  

Sai Vivek Viswanadha

**Salesforce Developer/Administrator**

**CERTIFICATIONS :**

* **Platform Developer 1**
* **Administrator(ADM-201)**
* **Platform App Builder**

**S U M M A R Y O F E X P E R I E N C E:**

* **Over 8 plus years of experience in Salesforce.com CRM platform.**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework**

**programming**.

* Created various **Lightning Apps** combining **Lightning Design System, Lightning App Builder and**

**Lightning Component features.**

* Worked extensively on **Lightning component building**, worked on many components to convert

existing classic programming work like **Visualforce** into **Lightning components**.

* Experience in use of **Standard** and **Custom controllers** of **Visualforce** in development of custom

Salesforce pages as expected by business requirements.

* Experience in debugging Complex production issues related to **Apex** and **Lightning Components** and

**Mobile Components**.

* Experience in debugging using **Chrome Dev Tools**.
* Primary level experience in working on web services and giving solutions by **SOAP and REST** integrations.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to

the governor limits.

* Used **SFDX**, **COPADO** for CI/CD process
* Participated in all stages of **Software Development Life Cycle** (SDLC)

i.e., System Analysis, Design, Development and Testing Expertise.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform-based technologies like **Visual Studio, Force.com IDE**.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

**TECHNICAL SKILLS**

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| **Salesforce Technologies** |  | Apex Language (Apex Classes, Apex Triggers, SOQL, SOSL), Visual Force Pages, and Components, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, forecasts, Salesforce1, Lightning components, Lightning events, SLDS, Knowledge on ETL Process, Apptus CPQ and CLM. |
| **Salesforce Tools & Integration Tools** |  | Force.com IDE, Data Loader, Force.com Migration Tool, SFDX Release Management (Change Sets, ANT) SOAP API, REST API. |
| **Languages** |  | C, C++, Java, Apex |
| **Web Technologies** |  | HTML, XML, JSON, CSS, JavaScript with jQuery, JavaScript, Remoting, Bootstrap, SOAP & REST Web Services, Angular Js, WSDL. |

**P R O F E S S I O N A L E X P E R I E N C E:**

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| **Client** | **GIECO, Chevy Chase MD** |
| **Implementation Partner** | **Wipro** |
| **Title** | **Salesforce Developer** |
| **Duration** | **March 2018- Dec 2020** |

**Project Description**

GEICO provides various products like auto Insurance, Motorcycle Insurance and Renters Insurance. The project was called Customer Tracking system. The tracking system can be accessed by customer service agents to find information about existing customer's billing, plans, customer profile data etc. Existing and potential customers can find information about policies and obtain quotes in the public facing web based application which will send information to the Customer Tracking System. Customer service agents can follow up with leads if a customer gets a quote but does not sign up for insurance with Geico. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation, and custom code like APEX, VFP in this project to main this insurance business on Salesforce. We also worked on classic to Lightning migration.

**Responsibilities:**

* Develop the lightning components to build various functionalities.
* Creating Lightning web components using new LWC Framework.
* Consumed REST services and displayed it on LWC.
* Created custom events for child to parent communication in LWC.
* Used LDS and wire adapters like lightning/uiApi for creating forms , records in LWC.
* Designed complex logic involving Apex Controllers (Standard and Custom Controllers) and Triggers to Support the application confined to Governor Limits.
* Developed the functionalities using the process builders.
* Built the financial management functionality using Lightning Data tables.
* Developed the Batch process to check the conflict of interest related functionalities.
* Developed custom Workflows and Assignment Rules for case escalation.
* Debugged and improved the performance of Lightning component by using LDS.
* Improved LWC performance by following some of the best practices.
* Made use of conditional rendering and iteration while creating lightning web components.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,

automation and queues, auto response rules, escalation rules, chatter groups, person accounts,

cases and solutions

* Involved in end-to-end testing and gathering feedback from business users.
* Used SFDX for deployment and setting up CI/CD.
* Worked with Dynamic Apex to access Objects and fields, execute dynamic SOQL,

SOSL and DML queries

* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,

Roles, Reports and Dashboards etc.

* Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.

* Running the weekly code reviews to make sure the best practices are implemented and test classes are covered up to the standards.
* Deploying the solutions from developer sandboxes to QA, UAT and Production as required which enables different teams to work on the application.
* Documenting the Technical Design Documents and all implementations.

**Environment**: Apex Classes, Apex Triggers, Lightning, REST API, Workflows, Workflows ,Process builders and Approval processes, Visual force, Security Management, ,HTML, Web services, SOQL, SOSL, JavaScript, Sandbox testing environment, Force.com Eclipse IDE Plug-in, Apex Data loader, Sales Cloud.

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| **Client** | **Carnival Corporation, FL** |
| **Title** | **Salesforce Developer** |
| **Duration** | **Jan 2016 - Feb 2018** |

**Project Description:**

Carnival Corporation & plc ("Carnival") is an American-British cruise company and the world's largest travel leisure company, with a combined fleet of over 100 vessels across 10 cruise line brands. Their mission is to deliver exceptional experiences through many of the world's best-known cruise brands that cater to a variety of different geographic regions and lifestyles, all at an outstanding value unrivaled on land or at sea.

The project involved using Hess MS procedures web platform for cruise line crew to monitor records and fleets status, Data Grids and data tables are displayed from Menu items selection based on Sign on of user type. Consuming Rest Services to display data tables. Involved in setting up data in Salesforce

**Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Developed APEX classes, Visualforce pages and APEX triggers to develop the custom functionality as per the requirement.
* Implementing Lightning solution for customer Accounts Management and Implemented lightning solution for Product Set Application creation.
* Debugged Apex code using Debug logs.
* Debugged and resolved issue of governor limits.
* Implemented CSV upload for importing Records using Lightning Components.
* Involved in User Interface Customization using VF pages and Lightning Components.
* Involved in Migrating Visualforce pages into Lightning using SLDS.
* Developed Apex classes, Controller classes and Apex triggers and Apex Batch classes to handle bulk logic and invoked the batch Class from Trigger Context asynchronously using Salesforce.com best practices.
* Extensive experience on integrations in SFDC between different SFDC orgs and internal on-premise applications which includes both inbound and outbound integrations using SOAP and REST API.
* Writing unit test classes to maintain overall code coverage, reviewed/optimized code following standards and best practices.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Environment**:Salesforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), S-Controls, Apex Triggers, Custom objects, Web services, Data loader, Security Controls, Wave analytics.

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| **Client** | **Citi Bank** |
| **Title** | **Salesforce Developer/Admin** |
| **Duration** | **May 2015- Dec 2015** |

**Project Description**: The banking software system is developed to provide solutions to the corporate banking present on the market. It implemented the functionalities of payments, cash management, and treasury services.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Involved in CRM Fusion for data migration.
* Worked on Sales Cloud and Service Cloud with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Worked on Marketing Cloud by creating Campaigns standard objects. Involved in solving support incidents/tickets through Service Cloud. Developed various Custom Objects, Tabs, Components and Visualforce Pages and configured various Custom Reports and Report Folders
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Developed Apex Classes, Controller Classes and Apex Triggers, custom Apex classes for Visualforce page custom controllers using Salesforce.com IDE and Apex

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls

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| **Client** | **Intelogik Solutions, India** |
| **Title** | **Salesforce Admin** |
| **Duration** | **Jun 2013- Dec 2014** |

**Responsibilities:**

* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
* Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings.
* Created email templates in HTML and inbound emails using Visual force for the clients and customers.
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, visual force pages to reach the needs of organization.
* Implemented Pick lists, Dependent Pick list, Lookup, Junction Objects, Master detail Relationships, Validation Rules and Formula Fields to the Custom Objects.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created various reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize Salesforce.
* Created various dashboard per requirement of the user and business need.

**Environment:** Reports, Dashboards, Workflows, OWD, Sharing Rules, Profiles, Data Loader, Workflow & Approvals, Data Loader, Force.com, Force.com Workbench.