client-side and server-side controllers** to meet the business requirements and performance standards.
* Experience in data migration using Data Import Wizard, Data Loader and workbench.
* Experience on different tools for deploying projects using standard **Changesets** and **Force.com Migration** Tool. Also have exposure with **CI/CD** tools like **Jenkins, Copado.**
* Extensive experience of Agile Scrum Methodology for software development processes.
* Good experience in interacting with **business users, business analysts** for requirement gathering, analyzing and documenting and letting business users know constraints with the salesforce limitations.

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce certified Platform Developer I

**TECHNICAL SKILLS**

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| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Lightning, Workflow & Approvals, Dashboards, Custom Objects. |
| Salesforce Tools | Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) QTP and Sand box testing. |
| Web Technologies | HTML5, CSS3, JavaScript |
| Database | Oracle SQL. |
| ETL/Integration Tools | Force.com, Data loader, Force.com Workbench. |
| Tools | Git, SVN, Jira, Jenkins |
| IDE Environment | Developer Console, Visual Studio Code, Eclipse |
| Methodologies | Waterfall, Agile Methodology |

**PROFESSIONAL EXPERIENCE:**

**Client: GM OnStar, Michigan March 2018 - Till Date**

**Role: Salesforce Developer/Administrator**

**Description:** In the event of accident or life-threatening situations, push the blue button to speak with a live Advisor 24/7. OnStar can even send help when customers can’t ask for it, thanks to [Automatic Crash Response](https://www.onstar.com/us/en/services/emergency.html).

**Responsibilities:**

* Responsible for gathering requirements from business users and implemented agile methodologies in SFDC.
* Worked on Administration activities like creating **Users, Profiles, roles, Permission sets, OWD settings**.
* Created **Validation rules, custom objects, custom fields** on salesforce standard and custom objects**.**
* Used **picklist, dependent pick lists**, and **Record Types** to enforce data quality.
* Implemented **Security** and **Sharing rules** at **Object, Field** and **Record levels** for different users in the organization.
* Involved in creating **workflow rules** and **automated alerts, field updates** according to the business criteria and built custom Email Templates for sending Email notifications to the internal users.
* Experience in the Apex programming by creating custom **triggers** and perform **asynchronous** calls to implement the business logic as per the requirements.
* Developed various **batch apex** classes and scheduled those using Apex schedulable class.
* Integrated external application with salesforce.com both inbound and outbound by writing **Apex REST webservices and Callouts.**
* Responsible for writing **SOQL** & **SOSL** queries with consideration to Governor limits for data manipulation needs of the application using the platform database objects.
* Involved in migrating the data from Oracle database to salesforce application using **Apex data loader**.
* Created **lightning components and server-side controllers** to meet the business requirements. Developed Lightning Components using AURA Framework that can be used in Mobile Application as part of Sales Cloud.
* Created multiple reusable Lighting Components and used Lightning Design System to convert **Classic to AURA Lightning** in both Service Cloud and Sales Cloud.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used VS Code and Salesforce CLI. Enabled **DEV hub** and created **Scratch Orgs** (SFDX).
* Strong experience in deploying Salesforce components across various Sandbox and production instance using Change Sets.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Worked with salesforce support teams on production issues.
* Monitoring performance and provide responsive action to issues, maintaining high-level internal customer satisfaction through the successful resolution of customer requests/issues/change requests.
* Attended technical review sessions and trainings with the assistance from architect.
* Identifying areas of continuous improvement to reduce overall support requirements.
* Created test scenarios on **Sandbox** environment and migrated code to deployment upon successful testing.
* Involved in **testing and deploying** the application in UAT and performed production fixes.
* Create user manuals for new applications and **troubleshoot user issues**, **managed incoming tickets** relating to field and record accessibility.

**Client: SiriusXM, NY June 2016 - Feb 2018**

**Role: Salesforce Developer/Administrator**

**Description:** SXM radio is a satellite and online radio which provides three key features for customers which include Audio only, Travel link and Navigation Travel link. Sirius XM enterprise system team manages CRM platform used by Ad-Sales organization.

**Responsibilities:**

* Attended various business team review meetings and Product Owner meetings to gather the requirements for **salesforce.com CRM** implementation.
* Followed **Agile**& Scrum methodology for the execution of day to day work related activities.
* Designed and maintained Salesforce **standard objects, custom objects and junction objects**, while also structuring user roles, security profiles.
* Created profiles and configured the permissions based on the organizational hierarchy using permission Sets.
* Developed custom reports **(Matrix reports, pie charts)** and **dashboards** to make sure the organization is meeting the SLA.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Created **process builder** for creating and updating records and sending email alerts.
* Strong experience in developing **Apex Classes, Controller Classes** for enterprise team.
* Involved in writing **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Developed various **Batch Apex methods** to run the Factory Feed every night and scheduled those using **Apex Schedulable class.**
* Good experience in using webservices like **REST API to integrate with** third party advertisement databases.
* Worked on building Lightning Components by applying **SLDS** (Salesforce Lightning Design System) and embed these components in **Visualforce pages**.
* Skilled in understanding and implementing the **new salesforce Lightning Experience.**
* Worked on Community cloud to connect with customers and employees with each other.
* Worked on converting Salesforce classic VF pages into Lighting using **Lightning components** and Lightning App builder.
* Implemented visual force pages with **custom controller, standard controller, controller extension** and **standard set controller**.
* Responsible for writing **SOQL & SOSL queries** with consideration to Governor Limits for checking the radio functionality of the customer.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Managed UAT live support and production fixes.

**Environment:** Saleforce.com CRM platform, Force.com Sites, Apex, Visual force, Custom Component Lightning Component, Reports, Workflow & Approvals, Pages, Data Loader, HTML, CSS, REST, Community cloud, Reports, Service Cloud, Sal­­­­­es Cloud, Custom Controllers, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Production, web Services.

**Client: Nokia, Texas Oct 2014 - May 2016**

**Role: Sr. Salesforce Developer**

**Description:** Applications team, responsible for end to end Nokia's application portfolio, is used across all Business Groups and Functions. We simplify and modernize the application portfolio and transform the fast moving, product-oriented and customer-focused technology organization.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Designed, developed the **Custom objects, Page layouts, Custom tabs** to suit to the needs of the application.
* Used **field level security** along with page layout to manage the visibility and accessibility of fields for different profiles.
* Managed **Service Cloud** components including Service Console, **Partner portal**, Call Center, **CTI integration,** Customer Portal, Live agent, Knowledge Base and Entitlement.
* Implemented **Email-to-Case,** Case **Escalation rules**, Case **Assignment rules** for service request automation.
* Implemented **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the **Governor limits** in Salesforce.com.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions** and **Apex triggers** for various functional needs in the application using the **Eclipse IDE**.
* Effective in use of **Git** for version controlling and **JIRA** for issue tracking.
* Worked closely with senior management on a Specific track to meet goals and Documented process work flows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Responsible for **Continuous Integration (CI)** and **Continuous Delivery(CD)** process implementation using **Jenkins** and Project Management tool as **JIRA.**
* Individually worked on creating and implementing the Web-TO-Case functionality to solve and track customer issues.
* Participated in the training sessions provided by the Salesforce team.

**Environment:** Salesforce.com, Security Controls, Assignment rules, Escalation rules, Record types, Custom objects, Ape, Community and Partner Portals, Visualforce Pages, Jenkins, Jira Tooling API, Eclipse IDE.

**Client: FedEx, New Jersey Jan 2013 - Sep 2014**

**Role: Salesforce Developer/Administrator**

**Description:** FedEx is a U.S. based courier services company. FedEx implements SFDC to automate the CRM business processes to support their changing strategic sales initiatives. The SFDC platform is tailored for improving the coordination in the global marketing team. The SFDC implementation is integrated with existing Oracle E-Business Suite system for bi-directional exchange of information.

**Responsibilities:**

* Implemented **Duplicate Management** by creating **duplicate and matching rules** to avoid the creation of duplicate records.
* Good experience in development and maintenance of **Sales & Service** clouds.
* Worked with **Approval processes** that used **Email Approvals** and **Parallel Approval steps.**
* Created the **company profile**, set up **new users**, defined **roles** and set up public groups, involved in setting up field level access for each custom object created based on the user's role within the Organization.
* Created Dashboards and Dashboard Components and implemented multiple levels of **Dashboards** and **scheduled Dashboard** refresh.
* Worked as administrator to maintain **Application Level Security** and involved in discussions to implement **System Level Security** configured **Single Sign-on.**
* Created **Custom Objects** and defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Designed **Roll-Up Summary Fields** using triggers from Child to Parent.
* Developed different **Visualforce Pages** to suit the needs of the application using different Visualforce components. Developed user interface using Visualforce and Apex.
* Utilized **Apex Classes, Controllers** and **Apex Triggers** for various company specific functional needs in the application.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE** Plug-in using Eclipse.
* Worked on **SOQL** and **SOSL** queries.
* Strong knowledge of **sales** and **service** automation
* Communicating with executive management on project status and overall project progress against target.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Built package.xml and deployed components to sandbox and production instances using Force.com ant migration tool, **Workbench and Change Sets.**

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Apex Language, Visual Force Pages, Components and Controller, Eclipse IDE Plug-in, Sandbox, Workbench, Data Loader.

**Client: TCS, India  May 2011 - Dec 2011**

**Role: Data Analyst**

**Description:** TCS Technologies is an Indian IT service company engaged in offering Outsourcing and Infrastructure services. The project was to build software that is being used in-house to generate, manage and process E-Orders of company & various profitable multi-category clients.

**Responsibilities:**

* Involved in various internal releases of the application and supported the application modules during testing and pre-production phases.
* Involved in the overall system analysis, design, development, and documentation.
* Involved in publishing of various kinds of live, interactive data visualizations, dashboards, reports and workbooks from Tableau Desktop to Tableau servers.
* Defined best practices for Tableau report development. Provided Hands-on development assisting users in creating and modifying worksheets and data visualization dashboards.
* Operated in all phases of data warehouse development lifecycle, from gathering requirements to testing, implementation, and support.
* Analyzed datasets using Pig, Hive and Sqoop to recommend business improvements.
* Regularly tune performance of Hive and Pig queries to improve data processing and retrieving
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database
* Involved in **Object Oriented Analysis** and **Design** (OOAD) using **UML** for designing the application.

**Environment**: Oracle SQL, Tableau, Pig, Hive