**Kumar Annavarapu**

[Annavarapukumar55@gmail.com](mailto:Annavarapukumar55@gmail.com)

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**PROFESSIONAL SUMMARY:**

* Have around 9+ **years** of experience in design and development of applications using **Salesforce & .NET technologies.**
* Strong IT experience in Software Development that includes all phases of **Requirement Analysis, Design, Development, UAT** and maintenance of Product / business applications including Cloud Based, Web Applications, Windows Applications, Web Services, Windows Services, Client-Server applications.
* Worked closely with Business Users to enable business processes using **SFDC**
* Experience working across various **SFDC implementations** covering **Sales Cloud, Community cloud, Service Cloud, Call center, Chatter & App-exchange applications.**
* Experience in SFDC development using **Apex classes** and **Triggers**, V**isual Force, Force.com IDE, SOQL, SOSL**
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.**
* In-depth experience in CRM business processes like **Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, Case Management.**
* Extensive experience in analyzing business requirements, entity relationships and converting to **Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.**
* Experience in integration **Salesforce with ERP applications like SAP using Informatics-on-Demand.**
* Experience in **migrating data** from **legacy systems to Salesforce using Apex Data Loader.**
* Hands on experience with Apex Language, Apex Trigger, Apex Class, **Apex Test Methods**, **Apex Web Service**, Visualforce Pages, Visualforce Components & Controllers
* Configured and maintained user **security permissions** in compliance with organizational needs
* Extensive experience in web page designing using **ASP.NET3.5**, **ASP.NET4.0** and **C#.NET4.0**, **ADO.NET**, **WCF**, **Web services**, **Windows Services**, **XML**, **Java script**, **AJAX**, **HTML**, **CSS** and MVC Architectures.
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP**
* Experience in databases such as **SQL Server, Oracle and MySQL**
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Strong knowledge & experience working in teams implementing **Agile Methodologies**.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments
* Worked on **batch jobs** replication processes, **CICS** transactions, building a database engine, also worked with **SOA** tool/**SOAP UI** tool for online API's and well versed on management tools like **HP Quality Center.**

**TECHNICAL SKILLS**:

|  |  |
| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| Languages | Apex, Visualforce, HTML, Java script, CSS, PL-SQL, C. |
| Tools | Apex Data loader, GitHub, Marketo, Web services APIs like SOAP, Force.com Explorer, HP Quality Center, JIRA. |
| Database | MS SQL Server 2000/2005, PL/SQL,Oracle 8i/9i/10g,MS Access, and  DB2. |
| SDLC | Rational Unified Process (RUP), UML, use cases and Use case diagrams, Class/ State diagrams, Entity Relationship Diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| Operating Systems | Windows XP/Vista/7, UNIX. |

**PROFESSIONAL EXPERIENCE:**

**Client: Aetna - GA Mar 2019 – till now**

**Role:** Salesforce Developer

**Responsibilities:**

* Design and develop Digital marketing promotions approval framework for collaborations between internal users, and external users. Message oriented loosely coupled framework integrated with Salesforce and other proprietary systems and print servers.
* Provide interface for external users to be able to approve and collaborate on digital promotions.
* Salesforce community portal implementation for external user login.
* External users collaborate with internal users on digital media promotions via Salesforce. community. External users search for knowledgebase, create cases in community portal.
* Design and maintain single page application using AngularJS on Salesforce instance.
* Designed and developed integration systems that connect Salesforce with external service call vendors and asset management systems using apex and REST services. Used tools like Boomi and MuleSoft to extract information case related info from Salesforce, transform it as per service vendor mapping and then extract to csv and ftp it to vendor site.
* Worked with IBM Websphere message broker and apex web services to develop integration solutions to accept orders and xml data from external vendor systems to Salesforce.
* Salesforce Lightning component development on community portal. I had developed custom Lightning components for accurate and type safe data entry fields for marketing promotions setup. Used jQuery and CSS and custom javascript for detailed data entry screens. Developed mobile lightning components as per specifications from designer for listing orders for a vendor, editing order details and confirming order.

**Environment:**

Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls.

**Client: Wells Fargo, FL Aug 2018 – Feb 2019**

# Role: Salesforce Developer/Administrator

* Developed **Lightning** components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Added **Lightning** Component to **Lightning** Pages and Record Pages.
* Have worked on **Apex classes**, **Visualforce Pages**, **Controller classes** and Apex Triggers for various functional needs in the application. Experience in integration with salesforce ETL tools like Data loader
* Hands on experience with Inbound and Outbound integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Customized tabs and worked with various standard objects including **Accounts**, **Contacts**, **Leads**, **Campaigns** and **Cases**. Implemented partner community portal for our distributers so that community users can perform self-service process.
* Implemented lightening community cloud created custom lightening components which are available for community and configured community builder and templates.
* Data migration and webservices integration for marketing data like Accounts, Contacts, Opportunities sales order from legacy systems to Salesforce
* Involved in release management process for continuous integration of systems and code base.
* Designed, developed and deployed **Apex Classes**, **Controller Classes**, **Extensions** and **Apex Triggers** for various functional needs in the application.
* Developed Visual Force Pages, **Visual Force Custom Controllers Components**, **Advanced Search Functionality**, **Custom Objects**, **Analytic** **Snapshots**, **Tabs**, **Tags** and **Components**. Designed and developed communities.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created mash up between sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Integrated the **SOAP** and **REST** based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.

**Environment:**

* Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls

**Client: T-Mobile, NYC Jan 2017 - July 2018**

# Role: Salesforce Developer/Administrator

**RESPONSIBILITIES:**

* Created a complete Case Management System using **Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript.**
* Create a user interface in Lightning using **Aura components, CSS, Bootstrap** for a user to enter case details and submit in to Salesforce.
* Created a complete file **upload in Lightning, Apex classes and SOQL** so that users can attach files in the form and upload them to Salesforce case record.
* Create a lookup using **Lightning, Apex classes and SOSL to lookup Users** and add them as a Case Team to the case record.
* Used **Salesforce Lightning Inspector** to debug the lightning components during the development process.
* Used **Salesforce1 simulator** during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the **lightning controller** and **helper methods** to perform **DML operations on the case records.**
* Created Test methods to make sure the **code coverage of apex class and triggers** is above 90%.
* Created various **email templates** based on various stages of case progression.
* Created **triggers to send out emails** to the case owner and case team along with the attachments after the case record is created. Data migration and webservices integration for marketing data like Accounts, Contacts, Opportunities sales order from legacy systems to Salesforce.
* Developed **Apex Classes**, **Apex Triggers**, **Workflows** and Approval **Processes** for various functional needs in the application.
* Created various **html email templates** for sending Email notification using Journey Builder.
* Designed, and deployed the **Custom objects**, **Custom tabs**, **validation rules**, **Workflow Rules,** Auto-Response Rules, **Page layouts, Components**, **Visual Force Pages** to suit to the needs of the application.
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com S Objects.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Configured Email Sends and Journeys in Salesforce **Marketing Cloud**
* Maintained data cleanliness and accuracy by adding various **Custom validation rules** and **Custom** **formulas.**
* Created **workflow rules** to send out email alerts and assign the cases to queues.
* Experience in Full Cycle Implementations of SDLC such as Design, Configuration, Custom Development and integration.

**Environment:** Lightning, Apex, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Marketo, Java Script, HTML, CSS, Salesforce Apex Data Loader, HTML, Java Script, Dashboards, Security Controls, Custom Objects, Apex Classes/Controllers, Workflow and Approvals, Reports, Force.com.

**Client: Wells fargo, TX Aug 2014 – Nov 2016**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
* Designed, developed and deployed the **Custom Apps**, **Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes** to suit to the needs of the application.
* Attended daily meetings, weekly scrum meetings and sprint review meetings.
* Developed **Apex Classes**, **Apex Triggers**, **Workflows** and Approval **Processes** for various functional needs in the application.
* Created various **Visual force/html email templates** for Email Alerts using triggers and approval process for the clients and customers.
* Maintained data cleanliness and accuracy by adding various **Custom** **validation** **rules** and **Custom formulas.**
* Used **Streaming API** to implement push and publish service as per the client requirement.
* Created **Profiles, Roles and Permission Sets** for all the users in the organization.
* Worked on **Data Mapping** using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce.
* Worked with **SQL Server management studio** to execute complex SQL queries using client and salesforce schema
* Worked with **Data Loader** to update, insert and delete records using excel sheets as a part of the data migration.
* Used XML based Web Services using SOAP/WSDL for common interface across all internal and external application and users.
* Worked on the UI layer coding JSP with HTML, DHTML, CSS Java Script, jQuery.
* Worked on **Data cleaning** with excel sheets to avoid duplicate records using **External ID**.
* Used the **Sandbox** for testing the developed App after migrating some test data from client application.
* Used **Salesforce Developer Console** to execute apex codes and SOQL Queries to verify Salesforce data.
* Configured Email Sends and Journeys in Salesforce **Marketing Cloud**
* Provided ongoing salesforce.com maintenance support and administration services including periodic data cleansing and fixing runtime issues.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls.

**TCS India march 2011 – june2014**

**Role: .Net Developer**

**Responsibilities:**

* Worked closely with analysts and architects to understand the framework of the application.
* Followed **Agile/Scrum** methodology with 2 weeks of sprint.
* Collected and analyzed requirements and based on them created logical data model and designed database.
* Designed pages using **HTML, CSS** and used **JavaScript** to change design at runtime.
* Created **Web pages** with **ASP.NET** using **Master Pages** with **C#** and **VB.NET** as programming languages.
* Developed **Validation** rules both client side and server side using **JavaScript** and **Validation Controls**.
* Used **ASP.NET AJAX** to improve the performance of the application.
* Written **Stored Procedures, Views, User defined functions** in **SQL Server** and used **ADO.NET** classes extensively for performing **CRUD** operations.
* Developed Windows based application using **Windows Presentation Foundation (WPF)**.
* Used **WPF** to create and import data into excel files.
* Converting **MS Access** applications to **SQL Server/.NET** systems.
* Worked on other modules with **Oracle** as database and Toad for **SQL** development.
* Created and consumed **WCF s**ervices to expose business functionality for intranet and internet users.
* Created reports using **Crystal Reports** and **SSRS**.
* Used **Team Foundation Server (TFS)** for version control, defect tracking and document collaboration tool.
* Troubleshooting and Resolving application problems.
* Client-side validations using **JavaScript**

**Environment: ASP.NET, C#, .NET Framework 3.0/3.5, VB.NET ,WCF,WPF, ADO.NET, SQL Server, Oracle 10g/9i, Toad, MS Access, Crystal Reports, Team Foundation Server.**

**EDUCATION & CERTIFICATIONS:**

* Bachelor’s in computers science from Kakatiya University, India.