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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Bharath**  **Sanki**     |  |  | | --- | --- | |  | sbharath.sf@gmail.com | |  | 4088398234 | |  | Campbell, CA 95008 | | | **Skills**   * Data audits * Salesforce CRM, Lightning Component Framework, LWC, Web services, * Apex Classes/Controllers, Visual force, Triggers, Batch & Schedule classes, Sales Cloud, Service Cloud, Data Loader, Custom Labels, Visual Flows, Process Builder, Data security. * Force.com (Sandbox, and Production),SOSL,SOSL,GITHUB Reports & Dashboards * Integration Tools: Jitterbit Cloud * UI programing Languages: JavaScript, Html, CSS, Bootstrap, AngularJS,Visual studio.   **Education**  University of The Campbellsville  Louisville, KY •  2019  *Master of Science* : Information Technology  Silicon Valley University  San Jose, CA •  2016  *Master of Science* : Computer science  HITAM University  Hyderabad •  2011  *Bachelor of Science* : Computer Science  **Certifications**   * Salesforce Certified Administrator * Salesforce Certified Advance Administrator * Salesforce Certified App Builder * Salesforce Certified Developer |   **A close up of a sign  Description automatically generatedA picture containing drawing  Description automatically generated**  **A close up of a sign  Description automatically generatedA close up of a sign  Description automatically generated** | |  | | --- | | **Professional Summary**  Over 8 years of IT experience with 5 years as Experienced direct salesforce Developer & Administrator in Sales and Service Cloud,LWC , with an in-depth understanding of Salesforce and its opportunities, And 4 years of experience in developing User Interface (UI) Web applications using HTML, CSS, JavaScript. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. | | **Work History**  Blue Cross Blue Shield | FL - SALESFORCE DEVELOPER  08/2019 - Current   * Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. * Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages. * Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. * Retrieved some data and its functionality from Third-Party API's and displayed within lightning component. * Created multiple Lightning Components, added CSS and Design Parameters that makes Lightning component look and feel better. * Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements. * Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS framework. * Implemented Policy Tab, Live Events, Policies and Claims Component in Policy holder and Configured Lightning flows available for insurance. * Successfully launched custom developed forms product to support out 450+ users from merchandise division. * Have worked on Apex classes, Controller classes and Apex Triggers for various functional needs in the application. * Developed Apex Batch classes, Scheduled Apex jobs, Future methods, Stateful, and Queueable Methods for different complex scenarios where synchronous methods were running into governor limits. * Analyzed complex business requirements and designed solutions using Apex classes, triggers. * Used SOQL and SOSL queries within the governor limits for data fetching and manipulation needs of the application. * Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs. * Worked in integrating external web systems with salesforce using the REST and SOAP based Apex Web Services. * Managed the data imports and database de-duping and Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects and to read, extract and load data from comma separated values (CSV) files. * Working with the Git and GitHub as the version control repository to Push and Pull the requests. * Involved in UNIT Testing and Integration Testing for checking out the 75 percent of the code coverage and deployed the SFDC data using Salesforce.com IDE, Visualforce studio code through Salesforce DX. * Deployed application from Sandbox to Production environments using Change Set and Copado. * Developed Pre-Chat and Offline Support Forms using Embedded Service and Static Resources for the lightning web chat in the Service Cloud. * Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating a task, Outbound messaging and time-dependent actions. * Validate new enhancements or releases in a production environment. * Managed client applications through web services with SOAP protocol and REST architectural style.   AT&T |CA - SALESFORCE DEVELOPER  06/2018 - 07/2019   * Developed various Visualforce Pages, Apex Classes, Apex Triggers, and Apex Controllers. * Created Batch jobs and schedule jobs to run at scheduled times and also created bulk jobs to handle large records. * Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization. * Working on Salesforce communities and Lightning for an enhanced and most advanced UI experience for the user. * Created Lightning Components, added CSS and Design Parameters which improves performance. * Used Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements. * Worked on installing and upgrading AppExchange apps like Cipher cloud, Grid buddy. * Worked on Replicate data from Salesforce to Oracle to generate reports, find missing records from Siebel to Salesforce. * Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks. * Have good experience with Data Loader, Eclipse, Git, and ANT migration tool. * Worked on version control of metadata using GIT (GitHub, Gitlab), SVN. * Taken care of seasonal releases preparation steps on sandboxes and version controlled new metadata, which came with new releases. * Working on converting existing visual force pages into the Lightning framework and created components and apps using a lightning framework. * Worked on data import and export using data loader, import wizard and also using Salesforce API's. * Involved in Unit Testing, for the customizations and developments done during the project. * Interacted with testing and the development teams for the development and testing of the code. * Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.   AAA Insurance |AZ - Salesforce Developer  04/2017 - 05/2018   * Interacted with various business team members to gather the requirements and provided technical inputs for the user stories. * Designed and created Custom objects, Relationships (Lookup, Mater- Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration. * Worked on Apex Triggers, Apex Classes, Controllers to populate SLA metrics as per different entitlements. * Involved in querying salesforce tables using SOQL & SOSL using Force.com Explorer. * Developed Apex batch jobs, Queueable Classes (Asynchronous Apex) to auto-archive spam cases and backed up relevant cases. * Created HTML, Text-based Email Templates and Folders for different business groups. * Used Rest Web services to flow the Data from salesforce to Connected App. * Used Force.com Web services API for implementing web services to integrate with legacy systems. * Developed custom UI for Salesforce Applications using Visualforce, Lightning Components (AURA), SLDS, Events and used custom CSS in the components. * Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging. * Written complex validation rules on standard and custom object to perform based on record type, login user, and profile. * Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication. * Configured Single Sign-On for sandbox and production instances with Active Directory as IdP and created my domain. * Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products and configured Account Teams for team selling. * Configured Web-to-Lead, field mapping for conversion and created Lead assignment rules. * Migrated bulk data from external data source to Salesforce using Data Loader bulk API.   Spartech | GE - Salesforce Administrator  08/2016 - 03/2017   * Performed roles of Salesforce Configuration and Administration. * Created various Formula, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages. * Designed and created Custom objects, Relationships (Lookup, Mater- Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration. * Customized Leads by creating a Lead process for various groups, assignment rules, web-to-lead, and custom lead conversion. * Implemented Case Management Automation to track and solve customer issues by creating support process, record types, assignment, and escalation rules. * Administered, configured, and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages. * Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards. * Deployed components across organizations (Production and Sandboxes) using Eclipse, Force.com Migration Tool, and Change Set. * Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including the managing releases and change control processes., Developed UI using JavaScript, HTML, CSS, JavaScript validations and XHTML. * Coordinated with BA group for better understanding of functional requirements analyzed and Designed the business requirements to documented and implemented. * Responsible for Design and development of Web pages using HTML5, CSS3 including Ajax Controls. * Worked as a Web portal Development. * Implemented applications in JavaScript, and MYSQL. * Performed Client-side validations using JavaScript. * Fixed bugs and provided support services for the application. * Tested/Debugged web browser using Firebug. * Designed dynamic client-side JavaScript codes to build web forms and simulate process for web application, page navigation and form validation. * Managed and implemented all codes changes via SVN. * Deploying builds across development, Staging and production instances and maintained code integrity. * Created an inline-edit and widget-collapse feature for the web page. * Further tasks include management of all MySQL database and all the required tables to store different survey information related to the site. * Extensive usage of Bootstrap for layout as well as responsive design and LESS CSS for Responsive design. * Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML.   Genpact - SOFTWARE/UI DEVELOPER  Hyderabad, India •  06/2011 - 07/2015   * Developed UI using JavaScript, HTML, CSS, JavaScript validations and XHTML. * Coordinated with BA group for better understanding of functional requirements analyzed and Designed the business requirements to documented and implemented. * Responsible for Design and development of Web pages using HTML5, CSS3 including Ajax Controls. * Worked as a Web portal Development. Implemented applications in JavaScript, and MYSQL. * Performed Client-side validations using JavaScript. * Fixed bugs and provided support services for the application. Tested/Debugged web browser using Firebug. * Designed dynamic client-side JavaScript codes to build web forms and simulate process for web application, page navigation and form validation * Managed and implemented all codes changes via SVN. Deploying builds across development, Staging and production instances and maintained code integrity. * Created an inline-edit and widget-collapse feature for the web page. * Further tasks include management of all MySQL database and all the required tables to store different survey information related to the site. * Extensive usage of Bootstrap for layout as well as responsive design and LESS CSS for Responsive design. * Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML. * Performed graphical design and web site contract work for small business and working Professionals. | |

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