**Seshank Reddy Alamgari**    **Sashanksfdcdev@gmail.com**

**(812-236-2987)/ 512-348-6521**

**PROFESSIONAL** SUMMARY:

* Over 9 years of IT experience with around 7+ years of experience as Salesforce CRM developer and Administrator and 2 years of experience as a Java Developer.
* Certified Salesforce.com Administrator (ADM-201) and Platform Developer I.
* Having good knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis, Designing, Development and Testing.
* Participated in Scope, design, development, testing, training, development, implementation and follow up on multitude of strategic projects within Salesforce.com as a Salesforce.com Developer and Administrator.
* Good understanding of different SDLC methodologies like Agile, Scrum and Waterfall.
* Expertise working on various SFDC implementations including Sales cloud, Service cloud, Chatter and App-Exchange applications.
* Profound experience using Apex, Visual force, Force.com IDE SOQL, SOSL for developing custom applications and solutions.
* Worked on Salesforce Import and Export wizard, Work bench, Informatica on Demand, Force.com Migration tool, Apex data Loader.
* Good knowledge on Email-Case, Web-case, Web-lead, setting up the audit trial, the logging history, Tracking field history, Assignment rules, App Exchange.
* Hands-on experience in developing Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers).
* Proficient in Salesforce Administrative tasks like creating and managing Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Experience in Data loading/Migration using Data Import Wizard, Excel Connector, Workbench and other integration tools like Informatica Cloud, Apex Data Loader and distrusted version control systems.
* Experience in customizing standard objects such as Accounts, Contacts, opportunities, Cases, Leads, Campaigns and Dashboards.
* Experience in creating custom applications, custom objects, tabs, custom fields, also advanced custom fields (Master-Detail, Lookup, Formula, Pick List) and visual force pages, leveraging the Force.com platform and Apex coding, where needed.
* Experience with creating and configuring custom reports (tabular, summary, matrix).
* Created custom dashboards (charts, gauges, tables and metrics) to assist managers to better utilize Salesforce as a sales tool.
* Experience with Continuous Integration (CI) tools Jenkins/CARA/GIT Lab
* Experience in Salesforce.com CRM integration, developing and deploying custom integration solutions
* Experienced in Deployment using ANT migration tool, Change Sets, DreamFactoryTool(SnapShot).
* Hands on MVC base web application development in Salesforce.com and Java.
* Good Experience in web languages like HTML, CSS, Java script, XML, JQuery, JSON etc.
* Good knowledge in writing recommendations rules, recommended items, hiding and constraint rules.
* Implemented sandbox testing and migrated code to deployment instance.
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK & METADATA API.
* Experience working with Communities within the Organization.
* Good understanding of Software Development Life Cycle (SDLC), Agile Methodology with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to [salesforce.com](http://salesforce.com/) clients.
* Effective skills in writing technical specs/documentations.
* A skilled problem solver and an efficient team player. Can effectively work in both independent and collaborative work environments.

**EDUCATION**:

* Bachelor of Technology in Computer Science from Jawaharlal Nehru Institute of Technology.
* Masters in Software Engineering (2013 to 2015)

**Certifications:**

* Salesforce Administrator 201
* Salesforce Platform Developer 1
* Link: <https://trailhead.salesforce.com/credentials/verification>

TECHNICAL SKILLS:

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| --- | --- |
| Salesforce.com | Apex Language, Apex Triggers, Custom controllers and Extensions, SOQL, SOSL, Visual Force Pages, Lightning pages, Web services, Salesforce.com Configuration and Customizations, Workflow & Approvals, Dashboards, Case Management, Campaign Management. |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), AppExchange. |
| Web Technologies | HTML, XML, CSS, JSP, JavaScript, SOAP, REST, WSDL |
| Database | MY SQL 7.0/ 2000 /2005, Oracle9i, 10g,11g |
| Programming Languages | C, C++, JAVA, Apex, SQL, SOQL, SOSL |

**PROFESSIONAL EXPERIENCE:**

**LegalZoom**

**Austin, Texas April 2020-Present**

**Salesforce Developer**

LegalZoom.com, Inc. is an online legal technology company that helps its customers create legal documents without necessarily having to hire a lawyer. Available documents include wills and living trusts, business formation documents, copyright registrations, and trademark applications. The company also offers attorney referrals and registered agent services.

**Responsibilities:**

* Developed new lightning community using Lightning Web Components for Attorneys to schedule/Manage consultations online with Users.
* Developed custom Lightning service console application for customer care agents to help customers with their payments, placing new orders and cancelling orders etc.
* Integrated Salesforce with Genesys (CTI)to help Customer care agents to receive Inbound calls and Sales agents to place outbound calls to customers.
* Implemented Lightning Data Services in Lightning Components to load, create, edit, or delete a record in your component without requiring Apex code.
* Developed Batch classes to handle large data sets.
* Implemented feature callouts to call external systems from Salesforce triggers.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Discussed and analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Build strong understanding of SFDC best practices and functionality.
* Experience in code check-ins on daily basis using GIT.
* Worked on various Salesforce standard objects like Account, Contacts and Cases including custom objects.
* Developed workflows, process builders, Flows, Time Dependent rules, Assignment, Escalation rules and Filed Updates.
* Worked on service cloud module such Email to Case, Web to Case and auto-response rules on standard objects account, contact, case.
* Worked on Lightning Process builder flows,Chatter and quick Action.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.

**Visa Inc**

**Austin, Texas Jan 2020- March 2020**

**Salesforce Developer**

We are a global payments technology company working to enable consumers, businesses, banks and governments to use digital currency.

Project:

**Responsibilities:**

* Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials.
* Manage operational requests and troubleshoot issues, working with diverse user groups
* Customize Salesforce.com fields, page layouts, record types, validation rules, workflow rules, reports, and dashboards.
* Act as the primary point of contact for Salesforce users.
* Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories.
* Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances.
* Create and maintain documentation on processes, policies, application configuration and help related materials for users.
* Build strong understanding of SFDC best practices and functionality.
* Experience in code check-ins on daily basis using GIT.
* Worked on various Salesforce standard objects like Account, Contacts and Cases including custom objects.
* Developed workflows, process builders, Flows, Time Dependent rules, Assignment, Escalation rules and Filed Updates.
* Worked on Profiles, Roles and Permission sets based on business requirements. Designed and deployed the custom objects, custom tabs, entity-relationship data model,validation rules, auto-response rules, page layouts, components, visual force pages to suit to the needs of the application.
* Developed and configured various custom reports and report folders for different user profilesbased on the need in the organization.
* Develop apex classes, controller classes and apex triggers for various functional needs in the application.
* Worked on service cloud module such Email to Case, Web to Case and auto-response rules on standard objects account, contact, case

**Rally Health**

**San Francisco, CA June 2019- January 2020**

**Salesforce Developer**

**Responsibilities:**

• Closely worked with other salesforce.com consultants while implementing the solutions for the needs of organization.

•Agile methodologies (SCRUM) was implemented that includes daily scrum with team.

•Working on Field Service Lightning for Scheduling Classes, Coach Capacity.

•Working on Tokbox and Brightcove live session integrations.

•Developed batch classes to get all newly created or updated members or member related information from Rally Member web to Salesforce.

•Working on Care Plans Management Objects Care Plan (Case) and Trackers.

•Working on Member Individual Patient objects Clients (Account) Clinical Data Model/HER tables.

•Assist sales with developing prototype demonstrations, as well as managing and completing system configurations and setting up users

•SFDC development and implementation using Apex programming, Visual force, SFDC configuration, Web services (SOAP/json)

•Configuring standard objects and modules including validation rules, formulas, record types and page layouts

•Demonstrated Strong SalesForce Design, Implementation and configuration knowledge including - APEX, Force.com, Java, JavaScript, etc

•Adapts existing methods and procedures to create possible alternative solutions to moderately complex problems

•Working in team environment

•Self-motivated in keeping up to date in terms of newest technologies on the market for back and frontend usage

**Dell /Salesforce**

**Austin, Texas Dec 2017- May 2019**

**Salesforce Developer**

**Responsibilities:**

• Involved in salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

• Worked with end users and business analysts for requirement gathering, analysis and provided design inputs.

• Closely worked with other salesforce.com consultants while implementing the solutions for the needs of organization.

• Agile methodologies (SCRUM) was implemented that includes daily scrum with team.

• Created record types and assigned page layouts based on the profile to the record type.

• Developed Reports and Dashboards for various business users on Cases and Accounts.

• Worked on importing existing information into Salesforce Knowledge.

• Worked on deploying salesforce components across sandbox to production instances by using ANT Migration Tool, GIT Lab (CARA).

•Worked on Internal Cases and Internal Chat using Omni Channel routing configuration with both Live Agent, Snap-In Functionality.

• Used Salesforce Lightning Components for building Customized Components by using JavaScript on the client side and Apex on the server side.

•Implemented Entitlement process for SLO, Milestone component on Case Object using Business Hours.

• Created custom objects and defined lookup and master-detail relationship on the objects. Also created junction objects to establish connectively among objects.

•Worked on Email-To-Case, Auto Assignment Rules, Support Process, Entitlement Process, Milestones, Reports & Dashboards, Knowledge and Chatter.

•Implemented Collaboration support teams on Case Lightning component using Lightning flows and Custom Metadata.

•Worked on Live Chat Transcript Object, Routing Configuration, Queues and Public Groups, Agent Status Presence.

•Worked on External Objects, External Services, And External Data Source.

•Implemented Collaboration support teams on Case Lightning component using Lightning flows and Custom Metadata.

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

•Worked on App exchange product tools installed within Organization.

• Integration experience on salesforce.com using Apex language (Classes, Triggers and controllers), Web services, Visual force Pages, Components

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

• Hands on Experience on Salesforce support tools like Workbench, Data Loader, Salesforce Inspector, ASIDE.IO.

• Created Salesforce Support Cases from Salesforce help and Training and worked with Salesforce support team to resolve issues.

• Created Process builders and visual flows and email templates to implement the declarative business logic.

• Worked on Service Cloud implementation and have experience in developing Email templates within Service Cloud.

• Involved in building responsive single page application using JavaScript framework such as Angular.JS.

• Performed Bulk Data Migration from Legacy Systems to Salesforce using Import Wizard, Excel Connector, and Data Loader.

• Integrated Apex with External Services using Rest API.

• Experience in Approval Workflows, Validation rules, Approval Processes, custom tabs, custom reports, report folders, report extractions to various formats.

**Environment:**

Salesforce.com, Service Cloud, Marketing Cloud, Apex Language, Custom Objects, Workflows & Approval Process, Web Services, Security Controls, Eclipse IDE plug-in, Reports, Dashboards, Data Loader, JavaScript, HTML, AJAX, CSS, Force.com IDE, Welkin Suite, Sandbox, Agile methodology.

**Thrivent Financial, Appleton, WI May 2016 – December 2017**

**Salesforce Developer**

Thrivent Financial is a Fortune 500 not-for- profit financial services organization headquartered in Minneapolis, Minnesota and Appleton, Wisconsin. As a member-owned fraternal benefit society, it operates under a chapter system, serving nearly 2.3 million members.

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Participate on daily scrum call to provide daily update on assigned work.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed Custom Lightning Pages for Standard and Custom Objects.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Created Lightning Components and server-side controllers to meet the business requirements.
* Developed Apex Triggers, Apex Classes and Test Methods with code coverage of 80-100%.
* Worked on converting Salesforce classic VF pages into Lightning using Lightning components and Lightning App builder.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Developed salesforce1 Lightning apps, Components, controllers, handlers and events in the existing organization.
* Developed Visual force pages which rendered based on Salesforce1 App or Web.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed UI using CSS, XML, HTML tags, and Visual Force components and used JavaScript for front-end validation.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Implemented Territory Management 2.0 to the Organization, Created the territory types and Models.
* Designed, and developed the Custom objects, Custom tabs, Formula Fields, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Wrote batch Classes to delete duplicate Accounts and scheduled it on a weekly basis.
* Developed File and Note so that users can attach files in the form and upload them to Salesforce records.
* WrittenApex Triggers to implement business logic.
* Integrated the SOAP/REST API based Web Services and Informatica for extracting the data from external systems.
* Involved in API/Web Service design and developing technical specifications for the Salesforce.com
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created data sets using Custom Settings and Custom labels to parameterize the validation rules and also to avoid hard coding in APEX.
* Deployed componentsfrom Sandbox to Sandbox as well as into Production environments using Change Set, Force.com Migration tool and Dream Factory Tool (SnapShot).
* Created connected apps within the salesforce orgs for OAuth settings and assigned the Permission sets.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Worked on SOQL & SOSL query editor and Rest explorer using Translation Workbench and also performed insert, update, upsert and delete actions on records.
* Used Snapshot tool and STS for Comparing Sandbox and Production environments.
* Performed salesforce.com configuration activities Creating Users, Roles, Profiles, Permission Set, Public Groups and Queues.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users. Developed Workflow Rules and Approval Process and performed some field updates, submit approval requests, automate e-mail alerts.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Worked on Informatica Tool (Data Replication), Created Source table to target table mappings to replicate from old to new Environments.
* Provide production support on defects, new features and development on new user stories.

**Environment:**

**Salesforce Enterprise Edition, Apex, Visual Force (Pages, Component & Controllers), Subversion, STS, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Escalation rules, Security controls, Email Services, Sandbox data loading, chatter, Eclipse, Unit testing, Apex Exchange, DreamFactory (SnapShot ).**

**Saligram Systems/Adobe January 2015 – March2016**

**Salesforce Administrator**

**Responsibilities:**

**•** Identified business requirements and translated them to technical specifications for Force.com.

• Created and managed complex workflow rules, data validations, and object customizations.

• Was involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.

• Used field level security along with page layouts to manage access to certain fields.

• Performed Salesforce.com customization, workflow approvals, data validation, sales, marketing, customer service and support administration.

• Created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

• Implemented 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 permissions based on the organizational hierarchy.

• Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.

• Implemented the validation rules on the objects and tabs, page layouts, custom tabs, and components to suit to the needs of the application.

• Designed and developed workflow rules, validation rules, and customizations within Salesforce.

• Customized the dashboards to monitored activities based on sales geography.

• Used the sandbox for testing and migrated the code to the deployment instance after testing.

• Was involved in creating the tabs, links and Visualforce pages to configure the application in Salesforce.

• Maintained user access, profiles and security roles within the application.

• Implemented email-to-case, web-to-case entry and manual case entry for entering customer's cases in case’s tab.

• Worked with the new functionality of Salesforce releases i.e., process builder which can perform events like update the child - parent record updates, email alerts, and Apex class invocation.

• Was responsible for various Salesforce.com standard objects like campaigns, leads, accounts, contacts, opportunity, forecast, cases, reports and dashboards.

• Configured public access setting for the Force.com sites to limit the data visibility.

• Code Migration from Sandbox to Production Using Eclipse IDE and Data Migration through Data Loader.

• Developed reports, dashboards, and processes to continuously monitor data quality and integrity.

• Was involved in data import into SFDC using Apex Data Loader through CSV files.

**Environment:** SalesForce.com platform, Sales cloud, JavaScript, HTML, Apex, Visualforce, Apex Explorer, SOQL, SOSL, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, Visualforce Controllers, Workflow and Approvals

**Kansas Tech – Hyderabad, India June2010 – Aug 2012**

**Java Developer**

This project is initiated by the Quality department of Aegis as an internal requirement to track the Reporting of the software developers and capture the metrics there by and analyze the same for the future Requirements as part of quality function.

**Responsibilities:**

* Involved in various stages of the project life cycle primarily design, implementation, testing, Deployment and enhancement of the application.
* Involved in designing the system based on UML concepts which include data flow diagrams,
* Class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation.
* Involved in design and development of the application in n-tier fashion based on MVC Architecture standards and utilized Struts frame work.
* Developed data model and stored procedures.
* Developed Servlets to process update information.
* Used JDBC for communicating with the database.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application
* Involved in requirement Analysis, documentation of high level and low-level design.
* Developed application using core java. J2ee and spring framework.
* Developed SOAP web services using Apache CXF and Axis2 framework and deployed on Tomcat.
* Developed JAX-WS web services and deployed on Web Sphere Application Server.
* Migrated web service applications from Tomcat to Web Sphere Application Server.
* Worked on java security like encryption, decryption, and generation of signature.
* Used EJB Query Language for all database interactions.
* Involved in implementing static and dynamic Web mapping of business logic and technical requirements.
* Collaborated with business during requirement analysis and design discussions.
* Prepared test data for various test scenarios.
* Worked on migration of light weight web applications from Web-logic to Tomcat.
* Responsible for developing the application level flow by utilizing Java, JSP and Struts
* Responsible for developing the OS specific scripts (Shell Scripts) for automating the closing doc Process.
* Used JSP for the front-end development and Java script for validation.

Environment: Java, JSP, Servlets, Java Beans, MVC, JMS, EJB2.0, Weblogic8.1, JavaScript, ORACLE8i, HTML, DHTML, XML, Windows.