**Name: Vinod Kanakala**

**E- Mail ID:** sfdc.kgv9@gmail.com

**Phone No: +1 913-325-0332**

**Professional Summary**

* An accomplished professional with **2X** Certified and over **7+** years of experience in the **Salesforce.com CRM platform.**
* Salesforce Administrator/Developer with extensive experience and passionate Salesforce consultant with proficient in all phases of **Software Development Life Cycle** (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation, and enhancement of project in SalesForce.com.
* Worked on various SFDC implementations covering **Sales Cloud &Service Cloud.**
* Experience in working with **Visualforce pages, Apex Classes.**
* Involved in developing **Salesforce Lightning Apps, Components.**
* Have good experience in implementing **Apex classes** and **Triggers, APIs, Visual Force, Batch Apex, SOQL, and SOSL.**
* Experience in development of **Salesfore.com Applications**, designed **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows** and **Approval Processes** for Automated alerts, Field updates and Email generation according to application requirements.
* Proficiency in SFDC administrative tasks like creating **Profiles, Permission Sets, Roles, Sharing Rules, Users, Page Layouts, Search layouts, Email Services, Approval process, Workflows rules, Workflow Actions, Validation rules,** Reports and Dashboards.
* Experience at designing in **Salesforce.com** platform, tallying the business requirements by designing the required User Interface entities like Custom Objects, creating the relationships/ Junction objects like **Master-Child, lookups, Entity Relationship data model** and business logics.
* Knowledge of Salesforce setup menu, Configuration, Custom Application Development, Administration, Deployment of applications to Force.com platform.
* **Good Knowledge about Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect.**
* **Working on Global actions, Quick actions, Lightning Tabs, Chatter approvals and post templates.**
* Experience with **Lightning Flows** and **Process Builder.**
* Experience in configuring **Apttus CPQ** and working with Apttus objects to create Quotes, bundles and manage products and Cloud implementations.
* Developed **Vlocity** Integration Procedures, **Vlocity** Data Raptors, **Vlocity** Cards**, Vlocity** Templates, **Vlocity** Decompositions and **Vlocity** omni scripts Design.
* Worked on **Vlocity** Product set up and Attribute design and Calculation Matrices.
* Proficient in **Vlocity** Deployment and integration
* Worked on the integration using **REST**, to exchange data between the system with the external system using **Batch Apex.**
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries within Governor Limits.
* Excellent knowledge and experience at administrative tasks such as **Creating Profiles, Roles** and **Permission Sets, Tasks** and **Events, Email Templates.**
* Experience with **Agile development methodology** and participating in PI Planning, Sprint Planning and Daily Scrum meetings.
* Experience in creating **Custom Apps, Custom Objects, Custom fields, Sharing Rules (**Criteria and Owner based**), Page Layout** assignment**, Search Layouts, Related List** and defining Field Dependencies, custom buttons.
* Experience in bulk **data migration** and management using **Import wizard, Data Loader**
* Experience in **APIs, REST API, SOAP API.**
* Hands on experience working with HTML, XML, CSS, JavaScript, and AJAX.
* Experience in Salesfo**rce.com Sandbox** and Production environments and deployed the configuration from sandbox to production.

**Certifications:**

* SALESFORCE CERTIFIED PLATFORM DEVELOPER I
* SALESFORCE CERTIFIED PLATFORM DEVELOPER II

**Education:**

* Master’s Degree in Cybersecurity and Information Assurance, from Central Missouri University, USA
* Bachelor of Technology from SRM University in Electrical and Electronics Engineering.

**Technical Skills:**

**Salesforce Technologies:**

Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process.

**Force.com Tools:**

Apex Data Loader, Force.com Eclipse IDE plug-in, Lexi Loader, Connect Offline, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Workbench & ETL Tools,

Force.com Platform (Sandbox, and Production) QTP.

**Programming:**

HTML5/CSS3, JavaScript, jQuery, SQL, Eclipse IDE, Sublime, Object Oriented and Functional Programming.

**Professional Experience:**

**Deloitte Mar 2020 – Till Date**

**Role: Sr. Salesforce Developer**

**Description:**Developed portal using Salesforce CRM which is effectively used by Customer Care to provide Claims, Benefits, Authorization, Adjustments, and other information to the customers, Developed interface to search for the knowledge articles in the portal that are dependent on the Data categories using the Knowledge Base in Salesforce.

**Roles & Responsibilities**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Worked on Core **Field Service** features. And having experience on Scheduling and optimization from a managed package.
* Maintained release notes and release plan for every release.
* Effectively communicated with the client, team in knowledge transfer sessions.
* Developed various Lightning components that integrated to form a single point of interactive payment calculator to generate a payment plan.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with Lightning.
* Triggered interface events by user interactions, which included Lightning Component framework and involved in building Lightning Components using the aura framework.
* Developed **Vlocity** Integration Procedures, **Vlocity** Data Raptors, **Vlocity** Cards, **Vlocity** Templates, **Vlocity** Decompositions and **Vlocity** omni scripts Design.
* Worked on **Vlocity** Product set up and Attribute design and Calculation Matrices.
* Proficient in **Vlocity** Deployment and integration.
* Worked on **lightning web components** (**LWC**) implementation of a new breed of lightweight frameworks built on web standards, which leverages custom elements, modules, shadow DOM, decorators, templates, and other new language constructs available in ECMAScript 7 and beyond.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Developed Apex Classes, Triggers and Visual force Pages, Lightning Component bundles.
* Salesforce Lightning Design System and Lightning App Builder.
* Designed, implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Implemented escalation rules, automatic case generation and their escalation to call center representatives and generated email alerts for quick issue resolution.
* Designed the Visualforce pages to model, view, paradigm by accessing the server–side to data and logic.
* Created Visualforce pages to separate the database, model and view out into separate layers.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created and defined lookup and master–detail relationships on the objects and created junction objects to establish many–to–many relationships among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Used Salesforce Workbench for various tasks such as sObjects, components and session information, wrote SOSL & SOQL queries, performed DML operations, migrations using Deploy and retrieved, executed Apex, REST API queries and Metadata API process status.
* Created the workflows for automated lead routing, lead escalation, alerts.
* Used CVS repository as version control tool and used Jenkins to provide CI/CD.
* Experienced in the use of Data Loader and scheduled timely data backup operations using Apex scheduler.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of Salesforce.com support.
* Worked on Sales cloud, service cloud, Customer Portal and Salesforce Chatter.
* Developed and configured various Custom Reports and Report Folders for different user Profiles based on the need in the organization.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created and defined lookup and master–detail relationships on the objects and created junction objects to establish many–to–many relationships among objects.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in accordance with organizational requirements.
* Created and used different HTML Email templates.
* Designed Web Forms using different Server Controls, API Validation Controls and other third–party controls
* Used Cascading Style Sheets (CSS) to apply styles to List View and some other tables in dashboards.
* Developed Views using MVCRazor.
* Implemented pick lists, dependent picklists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.

**Client: Genpact, Hyderabad, India Feb 2016 – Jul 2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** and **Developer** in the organization.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**.
* Developed various **Apex classes**, **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created various **Profiles, Roles, Page Layouts and** Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Developed Cascading Style Sheets **(CSS)** for creating effects in **Visual force pages.**
* Created **Workflow rules** and defined related workflow actions like **task creation, sending email alerts** and **field updates.**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation, and formula fields to the custom objects**.**
* Created **email templates** and inbound emails using Visual Force for clients and customers.
* Worked with **SOQL**&**SOSL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Involved in resolving issues found during **Unit Testing &** User Acceptance Testing **(UAT).**
* Implementation of Cast Iron for loading the data.
* Developed business documents for Salesforce.com **Custom objects**.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal**.**
* Implemented Salesforce.com web services client using Sales force web services API, Java.
* Developed several **Custom Reports** & **Dashboards** to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Provided the **training** to Business users about the system and giving demo to users before a new **feature is deployed to Production.**
* Worked on Salesforce.com customizations using **Apex** (**Classes, Triggers and Web Services**) and **Visual force** that consists of several new data integrations and customizations to be done as per business requirements.
* Developed **Visual force pages** for building public websites using **Force.com Sites** where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like **CSS and JavaScript** and used **Static Resources** when required.
* Created **APEX Classes** and **Triggers** for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating **Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security, and Page Layouts.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Converted some existing Visual Force pages to **lightning web components** as part of our organization Migration to **Lightning**.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on Lightning development applications like components and web components from the scratch.
* Converted some existing lightning components to lightning web components.
* Involved in development and testing of **web services** to integrate with external system.
* Involved in development of Inbound and Outbound web services.
* Implemented **Sales cloud** like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Implemented Salesforce **Service cloud** like creating Queues, assigning Cases to Queues or Users, and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex **test classes** for unit testing and achieved at least 85% code coverage for migration.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Experience in working with **AppExchange** applications like **ZUORA** for Billing system.
* Worked on JIRA for ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production orgs using **Force.com IDE, Change Sets.**
* Configured tasks using **CPQ** and Opportunity Management. Created integration with CPQ and CLM applications.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using **CPQ** within the exclusively developed framework

**Environment:** Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, Force.com IDE, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox.

**BYJU’S, Hyderabad, India April 2014 - Dec 2016**

# Role: Salesforce Developer/Administrator

**Description:** E-Learning Portal for managing student attendance, online classes, examinations, scores etc. It helps to assimilate various branches of an organization. Flexible for upload, update or delete any category as per requirement. Maintain data confidentially and generate reports if necessary

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)** and using other Platform based technologies like **Visualforce** and **Force.com API**
* Performed the roles of **Salesforce.com Analyst/ Developer** and **Administrator** in the organization
* Involved in **Salesforce.com Application Setup activities** and **customized the apps** to match the functional needs of the organization
* Worked on various **salesforce**.**com** standard objects like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**
* Implemented **case management automation** (on **Case Object**) to track and solve customer’s issues Implemented **Email-to-Case** entry and **manual case entry** for entering customer’s cases in **Cases Tab**
* Designed, and deployed the **Custom objects**, **Entity-Relationship data model**, **validation rules**, **Page layouts, Custom tabs**, **Components**, **Visual Force Pages** to suit to the needs of the application
* Designed, developed, and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application
* Developed and configured various **Reports** and **Report Folders** for different user profiles based on the need in the organization
* Participated in the training sessions provided by the Salesforce team
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of **Salesforce** and using other Platform based technologies like **Visualforce**, **Force.com and Web Services**.
* Worked on **Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.**
* Actively involved with developers, involved in enhancement of business modules using **Standard** and **Custom Objects**, **Formula logic**, **Apex classes**, **Test Methods** and writing **SOSL** and **SOQL** queries.
* Designed and developed **Apex triggers**, **Apex classes**, **Custom Objects**, **custom layouts**, **workflows**, **approval processes**, **tasks**, **email alerts**, and **record types** in **Salesforce.com**.
* Involved in **Accounts & Opportunities** and the **Visualforce Controllers**. Actively participated in the design and development of **custom Visualforce search pages**.
* Worked on **Salesforce.com** based development enhancements and implemented **lightning applications** from the **scratch.**
* Built customized **Lightning components** replacing the existing ones, using **JavaScript** on the client side and **Apex** on the server side.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, **Profiles** and **Sharing settings.**
* Worked in **Salesforce.com Customization**, Creation and maintenance of **Record Types**, **Page Layouts**, **Objects**, **Tabs**, and **Fields**.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
* Worked on **enhancements** to SFDC application required by business users from time to time.
* Worked on **Salesforce** implementations from inception to delivery.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visual force pages to develop custom business logic.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates, and operating procedures to optimize IT project development.

**Environment*:*** Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.