 **Udaya Kirani Tenneti**

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# PROFESSIONAL SUMMARY

* Around **6 years** of professional Software Development Experience with Object Oriented Analysis and experience in Salesforce.com CRM and Force.com platform with proficiency as a **Developer**
* Experienced in all phases of **Software Development Life Cycle** (SDLC) and project life cycle processes. Requirements gathering, analysis, design, development, testing and implementation
* Rich experience in Administration, Development and Maintenance of Salesforce Orgs and Custom User Interface using **Lightning Application, Force.com, Visual Force, Custom Controllers, CSS, Java Script, AJAX, Web Services** and **APEX**.
* Proficiency in SFDC **Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Reports, Tasks and Actions and Single Sign-on**.
* Have experience in implementing various advanced configurations like **Visual Flows, Process builder, Workflow.**
* Experience in **Data Migration** using Import Wizard, Workbench and other integration tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export and Talend.
* Used **SOQL** & **SOSL** with consideration to **Governor Limits**, data migration and custom developments for data manipulation needs of the application using platform database objects.
* Strong knowledge in customized **Case Management** with Escalation Rules, Workflow, Approval Process, Validation Rules, Reports and Dashboards.
* Experience in working and resolving various aspects of **Apex Triggers**, **Schedulers**, **Batch Apex**, **Web Services** (REST and SOAP), BULK API, **Partner WSDL** and **Enterprise WSDL**.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
* Experience in building reusable UI components and pages with **Lightning component framework** using **Aura** and **LWC**.
* Experienced in **deploying** Salesforce.com applications across various environments (from Sandbox to Production systems) using **Change Sets**, **Force.com IDE** and Force.com ANT Migration tools
* Experiencing in Integrating Salesforce with other applications using different integration patterns like Request and Reply mechanism, Fire and Forget Mechanism, Batch Data Synchronization, Remote Call-in and UI Data Changes and also Worked on salesforce different API’s like SOAP web services, REST Service, Bulk API, Streaming API, Chatter REST API, Metadata API and Tooling API.
* Experience on working and managing ServiceNow support tickets as per the priority and also working with interdependent teams to address API related or other issues which face along.
* Excellent work ethics, **self-motivated**, **quick learner,** and **team oriented**. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.
* Ability to and meet deadlines handle pressure in Agile Environment by coordinating multiple tasks in a work environment. Versatile team player with excellent analytical, presentation and inter-personal skills.

**EDUCATION**

Bachelor’s in Computer Science, JNT University, Hyderabad.

Master’s in Information Technology and Management, Campbellsville University.

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Apex Classes/Controller, Apex Triggers, SOQL, SOSL, Visual force (Pages, Component & Controllers), Aura Components, LWC. |
| **CRM Applications** | Salesforce.com, Reporting and Analytics of Sales, Services and Custom Cloud. |
| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, Aura Framework, LWC, JavaScript Controllers, Server-side Controllers. |
| **Salesforce Tools** | Force.com Explorer, Force Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), Work Bench, Talend. |
| **Languages & Web Services** | Core Java, HTML, CSS, RDBMS, JavaScript, Jquery, Servlets, JDBC, SOAP, RESTful web services, WSDL, XML, AWS, Glassfish server 3.1, Tomcat Server |
| **Operating Systems** | Windows 8/2000/Vista/7, iOS. |

# PROFESSIONAL EXPERIENCE

**Optum – Eden Prairie, MN Sep 2019 - Present**

**Salesforce Developer**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology and participating in daily scrum meetings with peer developers and team for better understanding of the project development status and deliverability and discussing if there are any issues faced and taking notes if there are any additional changes that needs to be taken or actions that need to be implemented.
* Developed Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Retrieved data from Third-Party API’s and displayed within the custom lightning component.
* Developed Lightning Component using Lightning Data Services to do CRUD operations on Salesforce Records without making multiple Server-side calls to Apex.
* Developed Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Develop solutions to an approach that enforces building application UI by leveraging Salesforce standard features, where possible Salesforce has a rich library of UI elements that can be used to create clean and intuitive layouts. These elements will be utilized before building a custom solution, where possible and will ensure that the application UI is easy to update.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Played a vital role in implementing Secure Identity Management and SAML-based Single Sign-on (SSO) application.
* Design Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates and Email generation according to application requirements.
* Work on new acquisitions data: Data mapping and integration into our database and create various Scheduled and Batch Apex jobs based on the business requirements.
* Use agile development practices including JIRA to manage workflow, working in Scrum Teams, and Sprint Planning and develop custom declarative & programmatic solutions to enhance service console channels such as Live Agent, Omni-Channel, Email-to-Case, Web-to-Case and Lightning Field Service.
* Working on building and embed lightning Components in Visualforce Page. This includes the lightning Component Framework and also involved in building lightning Component using the aura framework.

**Environment:** Saleforce.com platform, Force.com Sites, Apex, Visualforce, Pages, Lightning Application, Data Loader, HTML, Talend, Java, JavaScript, CSS, Custom Objects, Custom Tabs, SF Explorer, Visual Studio, Work Bench, salesforce dx, Eclipse IDE Plug-in.

**SiriusXM – Edison, NJ Jun 2018 – Aug 2019**

**Salesforce Developer**

**Responsibilities:**

* Worked with Business using agile to gather and document requirements for Live agent.
* Implemented salesforce communities for better customer interaction.
* Developed Visualforce page to save input data from customers and generate reports and dashboard for better understanding of the business.
* Deployed build into production org using change sets and ANT migration tool depending on the number of components.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Developed various Custom Objects, Tabs, validation rules, formula fields, chat buttons, chat profiles, record types and custom metadata.
* Developed Apex Classes, Controller Classes and Apex Triggers in the application.
* Written Apex Test classes to Unit Test Apex classes along with developing Apex classes and making sure to reach a minimum of 80% code coverage.
* Created and maintained the documentation for Design, Migration, and Integration.
* Developed custom wizards for case management and opportunity management using Visualforce pages and Custom controllers.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.

**Environment:** Salesforce.com Platform, Apex, Visualforce Pages, SOQL, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Chatter, Security Model, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Verizon – Atlanta, GA Nov 2017 – Apr 2018**

**Salesforce Developer**

**Responsibilities:**

* Worked on Salesforce.com customizations using Apex (classes, triggers and web services)
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Implemented new enhancements for Service Cloud console view and developed Visual force components.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional in the application.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Involved in Service Cloud Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Various Validation Rules & Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Performed customizations by creating the Custom Profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs, and custom Apps. Customized Tabs for different business user groups and business centers.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on configuring and customization of Apttus CPQ based on the business requirements.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Managed Security settings and conducted regular Security/Configuration Audit.

**Environment:** SalesForce.com, Force.com, Apex Classes, Visualforce (Pages, Component & Controllers), SOQL, SOSL, Data Loader, CRM Fusion Demand tools, Apttus (CPQ) HTML, CSS, Workflows, Salesforce Chatter, Approvals, Reports, AppExchange, WSDL, SOAP, Eclipse, IDE Plug-in.

**CTE Global Solutions – Hyderabad, India Jan 2016 – Jul 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the Salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Created email templates and inbound emails using Visual Force for customers and clients.
* Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
* Collaborated with GitHub to access and share data from database.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Performed software build using a build system like Apache, Maven or Gradle, executed a shell script using Jenkins.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web service (REST and SOAP).

**Magnus Information Solutions – Hyderabad, India Sep 2014 – Dec 2015**

**Software Developer**

**Responsibilities:**

* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Worked on CRM platforms like ServiceMax and closely with business partners to realize the full implementation capabilities into Salesforce CRM.
* Worked in customization and developing of ServiceMax components SFM (Service Flow Manager), SFW (service Flow Wizard), scheduled SFM and SFM Data validation rules.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Field level security.
* Designed Visual Force pages to add more flexibility and a rich look.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visualforce (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Ajax, Custom tabs, HTML, Web-service, Sharing Rules.