Name: METTU DINESH REDDY
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PROFILE SUMMARY

- Having above **4 yrs**. Experience in the field of **IT Industry**
- Having Relevant experience of **3.6 years** in Salesforce.com CRM Platform both as Administrator and Developer in Salesforce.com
- Having good Experience in activities related to SFDC Saleforce.com Setup, Configuration, Customization, Data Migration, Unit Testing and deployment to production of applications to Force.com platform.
- Developed Custom objects and created Page-Layouts, and Record-types to meet the various requirements.
- Experience in implementing the Master-Detail, Look-up, Many-to-many and Hierarchical relationships and Automate the business Process using Workflow rules, Approval Process, Auto-Response Rules and Escalation Rules.
- Experience on SalesForce.com developer toolkit (force.com IDE) and developed **Trigger, Apex classes, Controllers, SOSL & SOQL, Metadata.**
- Configured **Security** settings at **Object & Field level** and **Sharing Rules** at **Record level**.
- Expertise in controlling the data access across the Application using **Field-level security** and **Organization-wide Defaults**, creating Profiles, Queues, **setting up Role Hierarchy**, Company profile and writing the **Sharing Rules** as per the Requirements.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns and Opportunities.
- Proficient in **Data Migration** from Traditional Applications and Legacy Systems, as well as within Salesforce Orgs using tools like **Data loader**, Salesforce Import, Export Wizard and Dataloader.io.
- Good Understanding and Knowledge in designing **Report**, **Dashboards**, and Analytic Snapshots.
- Experience in development of **VisualForce Page**, **Apex Controllers**, **and Test classes**, **Apex Schedulers**, **Batch Apex and Triggers**.
- Knowledge in Standard **Web service API integrations** using WSDL**, REST Apex Class** implementation.
- Extensive experience in all phases of **Software Development Life Cycle (SDLC)** and **Quality Management process.**
- Experience in Meta data deployment using Change Sets, Eclipse Force.com IDE and ANT Tool.
- Extensive experience with expertise in **Design, Development, Code Merge, Deployment, Testing, Go-live, Pilot Support, Post Production Support**
- Extensive experience in **DevOps** tools, like **GIT Hub.**
- Extensive experience in version controlling.
- Experience in ticket tracking tools like **ServiceNow.**
- Having good knowledge on Agile Methodology Process.
- Good Experience with production Support and enhancements.
- Good Experience in **Lightning .**

EDUCATION QUALIFICATION

MCA: G.PULLARDDY ENGINEERING COLLEGE KURNOOL PASSED IN 2013.

WORK EXPERIENCE

- Working as Software Engineer in **PERSISTENT SYSTEMS LIMITED** from Dec-2021 to Till Date.
- Working as Software Developer in ADWAITHAM GLOBAL IT SOLUTIONS PRIVATE LIMITED from Mar-2018 to Nov -2021.

Salesforce Technologies	**Apex** Class, Apex Trigger, SOQL, SOSL,Integration, Workflow& Approvals,JavaScript LWC
Programming Languages	APEX (Salesforce),oops concepts
Web Technologies	Visual Force (Salesforce), Java Script, HTML
CRM	Salesforce CRM.
IDE/ Utilities	Eclipse, Force.com IDE and Apex Data Loader
Operating Systems	Windows XP/ Vista/Windows 7
Version Controls	GIT Hub, Bit Bucket

PROJECT DETAILS

Project #1	: **BFL_POS Reinvent**
Role	: **Salesforce** Developer
Client	: **Bajaj** : **Salesforce** Developer
Environment	: Salesforce CRM.
Technologies	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader, Apptus CLM, Version Controls.

Project Description:

Created and processed new accounts for credit card.

Ensured to fulfill all requests made for credit card.

Reviewed important reports prepared on everyday , weekly and monthly basis.

Provided maintenance of files for credit card accounts.

Processed all monetary transactions keeping up with set guidelines.

Performed as liaison officer amid USC CU and external and inside credit card processor.

Evaluated and suggested loan applications as well as approved applications as per set guidelines.

Ensured to appraise vehicles appropriately before

Responsibilities:

- Involved in **Design, Analysis, Development** and **Deployment** of salesforce.com application.
- Designed, developed and deployed Apex Classes, Visual Force page, Apex Trigger, Force.com Site and Java Script for various functional needs in the application.
- Customized **Record Types**, **Page layouts** for **Opportunities** and **Accounts.**
- Designed the **Data model** and created **Custom Objects** and its relationships.
- Involved in requirements gathering and analysis for Account, Contact and Opportunity management with the onsite team.
- Involved in Technical solution proposal and Technical document preparation.

- Built Custom multi dependent pick lists in VF page i.e., pick list value population based on multiple parents/fields.
- Worked with Service cloud console for case management system
- Developed test classes for test code coverage for the custom code that has been developed for the application.

Project #2	: **Allen & Unwin Book Publishers Sales & Service App**
Client	: **Allen & Unwin**
Role	: **Salesforce** Developer
Environment	: Salesforce CRM.
Technologies	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader, Apptus CLM, Version Controls.

Project Description:

Allen & Unwin is an educational and trade publisher in Australia. Headquartered in Crows Nest, New South Wales, it publishes textbooks, instructional technology materials, assessments, reference works, and fiction and non-fiction for both young readers and adults.

As a global learning company, A&U specializes in pre-K–12 education content, services and cutting edge technology solutions for today's changing landscape. We've implemented the complete end-to-end CRM solution for their business needs using Salesforce.com CRM and the force.com platform.

Responsibilities:

- Involved in **Design, Analysis, Development** and **Deployment** of salesforce.com application.
- Designed, developed and deployed Apex Classes, Visual Force page, Apex Trigger, Force.com Site and Java Script for various functional needs in the application.
- Customized **Record Types**, **Page layouts** for **Opportunities** and **Accounts.**
- Designed the **Data model** and created **Custom Objects** and its relationships.
- Involved in requirements gathering and analysis for Account, Contact and Opportunity management with the onsite team.
- Involved in Technical solution proposal and Technical document preparation.
- Built Custom multi dependent pick lists in VF page i.e., pick list value population based on multiple parents/fields.
- Worked with Service cloud console for case management system
- Developed test classes for test code coverage for the custom code that has been developed for the application.

Project #3	: **AOS Sales & Retail Management**
Client	: **AOS Corporation**
Role	: **Salesforce** Developer
Environment	: Salesforce CRM.
Technologies	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader, Eclipse IDE, HTML, Version controls

Project Description:

- A.O. Smith Corporation is an American manufacturer of both residential and commercial water heaters and boilers. It is the largest manufacturer and marketer of water heaters in North America. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

Salesforce.com (SFDC) is the CRM tool used by AOS for Account, Contact and Opportunity Management. The primary objective here is to manage the processes around creation and management of account and related contacts.

Responsibilities:

- Involved in **Design, Analysis, Development** and **Deployment** of salesforce.com application.
- Designed, developed and deployed Apex Classes, Visual Force page, Apex Trigger, Force.com Site and Java Script for various functional needs in the application.
- Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems
- Involved in the **Rollout**, **and Service** and **Integration** functionalities.
- Customized **Record Types**, **Page layouts** for **Opportunities** and **Accounts.**
- Designed the **Data model** and created **Custom Objects** and its relationships.
- Involved in requirements gathering and analysis for Account, Contact and Opportunity management with the onsite team.
- Involved in Technical solution proposal and Technical document preparation.
- Implemented custom Account Merge functionality.
- Built Custom multi dependent pick lists in VF page i.e., pick list value population based on multiple parents/fields.
- Done Data loader command line automation to pull data from SQL Server and to push to SFDC as part of integration.

Project Name	**: ECAMSECURE**
Client	: ECAMSECURE(USA)
Role	**: Salesforce Developer**
Environment	: Windows 7, Salesforce CRM.
Technologies	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader

Project Description:
Since 2000, ECAMSECURE has been the leading provider of reliable security technology. Begun as a partnership with CPS Security, ECAMSECURE was created to meet theirs client's growing need and desire for technology-based security solutions. With its CPS partnership, ECAMSECURE has twenty-five years of experience with a wide range of security clientele, ranging from general contractors and property managers to commercial businesses and police departments

Responsibilities:

- Involved in Design, Analysis, Development and Deployment of salesforce.com application.
- Designed, developed and deployed Apex Classes, VisualForce page, Apex Trigger, Force.com Site and Java Script for various functional needs in the application.
- Customized Record Types, Page layouts for Opportunities and Accounts.
- Designed the Data model and created Custom Objects and its relationships.
- Implemented various advanced fields like Pick list Fields, Custom Formula Fields and defined Field Dependencies for custom pick list fields.
  Run the apex test methods and solved the issues and maintain the code coverage

Project Name	**: SJM Sales & Service App**
Client	: SJM Inc.
Role	**: Salesforce Developer**
Environment	: Windows 7, Salesforce CRM.
Technologies	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Apttus CLM,

Project Description:
SJM Inc. was an US based global medical device company whose operations are divided into two divisions:
Research & Development, Manufacturing and Supply Chain. · We implemented the complete, end-to-end CRM
solution for their business needs using Salesforce.com CRM and the Force.com platform.

Responsibilities:

- Involved in Design, Analysis, Development and Deployment of salesforce.com application.
- Designed, developed and deployed Apex Classes, Visual Force page, Apex Trigger, Force.com Site and Java
  Script for various functional needs in the application.
- Implemented Salesforce for Outlook functionality and installed outlook integration with different user
  systems
- Involved Developing end to end application - Analysis, Development, Code review, Testing .
- Involved in Administration (Configuration changes), Development (Customizations) and Deployment
  activities of Salesforce.com.
- · Responsible to create test case and deployment documents.
- Created Workflow rules, Approval process ,profiles, record types, page Layouts, validation rules
- Created Batch Apex, Schedulers, future methods to manage activity modules.
- Created Apex classes, triggers, visual force pages, Test classes.