**Seshu Rampilla**

**Certified Salesforce Consultant**

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**Professional Summary:**

# Around 15 years of IT Experience, 5 years of Certified Salesforce Administrator, Developer and Architectwith full SDLC Sales and Service Cloud experience and 9 Years of Siebel CRM Developer8 years of Agile Process.

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Experienced in Sales Force Developer.
* Experience in SFDC integrations Developer with ETL jobs, Data Loader.
* Experience in creating enterprise level applications using Service Cloud and Customer Portal.
* Experience in business domains such as Telecom Communication, Automotive, Financial and medical, pharma, clinical, eService Industry.
* Experience in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators
* Extensive experience in designing of custom objects, custom fieldsrole-based page layouts, Workflow Alerts & Actions, Approval Workflows, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards, and Email generation as per application requirements
* Knowledgeof module integration with Steel Brick CPQ, enhancements in CPQ (Configuration, Pricing and Quoting)
* Exceptional written and verbal communication skills
* Worked in Marketo & Pardot functionality.
* Led small to Large size teams in various projects.
* Worked on First Data Credit card validation system.
* Worked with Mule soft and APIRouter middleware.
* Worked on Steel Brick CPQ

Technical Skills:

**SFDC Technologies:**

Force.com IDE, Eclipse, Apex classes, visual force pages, triggers, Apex Data Loader, Service Cloud Console, Apex Unit Tests, Web Service Callouts, SOQL, Apex Batch jobs, customer portal, integration with SFDC, workflows, visual workflows, Steel Brick CPQ and First Data Integration, Workbench DataLoader.

**Technologies:**

Siebel Configuration, Siebel EAI, Siebel EIM (7.x, 8.0, 8.1.1,8.1.), MDM, ITIL Training.

MQ Series XML Web Services, JavaScript/DHTML/HTML, SQL server 2005/2008, Oracle (PL/SQL), DB2, SOA, XML, XSLT, XSD, SQL XML, SOAP,Software Design Patterns, MSMQ, Crystal Reports 11,), TDD, VC++, C++.

**Certifications:** ITIL Certified

**Core competencies:**

* Salesforce.com Design and Architecture
* Scribe, and numerous ETL approaches
* Requirements Gathering
* Regulatory Compliance and Standards
* Continuous Process Improvement
* Cross-Functional
* Decision-Making and Problem Resolution
* Strategic Data Analysis and Implementation
* System and Operations Monitoring
* Apex, Visual Force, Lightning (Aura), and LWC.

**Education:**

* MIT (master’s in information technologies), 2000 - 2003

**Technical Experience:**

**GPS Trackit, Atlanta, GA October2018 –Present**

**Senior SFDC Lead**

**GPSTrackit**, is an Application which is used to Fleet Management. Working as Sr. Salesforce Lead GA office take pride in delivering for customers, Worked on App Sales, Services, Invoice IT, Fuse bill within Salesforce.

**Responsibilities:**

* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggersfor various functional needs in the application.
* Worked with Workflows, Flows.
* Worked with Process Builder.
* Integrated G-Suite to improve the Sales Process.
* Worked on POC GCP Key.
* Maintained Salesforce User Creation, Inactive.
* Architect the system through various Integration Process.
* Worked on Data loader for update, upsert.
* Working on Pardot Campaign and Lead RRD.
* Created and used Email templates in HTML. Used JavaScript for all types of front-end validations.
* Lead team with merging 3 CRM tools into Salesforce and completing all admin work within Salesforce.
* Actively involved in design and development of custom CRM solution to Sales.
* Architected the solution in SFDC and participated in coding apex classes, triggers, visual force pages and REST API’s.
* Worked Invoice IT application with Billing and Fulfillment team.
* Created Reports & Dashboards to view data object.
* Worked on integrating REST API using callouts framework in SFDC.
* Worked on SOQL and Apex Triggers to implement business logic.
* Worked on Custom Setting, Custom Labels and Test Class.
* Worked on customizing existing salesforce objects as well as creating new objects.
* Worked with DocuSign.
* Using Slack, Asana for requirement coordination.

# Used Event Monitoring Analytics to Get Insights Into Your User Activity

* Extending Salesforce Event Monitoring using Einstein Analytics

**Environment:** Salesforce.com, Visual Studio, MySQL, Workbench, Apex, Einstein Analytics JavaScript, Controllers, Sharing Rules, Visualforce pages, Workflows, Email Updates.

**Home Depot, Atlanta, GA February 201–Oct2018**

**Senior SFDC Developer**

**HomeDepot**, is an Application which is used to HDE,HDI and Hover.Working as Sr.Salesforce Developer GA office take pride in delivering for customers, Worked on App Sales,Services and Salesforce.

**Responsibilities:**

* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggersfor various functional needs in the application.
* Retry Mechanism implemented by using time based workflow.
* Created and used Email templates in HTML and Visual Force. Used JavaScript for all types of front end validations.
* Used Jenkins to do code builds from Git to perform the Salesforce deployments.
* Actively involved in design and development of custom CRM solution to service.
* Architected the solution in SFDC and participated in coding apex classes, triggers, visual force pages and REST API’s.
* Designed and developed external customer portal on SFDC.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Reports & Dashboards to view data from custom object.
* Worked on integrating REST API using callouts framework in SFDC.
* Worked on SOQL and Apex Triggers to implement business logic.
* Worked on Custom Setting, Custom Labels and Test Class.
* Worked on customizing existing salesforce objects as well as creating new objects.
* Worked Queuable Interface.
* Worked on Ant for migration and source control.

**Environment:** Salesforce.com, Visual Studio, Eclipse IDE, Workbench, Apex, JavaScript, Controllers, Sharing Rules, Visualforce pages, Workflows, Email Updates.

**Rent path, GA November 2017–Feb 2018**

**Senior Salesforce Consultant**

**Responsibilities:**

* Actively involved in design and development of custom CRM solution.
* Architected the solution in SFDC and participated in coding apex classes, triggers, visual force pages and REST API’s.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Worked on integrating REST API using callouts framework in SFDC.
* Used Slack for communication between teams.

**Environment:** Salesforce.com, Visual Studio, MySQL, Platform Shield Encryption, Eclipse IDE, Workbench, Apex, JavaScript, Controllers, Sharing Rules, Visualforce pages, Workflows, Email Updates.

**Magic Jack-Alpharetta, GA September 2016–November 2017**

**Senior SFDC Lead/Admin/Developer**

**magic Jack for BUSINESS**, a new start-up division of magic JackVocal Tec (NASDAQ: CALL), working as Salesforce Developer Lead, GA office. Build a new business from the ground up and take pride in delivering for customers, magic Jack for Business is the place for Telecommunication platform.

**Responsibilities:**

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Application Sales & Services andSalesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Used Data loaders for Importing and exporting Data and used Reporting based on business needs.
* ecommerce Portal used to capture Orders of the customers into salesforce via Apirouter.
* Worked with Mule soft and APIRouter middleware.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Knowledge in the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts andassigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict accessfrom users for Data Related.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Opportunities, Contacts, Contact Roles, Leads, Cases, Campaigns, Reports, and Dashboards.
* Worked on Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Flows.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggersfor various functional needs in the application.
* Created and used Email templates in HTML and Visual Force. Used JavaScript for all types of front end validations.
* Actively involved in design and development of custom CRM solution to service.
* Architected the solution in SFDC and participated in coding apex classes, triggers, visual force pages and REST API’s.
* Designed and developed external customer portal on SFDC.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Reports & Dashboards to view data from custom object.
* Worked on integrating REST API using callouts framework in SFDC.
* Worked on SOQL and Apex Triggers to implement business logic.
* Designed and developed workflows and Process Builders to automate the business processes.
* Worked on Custom Setting, Custom Labels and Test Class.
* Worked on customizing existing salesforce objects as well as creating new objects.
* Used apex Data loader to synchronize the data in SFDC.
* Worked on First Data Integration for Credit Card Validations.
* Working on Steel Brick for CPQ.Configured Product, Pricing and Bundles.
* Configured features, Options, Product Rules, Price Rules, Discount using Steel Bricks within Quotes.
* Knowledge in amazon Web Services (AWS) and Virtualization Based technologies.
* Worked in Multiple Teams in terms of integration.
* Working with AWS Lambda and Mule Soft Middleware.
* Worked in Marketo functionality.
* Working Mobile and Shopping Cart Projects and exposing RestAPI’s.
* Used JIRA for requirement gathering and assignments.

**Environment:** Salesforce.com, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Sharing Rules, Visual Force Pages, Workflows, Permission sets, Process Builder, Reports, Dashboards, Eclipse IDE,.

**Verizon, Atlanta, GA August 2011-April 2016**

**Salesforce CRM Consultant Lead/Admin/Developer**

Verizon department has Mercedes Benz and VW Automotive, Communication LifeComm servicing technology build on SFDCApplication Sales & Services and Salesforce.com.

**Responsibilities:**

* Implementation between Application Siebel CRM and Salesforce CRM.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the Visualforce pages.
* Used SOQL for data manipulation needs of the application using platform database objects.
* Built apex classes and triggers implementing SOQL statements within to manage interaction with the database.
* Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Interacted with various business user groups for gathering the requirements for CRM implementation to migrate from Siebel environment to Salesforce organization.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Developed, implementing & testing on the Sandbox environment.
* Captured Business case for each requirement to understand the functionality of the requirement.
* Created use cases for the requirements based on Business Case.
* Implemented Test Scenarios, Test Plans and Test Cases for UAT.
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel.

**Environment:** Eclipse IDE, Salesforce.com, SiebelCRM, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Sharing Rules, Visual Force Pages, Workflows, Permission sets, Process Builder, Reports, Dashboards, Oracle SOA and BPEL, CTI.

**Disney (Walt Disney World) Orlando, FL August 2010 – August 2011**

**Lead Siebel Configuration & Integrator**

**Responsibilities:**

* Created Technical Design Document and Conversion Design Document.
* Worked on Task UI.
* Configuring the UI (Screens, Views, Applets) for DSA (Tour Request, Tour Administration etc. ...) (Call Center)
* Using eScript enhanced the functionality by writing the Business Service.
* Worked on Workflows, Business Service and EAI Integrations.
* Using Server Script in Custom BS. Using Server Scripting for Business Requirement.
* Worked on Vanilla Business Services (EAI XML Converter, EAI Siebel Adapter, EAI HTTP Transport)
* Configured the Internal and External IO as per the requirement.
* Worked on MQ and Siebel Integrations requirement like Design and Development.
* Extensively worked on Inbound Web Service and Outbound Web Service for communicating with Systems
* Created the LOV Types and Values.
* Knowledge in Oracle BI. Worked on Business Objects for Reporting. Worked on CRMDesktop.
* Worked on Workflows for the requirements.

**Environment:** Siebel 8.1.3, Siebel Call Center, Oracle 10g, EAI, Web Services, Configuration

**Hitachi Data Systems (CA) Dec 2009 – July 2010**

**Senior Siebel Configuration & Integrator**

**Responsibilities:**

* Worked on Pricing Administration and Quotes extensively.
* Configuring the UI (Screens, Views, Applets) for Pricing Program Admin
* Customized the Screens, Views, and Applets as per the business requirement.
* Configured Hierarchical Picklist for Area/Reason/Sub-Reason fields on Action BC.
* Configured Drill Downs, Picklists, User Properties, Joins, Links, MVF and MVG’sas per the Client needs.
* Used the BC Read Only Field, On Field Update Set, Always Enable Field, Always Enable Child,
* No Delete Field, Named Method User Properties to achieve the data driven behavior of the Business Components and Fields.
* Using eScript enhanced the functionality by writing the Server Scripts as well as the
* Browser Scripts at the Business Component and Applet level.
* Worked on Workflows, Business Service and EAI Integrations.
* Using Server Script in Custom BS.
* Using Server Scripting for Business Requirement.
* Worked on Vanilla Business Services (EAI File Transport, XML Hierarchy Converter, FINS Industry XML Query Service, EAI XML Converter, EAI Siebel Adapter, EAI HTTP Transport)
* Configured the Internal and d External IO as per the requirement.
* Extensively worked on Inbound Web Service and Outbound Web Service for communicating with Systems
* Created the LOV Types and Values.
* Worked on Workflows for the requirements.

**Environment:**Siebel 8.0, Siebel PRM, Oracle 10g, EAI, MQ Series, Configuration

**Boston Scientific–AdrenHills, MN August 2009 – Dec 2009**

**Senior Siebel Configuration & Integrator**

**Responsibilities:**

* Involved in analysis of requirement analysis of integration of Siebel to/from external sources.
* Worked on Service Request, Activities, Contacts, Patients and Employee Entity extensively.
* Configuring the UI (Screens, Views, Applets) for Service Request Entity
* Customized the Screens, Views, and Applets as per the business requirement.
* Configured Hierarchical Picklist for Area/Reason/Sub-Reason fields on Action business component.
* Configured Drill Downs, Pick lists, User Properties, Joins, Links, Multi Value Fields and Multi value Groups
* as per the Client needs.
* Used the BC Read Only Field, On Field Update Set, Always Enable Field, Always Enable Child, No Delete Field,
* Named Method User Properties to achieve the data driven behavior of the Business Components and Fields.
* Using eScript enhanced the functionality by writing the Server Scripts as well as the Browser Scripts at the Business Component and Applet level.
* Worked on Workflows, Business Service and EAI Integrations.
* Using Server Script in Custom BS.
* Using Server Scripting for Business Requirement.
* Worked on Vanilla Business Services (EAI File Transport, XML Hierarchy Converter, FINS Industry XML Query Service, EAI XML Converter, EAI Siebel Adapter, EAI HTTP Transport)
* Configured the Internal and d External IO as per the requirement.
* Extensively worked on Inbound Web Service and Outbound Web Service for communicating with Systems
* Created the LOV Types and Values

**Environment:**Siebel 7 8, Siebel medical, pharma, clinical, eService, Oracle 10g, EAI, MQ Series, Configuration, implementations

**PALM Inc. – Sunnyvale, CA Sep 2008 – August 2009**

**Senior Siebel EAI Specialist–**

**Responsibilities:**

* Involved in analysis of requirement analysis of data import to Siebel from external sources.
* Configuration using Siebel Tools – Configured different Objects like Business Objects, Business Components, Applets, Views, Screens, Applications, Joins, Links, MVL, MVG Applets, Pick Applets and Associate Applet
* Involved with Siebel configuration and EAI development
* Involved in Development of Workflow Processes
* Worked on Siebel EAI Business Services like EAI XML Converter, Siebel EAI Adapter to Siebel Integration Objects
* Extensively worked on Inbound Web Service and Outbound Web Service for communicating with Systems
* Configured the Data Mapper.
* Worked on Outbound Communication to External System.
* Created the LOV Types and Values.
* Integration with Siebel to Web Portal via SAP-PI.
* Integration through Web Service like Inbound and Outbound Communication.
* First Logic used for the Address fetching.
* First Logic is used for getting address for US and Canada.
* First Logic is used at Bus Comp level for the Integration with systems.
* Involved in Developing Business Services and its methods, which are used by the Work Flow process in order to achieve the Business Rules
* Supporting the various issues related to Siebel application, Siebel EAI, Siebel Configuration jobs in day-to-day business

**Environment:**Siebel 7 8, Siebel Call Center, eService, Oracle 10g, First Logic, SAP PI, EAI, Configuration

**Assurant Insurance – Milwaukee, WI May 2008– Sep 2008**

**Senior Siebel EAI Specialist**

**Responsibilities:**

* Involved in analysis of requirement analysis of data import to Siebel from external sources.
* Worked on Policy Entity extensively.
* Configuring the UI (Screens, Views, Applets) for Policy Entity
* Configured the Screens, Views, Applets, Business Objects, Business Components, Drill Downs, Picklists,
* User Properties, Joins, Links, Multi Value Fields and Multi value Groups as per the client needs.
* Client functionality which is not achieved with Tools configuration and User Properties is done by writing
* Server Script at the Business Component and Applet level using eScript.
* Created the Extension Columns in the tables to accommodate the business data.
* Achieved the visibility of the application by setting the Bus Comp view modes.
* Using Server Script in Custom BS.
* Using Server Scripting for Business Requirement
* Worked on Workflows, Business Service and EAI Integrations.
* Worked on Vanilla Business Services (EAI File Transport, XML Hierarchy Converter, FINS Industry XML Query Service, EAI XML Converter, EAI Siebel Adapter, MQSeries Server Transport)
* Worked on Custom Business Services (OAS Mandatory Check, OAS TrunkError, OAS AppInt Exception Handler)
* Configured the Internal and d External IO as per the requirement.
* Configured the Data Mapper.
* Worked on MQ Series
* Configuring the Receiver Components as per the Requirements
* Created the LOV Types and Values.
* Involved in Upgradation from Siebel 7.5 to Siebel 8.0
* Used xml through the Interfaces

**Environment:**Siebel 8.0, Siebel Fins, Oracle 10g, MQSeries, EAI, Configuration.

**Johnson Controls – Milwaukee, WI March 2008 – May 2008**

**Siebel Developer**

**Responsibilities:**

* Involved in discussions and meetings with various business people to gather information and to better understand their reporting requirements in day to day business
* Involved in Design Phase for gathering Business Requirement.
* Designed workflow architecture, configured workflow policies, actions and business services for activities such as EAI, Assignment Manager and others.
* Configured the Workflow Manager by creating Workflow Objects, Workflow Components and Workflow Component Columns for database operation.
* Used Workflows on the Business Components to invoke Business Services
* Developed custom workflows, Web Services, Business Services and Integration Objects.
* Created Integration object for Siebel and External System, and developed business service in Workflow for conversion of data. Used EAI HTTP transport, EAI xml converter and EAI Siebel adaptors.
* Created Inbound and Outbound Web Services for Integrations between Siebel and External System.
* Involved in Oracle Fusion area.
* Used xml through the Interfaces.
* Involved in Upgradation from Siebel 7.5 to Siebel 8.0

**Environment:**Siebel 8.0, Siebel Sales, eService Oracle 10g, Web Sphere, Oracle Fusion, EAI, Configuration.

**Franklin Templeton Investments – Dublin, CA Jan 2007 – March 2008**

**Siebel EAI Consultant**

**Responsibilities:**

* Involved in Requirements Analysis with various business lines
* Involved in discussions and meetings with various business people to gather information and to better understand their day to day business
* Created a Virtual business component to read the data from BigBen and Application.
* Developed custom workflows, Web Services, Business Services and Integration Objects for publishing and message.
* Created Integration object for Siebel and External System, and developed business service in escript for conversion of data. Used EAI HTTP transport, EAI xml converter and EAI Siebel adaptors.
* Created inbound Web Services for Integrations between Smart and Smart Portlet.
* Outlook Integration from Siebel to Outlook and Vice Versa.
* Using WEDDDK Tool for Integration.

**Environment:**Sun Solaris, Siebel 7.8 Finance, Oracle 10g, EIM, EAI, Configuration and Outlook Integration

**Hewlett Packard -Bangalore, India Jan 2005- Dec 2006**

**Siebel Software Engineer**

**Responsibilities:**

* Configured the Screens, Views, Applets, Business Objects, Business Components, Drill Downs, Picklists,
* User Properties, Joins, Links, Multi Value Fields and Multi value Groups as per the client needs.
* Client functionality which is not achieved with Tools configuration and User Properties is done by writing
* Server Script at the Business Component and Applet level using eScript.
* Configured the Workflow Manager by creating Workflow Objects, Workflow Components and Workflow Component Columns for database operation.
* Used Workflows on the Business Components to invoke Business Services
* Developed custom workflows, Web Services, Business Services and Integration Objects.
* Created Integration object for Siebel and External System, and developed business service in Workflow for conversion of data. Used EAI HTTP transport, EAI xml converter and EAI Siebel adaptors.