**KavyaReddy**

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**PROFESSIONAL SUMMARY:**

* Around 9 years of work experience in the IT industry with 6+ years in **Salesforce.com platform** as **Developer and Administrator** and 2+ years of experience as SQL developer.
* Certified **Platform Developer I and Administrator.**
* Hands on experience with **Salesforce Lightening Component**, **Design System** **Styles** and **Aura** **framework**.
* Worked in developing **Lightning Component Bundles** and **Lightning Applications**, and **Events**.
* Good Technical work experience in **Lightning Design System** and **Lightning App Builder**
* Well versed with end-to-end functionalities related to **Sales Cloud**, **Service** **Cloud** and **Community Cloud**.
* Well versed with **CRM processes** like Sales, Marketing, Customer service, Customer support, Business processes and recommended solutions to improve using SFDC.
* Having good experience in all phases of **SDLC** like Requirement gathering, Analysis, Designing, Development and Testing.
* Expertise in SFDC Development using **Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs**.
* Proficient in designing the components using **Objects** and **Fields**, **Page Layouts**, **Visualforce** **pages, Apex classes, Controllers & Triggers.**
* **Tested** apps by appending multiple components to a **Lightning Application** thereby deployed applications from **Sandbox to Production**.
* Well experienced with **Approvals & Workflows** for automating different business processes and other components as per the client requirements.
* Understanding on how to Create service resources and service crews that represent your field service technicians in **Field Service Lightning (FSL)** app and add details about their skills, service territories, and availability.
* Experience in SFDC development in implementing **Apex classes, Apex triggers, Visualforce** and working on **Force.com IDE, Change Sets** and **Eclipse Migration Tool**.
* Maintained and supported various Functional areas like Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities.
* Good experience on creating **Object/Tab/Field, Formula, Record Types, Folder Management, Activity Management, Queues, Groups** and **Analytical Snapshots.**
* Experience in using different tools - **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Extensive experience in using **Roles**, **Profiles, Email Services, Page Layouts**, **Workflow Alerts** and Actions, and **Approval Process** in Salesforce.com.
* Good experience in working on **Developer Console** and **Workbench** for SOSL and SOQL querying.
* Experience in **Force.com Web Services API** for implementing web services in the application to provide access to Salesforce data from external systems.
* Implemented Security settings across the organization using **Roles, Sharing settings, Profiles** and **Permission sets**.
* Extensively worked on Salesforce.com **sandbox** and **production** environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool and Change set.
* Experience with data migration and updates through **Change Sets**, **Data Loader** and **Workbench** in Salesforce.com
* Experience in working on **Salesforce.com Sandbox** and **Production** environments.
* Expertise in working with **SOAP** and **REST API’s.**
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Good experience in Administration, Configuration, Implementation and Support of Salesforce CRM applications based on Apex Language and leveraging Force.com platform application running in Cloud computing environment.
* Work experience on various languages like **SQL, Oracle, XML**, and **JSON.**
* Hands-on experience in designing the front-end pages using scripting languages like **HTML, CSS,** **jQuery, JavaScript** and **AJAX**.
* Experience in **Administration, Configuration, Implementation, Lightning, and support** experience with Salesforce platform.
* Expert in using version control systems like **GIT** and **SVN**.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Self-motivated and capable of rapidly learning new technologies and processes and applying them to projects and operations.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce.com CRM, Apex Language, Apex Classes & Controllers, Apex Triggers, Apex Scheduler, Salesforce1, Lightning (components, apps and system designs), Aura (Framework Handlers, Attributes), Visualforce (Pages, Components & Controllers), Apex Web Services, Batch & Schedule classes, SOAP API, REST API, Bulk API, Metadata API, AJAX |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports & Dashboards, Custom objects, Standard objects, Integration, Migration, Email Services, Security controls, Force.com Sandbox, Force.com IDE, SOQL, SOSL, WSDL. |
| **Salesforce Tools** | Force.com platform, Force.com DataLoader, Force.com Workbench, Eclipse IDE, Developer Console, AppExchange, ANT Migration Tool, Visual Studio Code, Salesforce CLI, Salesforce DX, Postman. |
| **Web Technologies** | XML, HTML, CSS, JavaScript, jQuery, GIT, SOAP/REST |
| **Database** | SQL Server, MY SQL, AWS Redshift |
| **Operating Systems** | LINUX, UNIX, Windows XP/7/10. |

**EDUCATION:**

* Bachelor’s in Computer Science, JNTUH 2012.
* Master’s in information technology, Southern New Hampshire University, NH 2017.

**PROFESSIONAL EXPERIENCE**

**Client: PNC Bank, Cleveland, OH April 2018 – Till Date**

**Project Description: PNC has various Third-party Applications associated with them and the Project revolves around their enhancements and maintenance.**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Gathered business requirements, prepared documents for the specified requirements and converted them into technical designs.
* Performed the administrator role by **creating roles, profiles and configured the permissions** based   
  on the organizational hierarchy requirements.
* Worked on **Service Cloud** and its related standard objects like **Accounts, Contacts, Cases and Custom Objects like Activity authentications, Account Configurations, Advance Workflows, Chat Business Hours, and Live Agent Button Routing**.
* Configured different **page layouts** and customized **field level security** of fields for different objects.
* Created **reports and dashboards** for different objects based on the user requirements.
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experience in building new Applications with the **Lightning App Builder and Lightning components**.
* Performed the activities like **insert, update, upsert, delete and export** using apex data loader.
* Involved with **Salesforce.com Premier Support** and handled the support cases with the premium salesforce support.
* Visualforce Pages for **Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning**.
* Strong experience in implementing lightning design systems.
* Enabled **Aura Framework, by adding Aura Attributes and Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Setting up **Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment** and CTI Integration.
* Built custom **Salesforce1 Lightning Apps** for different business groups in the organization and used Salesforce Lightning design system analysis.
* Developed **Visualforce pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link** and Command Button.
* Developed **Lightning components and Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements Involved in analyzing implementation gap between Salesforce classic and Lightning.
* Developed **apex batch jobs and scheduled** as per business requirements.
* Written **Triggers an order to process incoming service e-mail requests** from customers to automatically create new case records.
* Built reusable UI components and pages with **Lightning web components (LWC)** framework.
* Created **Visualforce pages for custom login** and configuration of communities.
* Worked on version control of metadata using GIT (GitHub and GitLab) and SVN.
* Used **Force.com IDE for development of Visual Force Pages, Apex classes, Triggers** and debugging and analyzing logs.
* Implemented **Users, Roles (hierarchy), Profiles, Permission sets** to deny/grant access to Platform features
* Created modern **Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.**
* Automated workflow to keep applications moving quickly through the approval process.
* Used **Development Change Set for deployment of code to production and Sandbox**.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages. Created email templated and applied logic for outbound and inbound emails using Visualforce for clients and customers.
* Provide Production Support and resolve all Tier 3 or higher technical issues related to Data Management, reported bugs, System maintenance and user- related tasks.
* Used JIRA, Maestro for tracking the tickets created and assigned and monthly releases and make sure that they are delivered on time.
* Debug Apex scripts using **Debug Logs and Hasbro Logs** to catch exceptions and execute Governor Limits.
* Manage deployment of code and migration of data from Sandbox to Production environment using native Salesforce Change Sets, SVN Migration Tool and VS Code.
* Write technical design document for all functional and non-functional requirements.

**Environment:** Salesforce.com platform, Apex, Validation rules, Control-M, Sharing and security settings, Reports & Dashboards, Visualforce (Components & pages), SSO, Email services, Data Loader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), CSS, HTML, MS Outlook, VS code, SVN.

**Client: Ford Direct, Dearborn, MI May 2017 – April 2018**

**Project Description: This project develops Accounts, Contacts, Cases and other standard objects which aid in automobile marketing and dealing. The project not only increases the productivity but also improves the efficiency of the overall services to the customers. This project is about building data structure, developing customization using Apex, Visual Force and Lightning components. Resolving technical issues, secure planning and deployments are part of the project.**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Gathered user and functional requirements via workshops and workflow storyboards. Worked with Stakeholders and projects teams to prioritize collected requirements.
* Designed, developed, and deployed **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Wrote **Batch Apex** and scheduled Batch classes to process large volumes of data at certain intervals of time.
* Worked on Sales cloud and its related standard objects like Leads, Account, contacts, Opportunities and custom objects like Recurring Donations, Pledges, MSD Account references.
* Created multiple **Lighting components** to override standard button functionalities, add these on custom Lightning App home pages and record pages.
* Used **Salesforce Lightning Inspector to debug the lightning components** during the development process.
* Used **REST API** to integrate Salesforce with external system to capture Leads.
* Designed the custom **Visualforce** pages for Lead conversion and merging duplicates.
* Enabled and Integrated Salesforce for Outlook to manage tasks, opportunities, and activities more efficiently.
* Created multiple **Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better**.
* Triggered interface events by user interactions, which includes **Lightning Component framework and involved in building Lightning Components using the aura framework.**
* Involved in analyzing implementation gap between Salesforce classic and Lightning.
* Animated **client-side user interface elements on a visual Force page using JQuery.**
* Designed **Tabular, Summary and Matrix reports on Opportunity, Pipeline, Cases generated,** Sales cycles and Accounts. Scheduled retrieval of **report data** with analytic snapshots to dump the data daily.
* Maintenance of installed **Managed Packages in Lightning using Apex.** Experienced in using Data Migration tool called Data Loader.
* Designed **salesforce service cloud console to enhance productivity** with dashboard like interface.
* Used **Data Loader and Import wizard to insert, update and import bulk data of Accounts**, Contacts, Leads and Opportunities.
* Added **Lightning Component to Lighting Pages and Record Pages.**
* Implemented **Users, Roles (hierarchy), Profiles, Permission sets** to deny/grant access to Platform features
* Perform complex code reviews for Designation assignment, incorrect **Location assignment, Batch Class failures, recalculate Contact sharing changes** and so on and set up Debug logs to record errors and inherit granular logs for faster resolution in the **Sales Cloud**.
* Write **SOQL, SOSL** queries with optimization in Apex Classes and Trigger Handlers for addressing requirements for Objects like Contacts, Donations, Accounts, Campaigns, CDS Detail, and to avoid hitting Governor Limits while processing large sets of data.
* Maintain custom Visualforce pages in the **Sales Cloud** using native components like **Page Block, Command Buttons, Output Panel, Input field, AJAX Components and JavaScript** Remoting for requirements to merge duplicate Records, Location search and assignment.
* Experienced in deployment/packaging effectively using **Metadata API, Changeset** and **Jenkins**.
* Created **Email templates and Email Alerts and added them to Workflows to fire as auto-responses or time dependent events.**
* Migrated core code components, **base components from Dev to full sandbox and then from full sandbox to production once tested via SVN.**
* Established constant communication with the Project Manager and the development team during different stages of the agile life cycle.

**Environment:** Salesforce.com platform, Apex language, Apex classes, Apex Triggers, Validation rules, Sharing and security settings, Reports & Dashboards, Visualforce (Components & pages), Email services, Data Loader, Import wizard, Custom objects, Data Export, Lightning (Design system and Components), Aura (Framework, Handlers, Attributes), CSS, HTML, MS Outlook, GIT, SVN, Jenkins.

**Client: John Wiley & Sons., Hoboken, NJ November 2015 – April 2017**

**Project Description: This Project is about migrating current North American Global Education users to a single corporate platform – SFDC and maintain various requirements that come up with the collaboration.**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in **data migration from Oracle to Salesforce using pervasive integration tool**.
* Worked on data replication from **Salesforce to Oracle to generate reports and find missing records**
* Expert in **data migration from various systems into Salesforce CRM using Power Center, Excel Connector and Data Loader**.
* Migration of all customizations including Custom configurations, packages and other objects from **Sandbox to Production Environment.**
* Designed Profiles, Roles based on Organization role hierarchy and **implemented Record-Level and Field-Level security and configured their sharing settings.**
* Developed various custom objects, tabs, components and **Visual Force pages.**
* Customized page layouts for **standard/custom objects and assigned record types**.
* Skilled on Case Management, captured cases from the company's website and customer emails.
* Managed Auto response rules if customers approached beyond the business hours.
* Toiled on Record Types, Validation Rules, Triggers and Page Layouts.
* Provided daily support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts and installation and support of AppExchange application.
* Integrated the **Web Services for extracting the data from external systems and used the Sandbox for testing to ensure minimum code coverage to migrate applications into production.**
* Worked on Configuring data model, creating necessary objects, data validations, process flows.
* Managed Reports and **Dashboards, Report types, Analytic Snapshots to pull up Case Stats and Sales Stats from time to time.**
* Worked on Account Management involving integration with External Legacy System using SOAP based Web Services Callouts.
* Worked on **Salesforce APIs like SOAP API, REST API, Metadata API, Bulk API, Apex API to access salesforce org data and metadata.**
* Integrated **Salesforce with third party system JDE using Rest API.**
* Followed **Agile methodology and worked in sprint concept to complete development of projects**.
* Collaborated with the QA team in preparing test data for positive and negative test scenarios as per application specifications and test plans
* Implemented Chatter, Chatter desktop for public and private groups.
* Analyzed and evaluated the performance of the application from various dimensions and conducted user acceptance test (UAT) for successful implementation.

**Environment:** Salesforce.com, Oracle 10g, Apex classes, AppExchange, SOAP, Web Services, Sharing settings, Validation rules, Reports & Dashboards, Visualforce pages, data migration, Asynchronous Apex, Sandbox environment, Production environment, SQL, PL/SQL.

**Client: Data soft Technologies, India July 2012 – August 2015**

**Project Description: This project aims at automating and standardizing the operation of dealers, distributors and customers using Internet. The project involves in utilizing SQL to analyze existing data and develop Business models based on requirements.**

**Role: SQL Developer**

**Responsibilities:**

* Review project goals, outcomes, and requirements. Identify tasks, assess and estimate effort to complete.
* Translate business requirements into **technical requirements utilizing established standards and bringing best practices to ensure high quality data mapping**.
* Created **Databases and schema objects including tables, Indexes, applied constraints and connected various applications to the Database.**
* Working experience with **Column store indexes, table partitioning in SQL Server**.
* Working experience **with in-memory concepts of OLTP Databases in SQL Server.**
* Created Cursors and **Ref Cursors as part of the procedures to retrieve selected data**.
* Made use of Joins and sub-queries to simplify complex queries involving data across multiple tables.
* Used Triggers, Stored Procedures and **manipulated data using DDL and DML functions**.
* Used SQL Profiler to find badly performing queries and deadlocks
* Hands on experience working with **SSIS for ETL process ensuring proper implementation of Event Handlers, Loggings, Checkpoints, Transactions and package configurations**
* Used ETL (SSIS) to develop jobs for Extracting, Cleaning, Transforming and loading data from multiple data sources. Perform multiple complex transformations on this data and land it into SQL Server tables.
* Performed **data consistency and performance tuning effectively with SQL Profiler and Index Tuning Wizard.**
* Organized and facilitated Sprint Planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.

**Environment:** SQL Server, SQL Profiler, SSIS, MS Office