 **** Ram Vutukuri

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**SUMMARY**

* **8 years** of experience in **analysis**, **design**, **development**, **testing**, **delivery** and **production support** of application software. Over **6+ years** of experience in **Salesforce.com CRM Platform and Apex technologies, Sales Cloud, Service Cloud, Marketing cloud.**
* Expertise in Development, **Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce CRM and Salesforce applications**.
* Expertise in **aura framework**, **Lightning Components** and Salesforce Lightning Design System (SLDS).
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Hands-on experience in several mid-size, global implementations using **Steel brick CPQ**.
* Worked on **Visualforce pages** and having experience with **CSS and Java Script.**
* Expertise in building **Visual Force Pages, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer communities, Analytic Snapshots.**
* Experience in querying salesforce.com database using **SOQL&SOSL** queries using Force.com Explorer.
* Experience in the **Analysis, Design, Development, Testing and Implementation** phases of Business Intelligence solutions using **ETL tool Informatica Power Center** (Repository Manager, Designer, Workflow Manager, and Workflow Monitor).
* Experienced with **Lightning UI** development and working on **Lightning Process Builder**.
* Hands on experience on **Sales force Lightening** and **Communities.**
* Extensively worked on Salesforce.com **sandbox and production environment** including creating Sandboxes and refreshing it time to time. **Deployment** between Production and Sandboxes using Eclipse, Force.com **Migration Tool, ANT Migration Tool, Infromatica PowerCenter ETL Tool, and Change Set**.
* Experienced working with various **AppExchange** products and **CPQ** products like **Salesforce CPQ (formerly SteelBrick CPQ) and APPTUS CPQ.**
* In-depth knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting, and Quote templates in **Steelbrick CPQ**.
* **Salesforce Integration** with Oracle, SAP ERP using Apex web services WSDL and outbound messaging.
* **Salesforce.com** **implementation and customization** using Apex (Classes, Controllers, Triggers), Apex Scheduler, Batch Apex, Apex Web Service, Visualforce Pages, Custom Tabs and Objects, Analytic Snapshots, Dashboards.
* **Agile Methodologies, Scrum Software Development processes** as well as **Waterfall** model.
* **Salesforce CRM UI customization** using Apex, Custom Controllers, Visual force, CSS, JavaScript libraries.
* **CRM Business processes** like Forecasting, Campaign management, Lead Management (Web-to-Lead), Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case).
* **Salesforce Integration** with Oracle, SAP ERP using Apex web services WSDL and outbound messaging.
* Implementing the **build automation process** using Jenkins, Bit bucket.
* Excellent domain knowledge of the **Telecom** **& Finance Industry Verticals.**
* Diverse & extensive experience in managing **Software Development/Deployment and Customer Interaction**; Excellent experience in all phases of the **Software Development Life Cycle (SDLC).**
* Demonstrated expertise in leading teams to successful **Project Implementation with Project Management, Scope Containment and Quality Assurance**
* Experience in creating **Transformations** (Joiner, Sorter, Aggregator, Expression, Lookup, Router, Filter, Update Strategy, Sequence Generator, Normalizer and Rank) and Mappings using **Informatica Designer and processing tasks** using **Workflow Manager** to move data from multiple sources into targets.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Experience in installing Salesforce **AppExchange Apps**, configured and maintained user security permissions in compliance with organizational needs.
* Experience in data migration from **ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard**.
* Designed and developed **SOAP** and **REST** based web services to integrate Salesforce with different external system.
* Hands on experience with **Bulk API, Rest API, Soap API, XML.**
* Strong knowledge & experience working in teams implementing **Agile Methodologies**
* Expertise in developing applications using **Java, Servlets, JSP, J2EE, JDBC, XML, Eclipse, Apache server with Tomcat, HTML, Java Scripts.**

**CERTIFICATION**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Technology Expertise** | **Description** |
| **Salesforce Technologies** | SFDC Certified Force.com Developer, Sales force CRM, Sales force SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Programming Languages** | Java, JavaScript, HTML, XML, DHTML, C, C++, C#, SQL |
| **Scripting Technologies** | HTML, JavaScript, XML, JQuery |
| **Tools & Utilities** | Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and Force.com Eclipse IDE Plug-in. |
| **Configuration Tools** | Microsoft TFS, SVN, GIT, Bit Bucket, Jenkins |
|  |  |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production). |

**EDUCATION**

Bachelor of Technology – Information Technology - Jawaharlal Nehru Technological University, Hyderabad, India.

**Accenture Federal Services – Woodlawn,MD Nov 2019 to Till date**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Strong Salesforce development experience with **Eclipse IDE, Apex, Visualforce, API, SOAP, Triggers, Lightning components, Process Builder, MySQL, and flow.**
* Participate in Agile scrum ceremonies (planning, daily scrum, retrospectives, etc.) to **analyze** **business** and **technology requirements** and **outline** **proposed** **solutions**.
* **Develop technical artifacts** that will support both the development and quality assurance team.
* Build solutions using Configuration, administration, and development on the Salesforce platform. Ensuring a configuration first approach that is measurable and maintainable.
* Worked on **Heroku connect** to build apps. Used **Heroku** processes for deploying.
* Work in the Salesforce.com development environment which includes custom objects, workflows, triggers, migration tools, SOQL and REST-based web services using **Apex programming, Lightning web components (LWC), and related technology components.**
* Support daily data import processes and direct real-time integrations.
* Strong experience in Web based pages and site design using **HTML, CSS, XML, XSLT, JavaScript, Bootstrap JS, Node JS, Angular JS, and Ajax.**
* Query, queryAll, Insert, update, upsert & delete a large number of records asynchronously using REST Bulk API
* Experienced in working **MVC Architecture** and in using **Version Control (GIT).**
* Experience build and release management, build and migration tools like **Eclipse, Ant, Jenkins , GitHub, Flosum** and other relevant tools for continuous Integration.
* Assist SF Administrator in **user support, data processes, security, workflow, system audits,** etc.
* Developing **Lightning web components** with validation.
* Ability to build apps on **Heroku** and experience using Heroku connect.
* Providing system administration and customization support of internal and customer-facing Salesforce environment, especially related to customized applications including **Apex, LWC, Visualforce and lightning components, user permissions, security settings, process builders, visual flow, custom objects and validation rules.**
* Experience in building **Lightning applications** and **using Lightning Design System, Lightning Implementation(s) Salesforce communities, chatter, and shield experience.**
* Experience with Web Services, REST, outbound messaging, and experience with integration/middleware tools (e.g. Mulesoft).
* Experience using version control systems such as: **Azure DevOps, Github, Bitbucket, TortoiseSVN, MercurialExperience** with defect triage, analysis, and resolution.
* Experience with **Microsoft Visual Studio code** to develop Lightning Web Components.
* Experienced with various Web standards such as **JavaScript, HTTP protocols, CSS, AJAX, Flash and XML and JSON**.

**Environment:** Eclipse, Java, Eclipse IDE, Salesforce.com Platform, Apex, LWC, Visualforce, Classic, LWC, Microsoft Visual Studio code, Custom Reports, Lightning Design Systems, Email Services, Node JS, Data Migration, Heroku Connect, Integrations, Process builder, Deployments, Data Loader, HTML, Postman, Slingshot,

**Charles Schwab – Westlake, TX Dec 2017 to Nov 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with business users, analysts for requirements understanding, analyzing, and preparing technical document for the functional requirements and use LWC to increase application performance.
* Working intensively with the **Financial Service Cloud** and **Sales Cloud** with NCENO application and their business process for optimization.
* Worked with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Experience with Salesforce Lightning security and performance features. Working Knowledge of Financial Service Cloud or Sales Cloud. Consistently Appling learned processes, procedures, and workflows to include (however not limited to) the software development lifecycle and/or release processes.
* Experience in discovering how **Financial Service Cloud with Family Financial Tracking** helps retail, premier, and business banks digitally transform engagements to become the bank that customers love.
* Expertise in creating effortless experiences that not only increase customer satisfaction, but also grow wallet share by seamlessly connecting al communication channels and lines of business.
* Built Lightning components using two programming models: Lightning Web Components, and the original model, Aura Components.
* Working on Lightning Web Components, security, lightning Data Service, Base lightning Components, Templates, Custom elements, Shadow DOM, Modules, Standard events, and Standard Elements Rendering.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Involved in administering, configuring, maintaining Salesforce.com application user profiles, roles, Permissions and Page Layouts.
* **Dupe Blocker** AppExchange for Accounts and Contacts -> Created scenarios, installed the scenarios in different salesforce environments and providing support for any issues or assistance. The use of Dupe Blocker is to block duplicate records on exact matches (First Name, Last Name, Home Phone, and Mailing Address).
* Sandbox Refreshes and Post refresh setup for Single sign on and Integration setup.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages, and Batch Apex and Web services using WSDL and SOAP** to modify and support custom business logic.
* Strong knowledge on **Salesforce outlook connector and Mobile application** like Salesforce Classic. Involved in the configuration of the application and support of those application.
* Hands on Experience in working on **force.com** developer toolkit including **Visualforce pages, Apex classes, Apex controllers and Apex triggers** to develop custom business logic.
* Worked on the **Visualforce page enhancements** as part of UI overhaul of the company’s website.
* Worked on UI tasks of the company’s website by developing Lightning Components.
* Responsible for classic to lightning migration of the existing Visualforce pages/classic content.
* Proficiency in **designing, administering, and configuring** Salesforce features including **Profiles, Roles, Users, Page Layouts, Workflows, Reports, Dashboards.**
* Involved in Development of **Test plans, Test Execution, S/W Verification and Defect Management**.
* Experience with managing the **complex Data Experience** **in Integrating App Exchange Applications** with Salesforce, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, working with different aspects of Web Services (XML, WSDL, SOAP, REST, SSI) & web integration with SDFC.
* Expert in developing **Custom Applications, Custom objects, Custom fields, Custom Tabs, Custom components and Role based page layouts**.
* Created **Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy**. Involved in Data Migration from three Legacy Systems to Salesforce.
* **Implemented Salesforce Service Cloud & 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.
* Worked **with SOQL, SOSL queries with Governor Limitations to store and download** the data from Salesforce.com platform database.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex.
* Experienced **in designing UI using Visual Force Pages. Wrote Test Scripts** for various scenarios.
* **Migrating Metadata from one sandbox to another sandbox using Force**.com IDE tool.

**Environment:** Crm, Eclipse, Java, jquery, Sql server, Sql, Apex, Html, Ant, Deployment, Force.com, Mongodb, Etl, Css, Vlan, Vpn, Wireshark, Jira, Junit, IntelliJ Idea, Eclipse IDE, Salesforce.com Platform, Apex, Lightning, Visualforce, Classic, Jitterbit Harmony, Toad Data Point, Community Portal, Node JS, Custom Reports, Lightning Design Systems, Email Services, Data Migration, Integrations, Process builder, Deployments, GearSet

**PowerSchool Inc. – Bethlehem, PA Oct 2016 to Nov 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with business users, analysts for requirements understanding, analyzing, and preparing technical document for the functional requirements.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Written Apex Test Class to validate the behavior in Apex Classes.
* Involved in the batch Job Monitoring and developed of Batch Jobs.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Using workflow rule created time-based workflow rules.
* Written Validation Rule for maintaining a clean data and enforce restriction based on business requirements.
* Involved in administering, configuring, maintaining Salesforce.com application user profiles, roles, Permissions and Page Layouts.
* Involved in developing, implementing & testing on the Sandbox environment.
* Involved in deploying code to different environments using change sets.
* Trained the internal business users to use the application and develop their own custom reports.
* Performed mass data imports/exports using the API or various import tools.
* Created Rollup Summary fields in the master object using Rollup summary fields.
* Coordinated with offshore, near shore for design and coding deliverables.
* Used the sandbox **for testing and migrated the code to the deployment instance** after testing.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Use App Cloud mobile to **instantly deploy apps to users with Salesforce1. Build user friendly and native** android IOS and windows app with the mobile SDK, design and run massively.
* Wrote an **Apex Trigger** on **Contact** for cross-object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
* Tuned performance of Informatica session for large data files by increasing **block size, data cache size, sequence buffer length, and target based commit interval.**
* Performance tuned ETL code - **mappings, sessions, databases**, etc.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API.**
* **Visual Force** Pages using **StandardControllers**, **CustomControllers**, **ExtensionControllers** & **Web Services API**.
* Creating new **User Interface** using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
* Created Objects, **Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process**.
* Using **Data Loader and Import Wizard for Data Export, Updates and Backup** for the organization.
* Working with **Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud** and Integration.
* Extensively used **Informatica debugger** to figure out the problems in mapping.
* Created **workflows for automated Lead Routing, Lead Escalation, and Alerts &Custom** Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* According to **the business user’s requirement, creating Reports and Dashboards.**

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Apex Language, Visual Force, HTML, Informatica Intelligent Cloud Services (IICS), JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Cron Tab Informatica Scheduler, Production environment, SSO, Sfd2sfdc.

**Nationwide Children’s Hospital – Columbus, OH June 2015 to Sep 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Implemented Salesforce **ServiceCloud** & **OpportunityManagement** (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.
* Implemented Quote-to-Cash solution using **CPQ**. Depth understanding of the **CPQ** data model and functionality.
* Experience on **CPQ** using Product Catalog Quoting and Contracting.
* Extensively worked **on force.com platform in salesforce.com environment** with Apex and Visual Force pages.
* Created custom reports and enhanced Work.com environment as per user needs using **Apex** and **Visual force pages**.
* Developed **dynamic visual force pages** using **Java script** and **Ajax toolkit**.
* Worked with **SOQL**, **SOSL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Reviewing the test cases with the testing team
* Supporting in **SIT, UAT** and Go live
* Involved in deployment from sandbox to sandbox and sandbox to production
* Set up role hierarchy, profiles, and users for the organization
* Data clean up and **data migration**
* Giving training for end user about the functionality implemented
* Enabled Omni Channel and configured, automatically pushes work to our users.
* Configured routing rules to assign cases to agents and leads to salespeople through Omni-Channel.
* Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations.
* Used SLDS for the design of Lightning components.
* Used to work on Lightning components available for drag and drop in the Lightning Components pane in Community Builder and also had to create a custom theme styles from lightning design system layout to transform the appearance and overall structure of the pages in the Customer Service.
* Working knowledge on communities to develop homeowner
* Worked in connecting 6 flows with lightning data service for record creation deletion and updating with the help of lighting component and controller.
* Build flows which embedded lightning components for each object fields and assigning the input variables to get flow between the components with the help of lightning buttons.
* Worked on writing **Apex Triggers** & **Apex Classes**, **Batch Apex** and **Scheduled Apex**.
* Experienced in designing **UI** using **Visual Force** Pages. Wrote **Test Scripts** for various scenarios.
* Migrating **Metadata** from one sandbox to another sandbox using **Force.com IDE tool.**
* Used **Web Services** like **SOAP API** and **Rest API** to integrate with external systems**.**
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance** Testing.
* Managed user accounts and security - including **new user account creation, profile and role Management, sharing rules, and security controls.**
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Configured Salesforce.com to meet business requirements - including fields, **page layouts, workflows, approvals and validation rules.**
* Developed and configured various Custom Reports and Report Folders for different **user profiles**
* based on the needs in the organization
* Use **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.
* Proactively discover the underlying business goal and needs.
* Provide solutions to problems clients face
* Implemented **Salesforce.com customizations** and drove **user acceptance testing (UAT)**.
* Partner with business stakeholders driving the requirements to be sure they have a complete understanding of the improvements and changes
* Resolved Salesforce.com usage problems.
* Conducted **Training sessions for End users** and testing team.
* Review AppExchange applications for functionality and security risks.
* Integrating on premise Mainframe Case, CPQ and reporting systems with Salesforce REST APIs.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into salesforce.com from other databases and CSV files.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs.

**Environment:** Salesforce.com platform, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**QA Channels Pvt. Ltd. – Hyderabad, India May 2013 to Jan 2015**

**Role: Salesforce Admin and Developer Trainee**

**Responsibilities:**

* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used **field level security** along with page layouts to manage access to certain fields.
* Created custom **Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the force.com platform.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Involved in the Data Transformation and **Data Cleansing** activities while transferring the data to the external system using **Informatics** on Demand.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Implemented web-based case management automation - Web-to-Case and Email-to-Case (on Case Object) to track and solve customer's issues.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Worked on various **salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages**, Reports and Dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, **Visual Force Pages** to suit to the needs of the application.
* Designed, developed and deployed Apex Classes Extension Classes to support Visual Force pages’ development, Test Classes for **Unit testing and Apex Triggers** for various functional needs in the application.
* Created workflow rules and defined related tasks, **time triggered tasks**, **Email alerts**, filed updates to implement business logic.

**Environment:** Agile, Salesforce.com platform, Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.