# Aparna Morampudi

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## SUMMARY

* 9+ years experienced in web development using Salesforce, Visual Force, Apex, C, ASP.NET, Oracle, MS-SQL Server 6.5 to 2012, Salesforce, Force.com, Cast Iron Studio, Cast Iron Cloud Visual Force, Apex, Dashboard, ASP.NET 4.0/3.5/2.0/1.1/1.0, C .NET Framework, Infragistics, **HTML 5, JavaScript and jQuery, HTML5, Force IDE, CSS/CSS3 and SOAP Web Service APIs**, App Dashboards, Chatter integration, Salesforce Reporting, Custom Fields, Workflows, triggers, VB.NET. Extensively worked on Lightning, Apex code (Triggers, Apex Classes, Batch Classes, Schedulable Classes, Web Services, and Test Classes) and Visualforce (Pages, Components, and Controllers), HTML & Java Script.
* Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Experience developing **Custom UI with AJAX functionality** using **Visualforce Pages, Controllers and Controller Extensions**

and Experience working on **data model, SOQL, SOSL** and maintained code according to **Governor Limits.**

* Proficiency working with **standard objects** and developed **Custom Objects** as per business functionality.
* Successfully implemented **Sales Cloud**, **Service Cloud**, **Analytics Cloud**, **Financial Services Cloud**, **Community Cloud**, **Commerce Cloud** and **Pardot** in sync with **Marketing Cloud** while implementing digital marketing strategies.
* Experience in development, administration, configuration, Implementation, and Support of sales force CRM.
* Involved in gathering high level **business requirements, functional specifications** and preparing **use cases**.
* Used **Force.com IDE, ANT and Change set** for moving components and used**Force.com IDE** for code development.
* Good Experience in **Journey builder** and also integrated with salesforce **sales cloud and service cloud.**
* Project experience developing **AMP Script** code to implement complex business requirements
* Exposure to Salesforce and **Lightening Components** and working experience on the **salesforce App cloud** in designing the enterprise apps with the **new Lightening experience** which combines the **new Lightening Design system, Lightening App Builder and Lightening Components.**
* Executed technical requirements for a **Salesforce Implementation and lightening UI rollout**
* Worked with **CTI** toolkit to build adapters that **Integrate Salesforce** with 3rd party systems.
* Experience in **SFDC Integration** using **Web service and Apex Programming Salesforce.**
* Experience implementing Service Cloud which includes **Omni-Channels**, **Routing Configurations, Entitlement Management**, Knowledge Basics, Knowledge search Basics, Call center integration and Salesforce for Outlook.
* Experience in using Force.com **Web services API** for implementing web services in the application for access to data from different users.
* **Integration** of **Sales Cloud** with external information systems using SOAP API web services
* Involved in Trouble Shooting, Performance tuning of reports and resolving issues within **Tableau Server and Tableau desktop report.**
* Integration using **web sphere cast Iron** and **Informatica** cloud for data migration in to the cloud.
* Experience in modifying **Visualforce pages** to be supported in **Lightning Experience** and good understanding of **lightning mode**

and its features.

* Experience in working with **Einstein Analytics** with some applications.
* **Integration** of **Sales Cloud** with external information systems using SOAP API web services
* Developed **Quote** Documents, also developed Customized login screen for community user and functionality to redirect user from Salesforce to **APTTUS CPQ** Quote creation using **APTTUS API's, APEX, Visual Force and Trigger.**
* Experience in working on large/ small teams in agile development environment.
* Strong Implementation and Integration experience using **custom objects, Triggers, workflows/Workflow rules, Approvals, Process Builder Visual Force Pages, S-Controls and Apex Classes**.
* Experienced with **Apex Test Class** for **SFDC Testing**, **and continuous integration(CI)process.**
* Experience in **Tibco configuration** and **debugging** and carry out **solutions testing and validation post-deployment.**
* Experienced in integration of salesforce.com with external applications by using **Web Services API, Metadata API, SOAP, REST and IBM web sphere** and Experience in web technologies like **HTML, XML, CSS, JSP, Java Script** and web services like **SOAP WSDL**.
* Worked on the designing of **custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats, design of **Visual Force Pages**, and various other components as per the client and application requirements
* Experience working across various **SFDC** implementations **covering Sales Cloud, Service Cloud, Community Cloud, Marketing cloud, Call center, Chatter & App-exchange applications.**
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Expertise in **Salesforce Administrative** tasks like creating **Profiles, Roles, Users, Page Layouts, Reports, Dashboards, Actions, Tasks and Events.**
* Experience in working on **Lightning Components** to build custom user interfaces without code and also Created **Visualforce pages** that uses the **Lightning Components** and Worked in developing various **Lightning components**, **events and its applications** and also Worked with **Salesforce1 sandbox simulator** to run and test the **Lightning Applications**
* Worked on **Validation Rules, Workflow, E-mail services and Approval Processes** using customization &**Apex** and Managed and C**onfigured Outlook to Salesforce, chatter, Salesforce Mobile**.
* Experience working with Deployment Tools like **Force.com IDE** based on **salesforce.com Sandbox environments and Experience working with Eclipse IDE with Force.com Plug-in and Web Services API.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard and Data Loader Utility.**
* Possess good knowledge in **Unit Testing, Test Coverage, and Code Review** and Good understanding of **Software Development Life Cycle (SDLC), Agile and Scrum Methodologies.**
* Good understanding of **CRM business process** like **Campaign Management, Lead Management, Account Management and Case Management.**
* Experience in **Database** Programming and Development using **MS SQL Server, Oracle and good experience in SQL, PL/SQL, Triggers, Views, Cursors, Functions and Stored Procedures.**

## TECHNICAL SKILLS:

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| **SALESFORCE.COM** | Salesforce CRM, Apex, Visual Force, SOQL, SOSL, Custom Objects, S-Controls,Apex Triggers, Workflows, Approvals, Email-Templates, Web Services, Formulas, Validation Rules, AppExchange, Record Types, Mobile, Web service Integration, Custom Visualforce Pages. |
| **SALESFORCE TOOLS** | Force.com IDE, Excel Connector, Salesforce to Salesforce, Sales Cloud, Marketing Cloud, Commerce Cloud, Service Cloud, Health Cloud, Analytics Cloud, Force.com Migration Tool, Eclipse, Force.com Eclipse IDE Plug-in, Change sets, ANT. |
| **INTEGRATION TOOLS** | Jitter bit, ANT |
| **LANGUAGES** | Apex, C, C++, Java, SQL, PL/SQL, JUNIT, SOQL, SOSL |
| **WEB DEVELOPMENT** | HTML, XML, CSS3, AJAX, JavaScript, Servlets, JQuery, Angular JS, **Handle bars,****Cloud craze** |
| **DATABASE** | SQL server, Oracle 10g, 11g, DB2, **Zuora** |
| **OPERATING SYSTEMS** | UNIX, LINUX, Windows 10/XP/vista/2003/2000. |
| **APP/WEB SERVERS** | APACHE TOMCAT |
| **VISUALIZATION TOOLS** | Tableau |

**PROFESSIONAL EXPERIENCE:**

**Asana, San Francisco CA Jun 18 – Present**

 **Salesforce Developer**

**Responsibilities:**

* Architect and design Salesforce solutions for the ODT Municipality Portal. Provide solutions for complex Salesforce requirements.
* Enhance and support Salesforce Service Cloud implementation by adding advanced notifications.
* Design and develop a solution for generating mass hard copy letters for customers with data stored in Salesforce.
* Customized several **Validation Rules, tasks, Workflow rules, Triggers, Apex classes** to achieve the complex business functionality.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the **Eclipse IDE.**
* Ensures current and accurate customer/prospect information, activities, contacts, correspondence, and calling and campaign status in **CRM**.

## Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.

* Developed **Apex Triggers, Apex Classes and Test Methods** and worked with **GitHub.**
* Experience on Marketing Cloud with Exact Target Implementation.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Demonstrated expertise in **Sales cloud, Service cloud,** Marketing cloud, **Partner portal** and Customer portal.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component features**
* Expertise in **Service Cloud** console with exposure to CTI adapters and mobile application **integrations.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in **building Lightning Components using the aura framework**.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Implemented Configuration, Customization and Development with **Salesforce.com on Service Cloud, Sales Cloud, Marketing Cloud.**
* Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application
* Experience in creating Case Management **Workflows**.
* Worked with **CTI** toolkit to build adapters that **Integrate Salesforce** with 3rd party systems.
* Experience working with **Standard Service Analytics application** and **Marketing Analytics Application** in **Einstein Analytics.**
* Experience in **SFDC Integration** using **Web service and Apex Programming Salesforce.**
* Written **Apex batch** and **Scheduled classes** to process large volume of data on a periodic basis
* Extensive knowledge in various reporting objects like Facts, Attributes, Hierarchies, filters, Sets, Groups, Parameters etc., in **Tableau**.
* Used **Force.com** web service **API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created **Custom Objects** and defined **lookup and master-detail relationships on the objects**. Also created **junction objects** to establish connectivity among objects.

## Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

* Integrated the **SOAP** and **Rest** based **Web Services** for extracting the data from external systems to display in the pages of **salesforce.com**
* Performed **Data Migration** from **legacy system to Force.com** with knowledge of **Data Mapping.**
* Worked on migration from Salesforce Classic to Salesforce **Lightning**.
* Used **Force.com IDE Plug-in** for Development and deployment changes/application on production
* Configured and Maintained the **Sandbox Environment** for easy collaboration of Development.
* Proficient in MS Office (**Word, PowerPoint, Excel, Access**)
* Experienced in **Unit Testing**, for the customizations and developments done during the project and also was involved in the

## Integration Testing

* Developed and configured various **Reports** for different user **profiles** based on the need in the organization.
* Designed and Developed complex integrations using **BULK API, SOAP** and **REST API** - Both Web Service Callouts and Publishing custom web Services and Apex Data Loader.
* Created **email templates** and **inbound emails** using **Visual force** for the clients and customers.
* Maintained **data cleanliness** and accuracy by adding **custom validation rules, custom formulas, reports and dashboards.**
* **Environment:** Salesforce.com platform, Salesforce CRM, Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force, Reports, Custom Objects, Tabs, Email Services Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, Triggers, Security Controls, API.

**Environment:** Saleforce.com platform, Apex, Visualforce, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, S-Controls, AppExchange, Custom Tabs, Windows XP

## VMware, Palo Alto, CA Sep 16 – Jun 18

 **Salesforce Developer**

**Responsibilities:**

* Customized Sales Cloud and Service Cloud modules as per the business requirements.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business
* Designing and enhancing the existing Claims Coding, testing, modifying, debugging, documenting, implementation and deployment of software using the Informatica tool Review
* Experience on working with **Cloud craze** and **Commerce cloud**
* Worked on Multilanguage features of SalesForce **Commerce cloud**
* Worked on Customer Service Center on **Commerce Cloud**
* Developed **Visualforce pages** to prepopulate certain fields and embedded it in the application.
* Understanding **Marketing cloud** application, **web services** and requirements for automating web services
* Created different **Data extensions** and associated them to different campaigns.
* Integrate **Commerce Cloud** with SalesForce with SalesForce community
* Strong knowledge of developing **AMPSCRIPT** code to implement business requirements by creating Dynamic content.
* Used **automation studio** for performing actions such as imports, extracts and SQL query activities.
* Designed and configured **journeys** using activities within the Journey Builder and launched in the production after thorough testing
* Experience in creating visual **work flows** to automate certain business flows.
* Enabled and configured **E-mail Relay feature for the e-mail administration** for the entire organization.
* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce pages in custom console components, highlight panel and interaction log.**
* Implementing Web Services (**REST API**) between three salesforce organizations to send and retrieve information based on criteria.
* Performed application **configuration, testing and evaluation to ensure quality and consistency.**
* Hands on experience on **salesforce lightening** for customizing **reports** and **dashboards** for business use
* Worked with various **salesforce.com standard objects like Cases, Accounts, Contacts**

## Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce.

* Created **Use Case Diagrams, Activity Diagrams, Sequence Diagrams in MS Visio.**
* Experience in **Apex Classes, Controllers & Triggers** considering **governor limits** and various other components as per the client and application requirements. Wrote **triggers** to route the escalations to different queues and levels, assigned it to different users according to the business logic.
* Implementation of Salesforce including Field Service Lightning, Service Cloud.
* Created templates, page **layouts, and record types** according to the business process requirements.
* Created **custom reports** to track the **cases, asset** to be available to different levels in the organization based on their **profiles.**
* Used the **sandbox** for testing and deployed the code to the different instances after testing.
* Created **Change Sets** and deployed it in Production organizations.
* Experience with **Agile** software development methodologies

**Environment:** Saleforce.com platform, Apex, Visualforce, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, S-Controls, AppExchange, Custom Tabs, Windows XP

## Paypal, San Jose, CA Aug 14 – Jun 16

 **Salesforce Developer**

**Responsibilities:**

* Performed the roles of **Salesforce Administrator/Developer** in the organization
* Customized **sales cloud** and **service cloud** modules as per the business requirements.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the **Eclipse IDE**
* Involved **in Design, development, planning, testing** and **integration** of salesforce cloud services.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Experienced in **Unit Testing**, for the customizations and developments done during the project and also was involved in the

## Integration Testing

* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce pages in custom console components, highlight panel and interaction log.**
* Implementing Web Services (**REST API**) between three salesforce organizations to send and retrieve information based on criteria
* Experience on **Marketing Cloud** with **Exact Target** Implementation.
* Developed **Einstein Analytics** Apps, Dashboards
* Implemented Configuration, Customization and Development with **Salesforce.com on Commerce Cloud, Sales Cloud, Marketing Cloud.**
* Experience on working with **Cloud craze** and **Commerce cloud**.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming** language
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Understanding **Commerce cloud** application, **web services** and requirements for automating web services
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in **building Lightning Components using the aura framework**.
* Also embed **Lightning Components** in **Visual force page** by using new **Lightning Out feature by event-driven programming.**
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component features**
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming** language.
* Integration of Applications with Salesforce.com using **SOAP, REST** web services API.
* Performed **Data Migration** from **legacy system to Force.com** with knowledge of **Data Mapping.**

**Environment:** Salesforce.com platform, Salesforce CRM, Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force, Reports, Custom Objects, Tabs, Email Services Apex, Data Loader

## Hyundai auto ever America, Sunnyvale ,CA Jan 12 – May 14

 **Salesforce Developer**

**Responsibilities:**

* + Worked as both Salesforce **Developer** and Salesforce **Analyst** and as well as **administrator** in the project depending on criteria.
	+ Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
	+ Responsible for providing object level/record level/ field level security by **creating roles** and **profiles**.
	+ Involved **in Design, development, planning, testing** and **integration** of salesforce cloud services.
	+ Implemented record types, lookup and **master detail relationships** for custom objects.
	+ Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones
	+ Created **page layouts**, search layout to organize fields, custom links, related lists and other components on a record detail and edit pages.
	+ Developed and deployed **workflows** and **approval process** for new job openings and hiring as per the management policies.
	+ Created **e-mail templates** and used the in workflow and approval process and maintained user profiles, roles, and created permission sets, sharing rules.
	+ Worked on **SOQL** and **SOSL** queries to store and download the data from Salesforce.com platform database.
	+ Good experience in working on **Eclipse IDE** with **Force.com** Plug-in writing business logic in Apex programming language.
	+ Developed **Apex Triggers, Apex Classes and Test Methods** and worked with **GitHub.**
	+ Involved in **Agile** estimation (story points), **SPRINT** planning, Daily **SCRUM**, SPRINT reviews.
	+ Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming** language.
	+ Integration of Applications with Salesforce.com using **SOAP, REST** web services API.

**Environments:** Salesforce.com, Apex, JavaScript, SOQL, SOSL, GitHub, Eclipse IDE, Agile, Visual Force Page.