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 **SUNEETH KUMAR**

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**Professional Summary:**

* Overall 7+ years of experience in IT industry with experience in **Salesforce**.**com** **CRM** **Platform** including **Lightning, Apex technologies, Sales Cloud, Service Cloud, Marketing cloud**.
* Experienced in all phases of **Software Development Life Cycle (SDLC)** and project lifecycle processes. Highly skilled in **salesforce.com (SFDC) development and implementation**.
* Extensive experience in **Salesforce Customization**, creating Roles, Profiles, Page Layouts, Record Type, and Assignment Rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow, Customer Service and Support Administration.
* In-depth knowledge in **Developing Apex code within Governor Limits.**
* Experience in Salesforce.com Integration using **SOAP** and **REST** **API**.
* Proficiency on **Salesforce Lightning Process Builder**, **Lightning UI/UX**, **app builder** and **creating Visual Workflows, Salesforce support communities** and **Chatter groups**.
* Worked on various Salesforce.com standard **objects** like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports** and **Dashboards**.
* Excellent knowledge on Apex development in creating **Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions**.
* Developed **Customized Reports, Dashboards** and **Processes** to continuously monitor **data** **quality** and **integrity**.
* Configured **security & sharing rules** at **object, field, record level** users at different levels of organization.
* Proficient in **Data Migration** from **Traditional** **Applications** to **Salesforce** Using **Data** **Loader** **Utility**.
* Expertise in building **Visual Force Pages, Visualforce Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs** and **Customer Portal**.
* Worked on multiple **lightning Web Components** and allowed **LWC** to manipulate the **DOM**.
* Produce all **sales** and **marketing** **reports**, and work to continually refine new **reports** and **dashboards**.
* Dealt with querying **Force**.**com** database using **SOQL**&**SOSL** queries and designed separate **VF** **pages** by writing queries in **Apex** **classes** which helped to write **multiple** **queries**.
* Involved in **Vlocity Integration** and **Vlocity** cloudfunctionality do **Gap** **analysis** shore any gaps between existing and upcoming capabilities.
* Optimized improved the overall runtime of **Dataraptor** and **Vlocity** Integration Procedures using best practices.
* Have **administration** **experience** on CRM Applications like **Data Exports Imports, Application Support, Security Administration, Maintenance, and User & Security Management**.
* Worked on configuring and implementing **Apttus CPQ** and accountable developing TDDS, finalizing design & deployment of access control and data visibility protection models on salesforce using **positions, identities, approvals, user groups, queues, OWDs, sharing rules etc.**
* Worked on **Price matrix, Price Dimension, pricing callbacks, Validation Callbacks, Price List, Search Filters, Price Rule Set, Price Matrix and Constraint rules**.
* Good knowledge in establishing **continuous integration** with different version controls **GitHub** and **AutoRABIT, Flosum,** including **ANT migration tool** and **Jenkins** for testing and migrate code to the production.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce CRM** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component& Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services, Reports, Dashboards, Force.com IDE, VSCODE, SOQL, SOSL Aura Framework. |
| **Force.com Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. Jenkins. |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, JQuery |
| **Web Technologies** | HTML, CSS, AJAX, XML, JavaScript |
| **Database** | Oracle, MySQL, SQL server |
| **Platform** | Windows, Linux, MAC |

**Certification:**

Salesforce Certified Administrator

Salesforce Certified Platform Developer 1

**Education:**

Graduated in Bachelor of Computer Science & Engineering from JNTU

**Work Experience:**

**Amgen (Tampa, FL) Oct 2019 – Present**

**Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Implemented the Lightning Web Components pagination to Navigate to the different pages by sequential numbers.
* Implemented Lightning web components to pass the carousal component to embedded service chat.
* Implemented Einstein chatbot in customer community using embedded service chat.
* Implemented Customer Community where the customers can login to salesforce and manage their accounts, projects, create service requests, schedule, and manage appointments.
* Involved in the **Vlocity Integration** procedure and **Vlocity** cloudfunctionality do Gap analysis shore any gaps between existing and upcoming capabilities.
* Developed Vlocity templates for the various user interactive forms that triggers email to alias. Such forms largely reduced the amount of manual work involved and were highly appreciated.
* Implemented **Complex** and **Reusable** Components**in Vlocity.**
* Optimized and improved the overall runtime of **Dataraptor** and **Vlocity** Integration Procedures using best practices.
* Integrated migrated data from other systems Salesforce including understanding volume and **vlocity** requirements.
* Migrated the knowledge articles from Salesforce classic to Lightning and implemented feature topics to share these articles with the customers in the community.
* Created many **Lightning** **Components** and **server**-**side** **controllers** to meet the business requirements.
* Enhanced in **Communities** by adding new fields, field sets and built **external** **pages** using Salesforce lightning.
* Migrated **Aura components to web components** existed in the same application.
* Extensive hands-on experience on **Customizing top of Third-party managed packages** and **Unmanaged packages.**
* Applied **Salesforce Lightning Design System (SLDS) Framework** that provide look & feel to the Lightning Experience.
* Involved in **API/Web Service design** and developing technical specifications for the Salesforce.com (SFDC)
* Interface Designing using Visualforce page and their supportive Controller Classes. Automate the functionality by writing **Triggers and Apex Classes.**
* Involved in using **lightning, process builder and workflows** using **Apex, JavaScript.**
* Reengineered **APEX code** already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Experienced in Unit testing and performance testing of **SFDC API/Web Service**.
* Created **Informatica** mappings using Source Qualifier, Expression, Lookup (connected and unconnected), Aggregate, Update Strategy, Joiner, Normalizer and Filter transformations.
* Used **Informatica** Power Center for extracting source data and loading into target tables.
* Created custom **Dashboards** for manager's home page and gave accessibility to dashboards for authorized people and Used field level security along with page layouts to manage access to certain fields.
* Implemented **Partner communities** where business partners can login and manage their cases, work orders appointments.
* Build reusable components, and customized **Salesforce1 mobile app** using **Lightning** component framework.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with **lightning.**
* Worked on standard objects such as Leads, Opportunities, Accounts, Campaigns, associated with **SalesCloud**, Configured **ServiceCloud** for Cases for Customer Service division.
* Migrated consistently to **Lightning** from **Classic** in order the sales reps find Just-In-Time information about customers and prospects.
* Setup, maintained, and optimized Email marketing campaign utilizing **Exact Target/Salesforce.**
* Experience in managing Repositories using **Jenkins** and **GitHub**.

**Environment:** Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Aura Framework, Eclipse IDE, Sales Cloud, Service Cloud, GitHub, Controllers, Visual force Pages, GitHub, Triggers.

**Live Area (Dallas, TX) Jul 2018 – Oct 2019**

**Sr. Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project like requirements gathering, analyzing requirements, documenting the functional and nonfunctional requirements.
* Designed, developed & deployed the **Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visualforce Pages, Apex classes** to suit to the needs of the application.
* Worked on **Lightning** **web** **components** and apps combining Lightning Design system, Lightning App Builder and Lightning Component features **lightning, process builder and workflows**.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with **lightning.**
* Quote-to-Cash solution implemented using **APTTUS CPQ**. Functional and technical expertise on Apttus CPQ.
* Worked on configuring and implementing **Apttus CPQ** and accountable developing TDDS, finalizing design & deployment of access control and data visibility protection models on salesforce using positions, identities, approvals, user groups, queues, OWDs, sharing rules etc.
* Worked on Price matrix, Price Dimension, pricing callbacks, Validation Callbacks, Price List, Search Filters, Price Rule Set, Price Matrix and Constraint rules.
* Strong understanding of Apttus Contract Life cycle Management (CLM) and Apttus Configure Price Quote (**CPQ**).
* Worked with **SFChatter** which helps the users to communicate with the organization easily and quickly.
* Used **field** **level** **security** along with **page** **layouts** in Lightning to manage access to certain fields.
* Implemented Salesforce web services like **SOAP**, **REST** **API**.
* Developed complex logic in Batch and scheduled classes to handle large volume of data.
* Performed Data Migration from home grown legacy system to salesforce CRM using Data loader.
* Developed Lightning Components Framework and built Lightning components using **Aura** **framework**.
* Automated the manual processes using declarative tools like **workflows**, **process** **builder**, **Flows**, **Approval** **processes** and **formula** **fields** thus reducing significant manual effort across all our internal teams.
* Experience in creating **Lightning** **Components** and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Created Lightning Components using Controllers, Helper Methods, AngularJS, CSS and Bootstrap.
* Upgrade App from **Classic to Lightning experience** to develop rich user interface and better interaction of pages.
* **Implemented** **Sales** **cloud** incorporated the enhanced features as required to streamline the business process.
* Worked on **Data** **migration** of objects like Account, contact, lead, attachments, and custom objects from source SFDC to Target SFDC using data loader and file exporter tools.
* Enhanced in **Communities** by adding new fields, field sets and built **external** **pages** using Salesforce lightning.
* Responsible building integrating **cloud**-**based** **applications** and On-Premises Enterprise Applications.
* Integrated Salesforce with legacy systems using **Apex** **Web** **services** and **outbound** messaging.
* Created**workflow rules** and **defined related tasks, time triggered tasks, email alerts**, field updates to implement the business logic.
* Integrated Marketing Cloud with sales cloud using the **MCConnector and Setup** the Synchronization happening for every 15 minutes.
* Created journeys and implemented marketing campaigns using **Marketing cloud** tools like **Journey Builder, Email Studio and Automation Studio.**
* Conversant using Source control systems and ANT migration tool for deployment.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse IDE Plug-in, SOQL, SOSL.

**Marriott Vacations Worldwide (Orlando, FL) Apr 2016 – July 2018**

**Salesforce Marketing Cloud Developer**

**Responsibilities:**

* Developed and executed **marketing** **campaigns** using **Marketing** **Cloud's** **Email** **Studio**.
* Trained vendors to use **Content** **builder** to build and maintain **marketing** **content**.
* Used **Journey** **builder** in running different **campaigns** along with **Automation** **Studio** and **Contact** **Builder**.
* Used **HTML, CSS, AMP Script,** and other technologies to build customized solutions that support **critical** **business** **functions**.
* Built **validation** **rules** and **workflows** to support **business** **processes** and maintain **data** **integrity**.
* Created **journeys** and implemented **marketing** **campaigns** using **marketing** **cloud** tools like **Journey** **Builder**, **Email** **Studio** and **Automation** **Studio**.
* Created **Custom** **objects**, **Validation** **rules**, **Page** **layouts**, **Custom** **tabs**, **Components**, **Visualforce** **Pages** that suit to the needs of the application.
* Created **Formula** **Fields**, **Validation** **Rules**, **Workflow** and **Approvals** for the flexibility and functionality of force.com platform application.
* Used **Automation** **Studio** for performing actions such as **imports**, **extracts** and **SQL** **query** **activities and Send Campaigns**.
* **Designed** and **configured** **journeys** using **activities** within the **Journey** **Builder** and **launched** in the **production** after thorough testing.

**Environment:** Automation Studio, Activities, Journey Builder, Audience Builder, Email Campaign, HTML, JavaScript, CSS, Trigger send, Web Services, Reports, Email Services, Tracking and Agile Methodology.

**Client: Chick-Fil-A (Atlanta, GA) March 2015 – April 2016**

**Role: Salesforce Admin / Developer**

**Responsibilities:**

* implemented the **custom objects, tabs, Page Layouts, Validation rules** to meet the needs of the Application.
* Created **Object** and **Field level security** to hide the **critical** **information** on the **profile** **users**.
* Developed the application interface using **Apex** and **VisualForce** **Pages**.
* Created **Workflow** **rules**, **Time** **triggered** **tasks**, defined related **tasks**, **field** **updates**, **email** **alerts** to **implement** the **business** **logic**.
* Designed and developed **Apex** **Classes**, **Apex** **Triggers** and **Controller** **Classes** for functional needs in application.
* Created lookup and **master**-**detail** **relationships** on the **objects** and created **junction** **objects** and **various** advanced fields like **Picklist**, **Field** **Dependencies**, **Custom** **Formula**, **Approval** **Process**, **Sharing** **rules** for **automated** **alerts**, **field** **updates** and **Email** **generation**.
* Created **Junction** **object** to **leverage** the **functionality** of Many to Many relationships between objects.
* Created custom **reports** and **dashboards** for analyzing the information provided by the user.
* Responsible for managing **Profiles**, **public** **groups**, **roles**, **Permission** **sets**, **queues**, **Sharing** **settings**.
* Used **SOSL** and **SOQL** within **Governor** **Limits** for **data** **manipulation** needs of application using **platform** **database** **objects**.
* Created **custom** **fields**, **custom** **relationships,** and **Page** **Layouts** according to the requirements.
* Developed **Apex** **classes**, **Apex** **Triggers**, **VisualForce** **pages**, **Custom** **Controllers** according to application needs.
* Created and used **Email** **templates** in **HTML** & **Visualforce** and **developed** **Apex** **classes** and **Apex** **Triggers**.
* Implemented **custom objects, object relationships, Page Layouts, Pick list fields** and dependencies.
* Created **users, public groups, roles and implemented role hierarchies, sharing rules** **permissions** to provide shared access among different users.
* Created different types of **Reports** (**summary reports, pie charts, tabular reports, and dashboards**) and Report Folders for different user profiles.
* Created the **object, record, and field level security** to hide sensitive information of the application.
* Used **SOSL** and **SOQL** Queries within the **Governor** **Limits** for **data** **manipulation** needs of the application.

**Environment:** Saleforce.com platform, Force.com IDE, Apex, Visual Force Pages, Eclipse IDE Plug-in, web services, Data Loader, XHTML, DHTML, XML, CSS, Microsoft Excel, Java, Service cloud, Sandbox, WSDL, Work flows & Approvals, Email services, SOSL, SOQL, JSON, Sandbox, Production, Service cloud, Java script, SOAP, REST, UI, SharePoint.

**Client: CGI Technologies Inc Jun 2013 – Mar 2015**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Create and Customize **Custom Objects**, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.
* Responsible for managing projects including **scheduling** deliverables, **conducting** weekly status updates, **gathering** all necessary resources needed to complete a project, and creating and meeting deadlines.
* Worked with business team, to identify System Users, Contracts Managers and Work queues to route all types of Portal requests as needed and created workflows & notifications which are part of this solution.
* Conducted business process **review sessions** to gather requirements from clients and create a report of findings document to **design** an implementation **process**.
* Enhanced the **security** by configuring **profiles**, organization wide defaults (**OWD**), **sharing rules** and **roles**.
* Hands on experience in **migrating** the data into the application from other **merged** companies and facilitating the application usage for unaccustomed **users**.
* Developed **Test classes** for all the Apex classes and Triggers with minimum 95% code coverage for **triggers** and **classes**.
* Implemented **picklists**, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed several **Custom Reports** to better assist managers and **report folders** to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com platform, Apex Data Loader, Apex Classes, Controllers, Apex Triggers, Visualforce, Workflow & Approvals, Custom Reports, Dashboards, REST API, Geocoding, AppExchange, Custom Settings, Field Sets, Schedule Apex, Batch Apex, JDBC, XML, CSS, HTML.