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**Rahul Reddy Inugala (Certified Salesforce Developer)**

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**Certifications:**

* Salesforce Certified Administrator (201)
* Salesforce Certified Platform Developer (PD-1)
* Salesforce Certified Platform Developer (PD-2)
* Salesforce Sales cloud consultant
* Salesforce Service cloud consultant

**Summary:**

* **7 years** of work experience in Application Software Designing, Development, Testing and Implementation across different functional areas. **6 years of experience on salesforce.com involving on configuration, customization, integration, communities, deployment, supporting CRM application and classic to lightning migration, creating lightning components using lightning design system.**
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes
* Have experience in **Sales Cloud/Service Cloud.**
* Exposure to Web Based Application, Client Server based Application with **4 year**s of Java/J2EE development experience.
* Having 6 years of experience in Sales Force.com CRM platform as a developer and tester.
* Extensive experience on **Apex development** in creating Objects, **Triggers**, Apex Classes, Standard Controllers within Governor Limits.
* Exposure to **Custom Controllers and Controller Extensions**
* Have performed **page layout customization, page layout assignment** based on profiles and created custom links based on user requirement.
* Good understanding of **Data warehouse concepts** and its features like Star Schema, Snowflake Schema, SCD’s.
* Worked on Enabling **Aura Framework**, by adding Aura Attributes and Aura Handlers.
* Ability to write complex **SOQL, SOSL quiries** across multiple objects within the SFDC database.
* Thorough understanding and good experience on **Data Loader**.
* Experienced in **Creating Roles, Profiles,** **Users**, **Email Services**, **Page Layouts**, **Workflow** **Alerts** and **Actions**.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experienced in **Analysis, Design, Development** and **Testing** of the SFDC application according to the business requirement.
* Generated various **Reports, Dashboards** and **Approval Processes.** Experience in Implementing and executing **System Logs and Debug Logs**.
* Good exposure to **Restful Web Services.**
* Experience in data migration and integration using **Apex Data Loader**, **Jitterbit Data Loader** and **Lexiloader.**
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* **Version Control and Issue Tracking:**GitHub, Bitbucket, CVS, JIRA
* Efficient use of REST and SOAP APIs. **Used Jenkins for integrating salesforce projects**.
* Experience in **source version control system** (SVN, GIT).
* Have experience in using **Ant, TestNG** and **Junit**.
* Used **Jenkins/Hudson** as continuous integration tool.
* Expert in SFDC Administrative skills like creating **Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks** and **Events**. Experienced working with **salesforce.com sandbox** and **production environments**, also with Eclipse IDE Force.com Plug-in environments.
* Good at migrations and deployment of code from one environment to other using **Autorabit** tool, **Force.com** IDE deployment wizard, **Mavens mate** and **Workbench** Deployment Wizard also have hands on experience in **ANT** Migration.
* Extensive Knowledge on Salesforce end to end implementation.
* Developed and Integrated Applications with Salesforce1 mobile app for easy access to the users
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP, SAP, PI ,Azure
* Exploring **App exchange applications** and integrating them with Salesforce.
* Created Web Services for handling requests and API based applications using **REST or SOAP**-based web services (SOA)
* Extensively worked on web technologies like **HTML, XML, CSS, JSP**, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.

**Education:**

* Bachelor of technology in 2012 from JNTU
* Master’s in computer science in 2016 from Colorado technical university

**Technical skills:**

Operating Systems: Linux, Windows, MacOs

SFDC Technologies: Salesforce CRM, Apex, Classes/Controllers, Workflow & Approvals, Case Management Automation, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, AJAX, Validation Rules, Formulae, Custom objects, Page Layouts, Record

Languages: Java, SQL, SOQL, Ruby, shell script, JavaScript, Apex

Salesforce Tools: Eclipse, Force.com IDE, Apex Data Loader, workbench

Web Technologies: JSP, J2EE security, JDBC, WSDL, JMS, Hibernate, JQuery, HTML, CSS

Databases: DB2, Oracle 9i/10g/11i, SQL Server, MS Access, Excel

Frameworks: Struts, Spring MVC, Play, Restful, Lego

Web/Application Severs: Weblogic, Websphere, Tomcat

**Professional Experience:**

**MobileMini Inc. AZ, May-2020 to Till today**

**Role:** Salesforce Developer

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Interacted with various business user groups for gathering the requirements and providing technical insights.
* Interacted with developers in the team to provide technical design and solutions.
* Worked on salesforce out of the box configuration tasks like creating objects, fields, validation rules, workflows, process builders, email alerts, Lightning Apps/Console Apps, **Lightning Flows, Login Flows**, VF email templates.
* Development Activities: Writing Apex classes, triggers, batch classes, scheduler classes, text classes, visualforce pages, **lightning components, lightning web components.**
* Worked on creating and **configuring communities**, **Auth Providers, Single Sign On (SSO) and created just-in-time user provisioning** authorization apex class for creating/updating user, partner contact and partner account.
* Worked on to and from **integration between salesforce and Azure, SAP** & **SIEBEL** using custom and standard APIs.
* Worked on creating connected apps and worked with Mulesoft as middleware for **REST APIs.**
* Worked on customer **sensitive data redaction** from email to case sensitive using Regular expression methods.
* Created **Multi-Factor authentication** using login flow which can be utilized by community users.
* Worked with service cloud team to setup and debug issues in call center and case management
* Worked on setting up **scratch orgs and used VS code** and Salesforce CLI for development.
* Worked on deployments using ant, workbench, gearset having GIT as version control tool.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Ryder System Inc., Miami, FL March-2019 to May 2020**

**Role:** Salesforce Developer

Description: Ryder is fully integrated end-to-end transportation and logistics provider, it provides the solution to focus more on business as it implements and executes a customized strategy to meet the goals. As a fully diversified transportation and supply chain solutions company, it provides the unique portfolio of solutions in fleet management, dedicated transportation and supply chain management.

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, to better customize, and utilize the full functionality of the **Salesforce.com CRM solution**.
* Moved the tables like Opportunities, Accounts and Contacts to the **Salesforce CRM Standard objects**.
* Customized the dashboards to monitor lead activities based on sales geography.
* Worked closely with the business for requirements and enhancements while guiding implementation and facilitating Testing including user acceptance of changes.
* Responsible for analysis, requirements, Testing, production migration and project management of all support issues.
* Worked on provisioning of community users, profiles and setup the community using **community builder.**
* Worked on to and from integration between salesforce and **Azure** using custom and standard APIs.
* Worked on integration **payment gateway** to authorize and make payments
* Created **Public Sites** and Visualforce pages where user can see the status of his order and print the order in PDF.
* Provide thought leadership and consultation throughout the life cycle of a **Salesforce Community Cloud** implementation.
* Worked on salesforce out of the box configuration tasks like creating objects, fields, validation rules, workflows, process builders, email alerts, Lightning Apps/Console Apps, Lightning Flows, Login Flows, VF email templates.
* Development Activities: Writing Apex classes, triggers, batch classes, scheduler classes, text classes, visualforce pages, lightning components, **lightning web components.**
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Integrated using REST based Web service callouts to other external systems. Experienced in SSO and Integrations.
* Worked with Integration and web services. Integrated Sales force with legacy systems using Apex Web services and outbound messaging.
* Worked on various standard objects like Accounts, Contacts, Reports, Case, Solutions and Opportunities.
* Integrated Application with Salesforce1 mobile app for easy access to the users.
* Used field level security along with layouts to manage the visibility and accessibility of fields for different profiles.
* Used **Ant Script** for building and deploying the application.
* Generated different reports like **standard, summary** and **matrix** for quarterly and half yearly sales.
* Used the **sandbox for testing** and **migrated** the code to the deployment instance after testing.
* Implemented **Agile Methodologies, Test Driven Development (TDD)** with continuous builds and controlling iterative and incremental projects.
* Work on Chatter and Email integration features related to Sales cloud and Marketing cloud. Involved in **design, development, planning, testing** and **integration** of **Salesforce cloud services**.
* Created highly **customized UI** with help of **Visualforce pages** and components to fit the look and feel of the community to the Org.
* Worked on Integrations using REST based Web service callouts to **SAP system** and other external systems

**Environment:** Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Marketing Cloud, Lightning, Visual force, Batch Apex, SOAP, REST, Workflows and Approvals, Case Management, Components and Controller, Data Loader, Apex triggers, Automation, Sandbox testing. HTML, Java Script, Workflows, Report, Force.com, SalesForce.com sandbox.

**Genentech, SFO, CA Mar-2018 – Feb 2019**

**Role**:  Salesforce Developer/Lightning Developer

Description: Genentech became a member of the Roche Group in March of 2009. Genentech is a leading biotechnology company that discovers, develops, manufactures and commercializes medicines to treat patients with serious or life-threatening medical conditions.

**Responsibilities**:

* Gathered user requirements and involved in application **design discussions** and documentation for both **Post Sales and Pre-sales.**
* Hands on development experience in creating Lightning Applications on Salesforce1.
* Proficient in creating **Lightning Apps combining Lightning Design System**, Lightning App Builder and Lightning Component features.
* Lightning Experience Formatting and migrating user data into **LE**, Implemented Salesforce **Lightning Components** for small set of users within the organization.
* Created **multiple Lightning Components**, added CSS and Design Parameters from LDS(LightningDesign System) that makes the Lightning component look and feel better.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Migrating from Salesforce Classic to Lightning and created  **Lightning Components**.
* Built customized Lightning components replacing the existing ones; using **JavaScript on the client side and Apex on the server side.**
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Performed the role of SFDC Lightning developer and interacted with various business user groups for gathering the requirements and created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Components for **custom CPQ** implementation.
* Worked on Sales cloud, **Quote-to-order** and case management using lightning components to suit to the needs
* Worked on integration **payment gateway** to authorize and make payments
* Created and utilized lightning components in quick actions on standard and custom objects
* Worked on Lightning **Communities** to allow the user registration and to create a quote or order.
* Integrated using **REST, SOAP** based Web service callouts to other external systems.
* Worked on integration DocuSign with Salesforce.
* Involved in **Workflow Management** Template creation and **Task Search page** generation.
* Was also involved in generation of rules to automate the process of **Creating Project, Auto assignment of Task, auto opening of successor** or **predecessor tasks**.
* Created **Util classes** and **Batch files** to clone Project, Phase and Tasks from its corresponding templates.
* Created VF page to display all sObject metadata on the Task template. These metadata were in turn used to dynamically display fields on Task Page

 ·        Integrated the sandbox with Copado, for metadata migration to Git and higher environments.

* Optimized the code to **resolve SOQL 101 errors**
* Created trigger to identify the **Seed** and **Node** of Proposals on a opportunity
* Created **dynamic VF Search pages** using **sObject parameters** and Components for **Service Console**
* Involved in **production deployment** for the sprint stories that our team owned.
* Was involved in integrating to external application using Rest API Calls
* Worked on synching **DocuSign** status and saving the Docs in SFDC
* Generated various of **Workflow, Triggers, Validation Rules, VF Components, VF pages, Controller class** etc.,
* Worked in parallel with multiple projects.
* Designed and generated **triggers, Vf pages** to capture County Partner and Lending Partner on a Service Contract.
* Used **Bitbucket** for version control and **JIRA** for issue tracking.
* Managed **users, hierarchical roles, profiles, security controls** and territory management.
* Actively involved in **fixing production issues**.
* Implement **Salesforce.com Communities** and on-board users utilizing standard profiles and objects.
* Involved in setting up customer portal for better service process and solution management.
* Written Apex **REST web service** classes for inbound calls to salesforce from external applications; developed apex HTTP callout and generated Apex classes using WSDL2Apex (generated stubs) to invoke external application from salesforce to retrieve data and render in salesforce UI.

**Environment**: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Bitbucket, Email services, Change set, Bitbucket and Controller, Email Services, HTML, Reports, Dashboards and Informatica, JavaScript, Eclipse IDE Plug-in, Data Loader, Java Script, CSS.

**Ryder System Inc, Miami, FL Sep - 2017 to Feb-2018**

**Role:** Salesforce Developer

Description: Ryder is fully integrated end-to-end transportation and logistics provider, it provides the solution to focus more on business as it implements and executes a customized strategy to meet the goals. As a fully diversified transportation and supply chain solutions company, it provides the unique portfolio of solutions in fleet management, dedicated transportation and supply chain management.

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, to better customize, and utilize the full functionality of the **Salesforce.com CRM solution**.
* Moved the tables like Opportunities, Accounts and Contacts to the **Salesforce CRM Standard objects**.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components**.
* Written **SOQL queries** against **force.com API**.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Using **Apex Data Loader** mapped data sources and loaded data into **Call Center application**.
* Used **Informatica Power Center** in synchronizing **SQL** and **Oracle** to the Salesforce application.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Enhanced the existing portal functionality and moved to **community cloud** for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Worked on **Community Cloud** implementations in two different portals.
* Worked on provisioning of community users, profiles and setup the community using **community builder.**
* Worked on creating **connected apps and created custom REST service endpoint** classes for multiple integrations
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com, SObjects used it to read, extract and load data from comma separated values (CSV) files.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Integrated using REST based Web service callouts to other external systems
* Provide thought leadership and consultation throughout the life cycle of a **Salesforce Community Cloud** implementation.
* Provide thought leadership and consultation throughout the life cycle of a **Salesforce Community Cloud implementation.**
* Generated different reports like **standard, summary** and **matrix** for quarterly and half yearly sales.
* Used the **sandbox for testing** and **migrated** the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.
* Worked with Approval processes that used **Email Approval steps**.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Responsible for setting up **web service integrations**, Worked with **Web Services (REST API's)**.
* Implemented **Salesforce.com web services** client using Salesforce web services API, Java, XML and partner WSDL.
* Implemented **Agile Methodologies, Test Driven Development (TDD)** with continuous builds and controlling iterative and incremental projects.
* Created highly **customized UI** with help of **Visualforce pages** and components to fit the look and feel of the community to the Org.

**Environment**: Saleforce.com platform, Apex Language, Mule soft, Visual Force Pages, Custom Component, HTML, Web Services, WSDL, SOAP, ETL tools, Eclipse IDE Plug-in.

**Client:** **Avantel Soft Tech Ltd, India Oct-2012 to Mar-2015**

**Role**:  Salesforce Developer

Description: Avantel follows the well designed methodology and expertise to support the right decision through decision, development and maintenance. It combines the flexibility and creativity for the start-up with solutions. It is networked with right tools, technologies and equipment to create value for global clients.

**Responsibilities**:

* Developed and Unit tested the enhancement projects using **agile** and **water fall methodologies**.
* Created profiles and implemented Object and **field level security** to hide critical information on the profile users.
* Worked on various **salesforce.com standard objects** like **Accounts, Contacts, Cases, Leads, Campaigns, Reports.**
* Worked on developing multiple projects in parallel along with the support of different applications
* Designed, and deployed the **Custom objects, Entity-Relationship data model, validation rules** on the objects and tabs,
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* **Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.
* Communicated and collaborated with upper managements and senior business partners to define Project In-Scope and Out-Of-Scope, Strategies and Deliverable.
* Used the sandbox for **testing** and **migrated the code to the deployment** instance after testing.
* Interacted with the **Salesforce.com** premium tech support team on a regular basis.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity
* Experience in handling administration, customization, configuration, mapping, data migration and integration of Salesforce.com applications.
* Single handed implementation and maintenance of the Continuous Deployment and Code Repository setup.
* Designed Test-driven development (TDD) and Continuous Integration (CI) software development process.
* Used the **Force.com explorer/Developer** console to build and **test SOQL** and **SOSL queries**.
* Created Visual Force Pages to override the standard functionality of New and Edit buttons.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed various types **Email templates** for auto response to customers.
* Developed custom reports to assist managers and report folders to provide report accessibility personnel.

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