|  |  |
| --- | --- |
| **OmPrakash Golla**  **Certified Salesforce Administrator/Developer**  **Current Location:** Atlanta, GA  **Availability:** Immediate | **Contact:** +1 678 561 3152  **Email:** Prakash91Salesforce@gmail.com |

**Overview:**

* 6+ Years of experience as a Salesforce Administrator/Developer.
* Expertise in Software Development Life Cycle(SDLC) with Agile/Scrum Methodology.
* Providing Strong Background support implementing Business Users in SFDC Sales and Service Cloud.
* Excellent Knowledge of Administration, Configuration, Customization, development and Supporting Complete CRM Components Including Sales, Marketing, Business process implementation, Customer Service, Customer support and Process improvement analysis using the Salesforce.com Platform.
* Superior Knowledge on Creating, Updating and Testing Salesforce configuration including objects, fields, profiles, roles, Flows, workflows, approval processes, process builders, reports, Email integration etc.
* Expert understanding of Salesforce Object and record security.
* Highly Experienced in writing Apex Classes, Apex triggers, Batch Classes, Schedule apex, Http Callouts, Dynamic Apex, test classes, Wrapper Classes and developing Visual Force Pages using standard and custom controllers.
* Developed custom UI using JavaScript, Jquery, CSS, HTML, Visualforce components and Lightning components for front-end validation.
* Experience in Data migration from Excel CSV, MS outlook using Data Loader, Data Import Wizard and SFDC Data Export.
* Created lookup and master-detail relationships on the objects, junction objects and various fields like Pick-list, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates, and Email generation.
* Implemented apps on Lightning app builder to have compatibility of the mobile, Tab and Desktop versions.
* Created and Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Experience in implementing REST APIs for integration between Salesforce and on-premise systems.
* Great Skills on Data Management, Security, Modeling, Workflow Automation, Formulas & Validations, Chatter.
* Worked on Lightning Components and reused them in various phases of the application.
* Experience working with Sales Cloud and Service cloud with 1500+ Active Users.
* Good experience in working on Eclipse IDE, Visual Code with Force.com Plug-in for writing business logic in Apex programming language.
* Ability to meet deadlines and handle stress in coordinating multiple tasks in a work/project environment. Resourceful team player with excellent analytical and performance skills.
* Team professional with the ability to work productively with all levels of an organization and personally as well.

**Certifications & Training:**

* Salesforce Certified Administrator (WI20)
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer I (WI20)
* Salesforce Certified Platform App Builder (SP20)
* Salesforce Certified Service Cloud Consultant

**Technical Skills:**

|  |  |
| --- | --- |
| **SD Methodlogies** | Agile with Scrum/Kanban, Waterfall and V-Model |
| **Development Tools** | Force.com IDE, Eclipse, Visual Studio Code, App Exchange and SFD Console |
| **Platforms** | Salesforce Sales Cloud, Service Cloud and Marketing Cloud |
| **Coding** | SOQL, SOSL, Apex, Javascript, C#, SQL, JQuery, JSON, HTML, XML and CSS |
| **Web Services** | RESTFul and SOAP |
| **DataBase** | MS SQL Server |

**Education Qualification:**

* **Masters in Electrical and Computer Science** from New York Institute of Technology, NY – 2015
* **Bachelors in Electrical and Computer Science** from Vishveshvaraya Technology University, India – 2012

**Project Summary**

**Duration: Oct 2018 - Present {1 Year 6 Months}**

**Client: United Parcel Services – UPS**

**Location: Sandy Springs, GA**

**Role: Salesforce Administrator/Developer**

**Project Description:** United Parcel services maintains several CRM Applications for logistic management, mainly focused on social media monitoring and handling of customers and business enterprise of the self applications designed for the users to interact with customers through custom integrated applications. Our team supports the changes required for the sales and marketing team using applications developed using salesforce. There was one major and several minor releases during this period, Wherein the user has better UI experience and easier customer interaction.

**Job Duties:**

* Worked on developing applications using Agile/Scrum Methodology.
* Accomplished on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Associated with Business users for analysis, specifications gathering and developing.
* Created Users, Roles, and Profiles, security controls, Territory implementation, shared settings
* Developed and deployed various Custom Objects, Master-Detail, Lookup relationships, Formula fields, Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Developed various Apex Classes, Apex Triggers, and Controllers for various needs in the application.
* Created various Roles, Profiles, Record Types and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization with setting up Filed Level Security.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Designed very complicated Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.
* Generated various Custom Reports and Dashboards as per the client specifications.
* Comprehensive expertise in lead case management (Web-to-Lead, Email-to-Case).
* Composed numerous SOQL and SOSL queries using Force.com to debug the issues.
* Experience of Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.

**Duration: July 2016 – Sep 2018 {2 Years 2 Months}**

**Client: Spectrum – Charter Communications**

**Location: Raleigh, NC**

**Role: Salesforce Administrator/Developer**

**Project Description:** Project aimed at handling the revised plans of telephonic services and related internet services in the USA, This is part of the maintenance Project working on Agile model on both the sales and service cloud mainly emphasizing on management.

**Job Duties:**

* Broadly worked on Agile methodology and attended Everyday status/standup meetings.
* Created custom buttons and links on the Account and Relationship Group object for producing auto Reports.
* Used SOQL and SOSL for data manipulation.
* Created the Reports and Dashboards as per the business requirements.
* Integrated Salesforce.com with an external application using SOAP, REST-based web services.
* Created and used Email templates in HTML and Visualforce.
* Created Price books and also migrated the active Products from these Price books.
* Experience in using Salesforce Lighting UI for development and testing.
* Worked on SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Updated the APEX Controller and Helper functions regularly making the Component Context-Aware as per business requirement.
* Programmed Apex Batch jobs for processing large records.

**Duration: June 2015 – July 2016 {1 Year 1 Month}**

**Client: Secureworks**

**Location: Sandy Springs, GA**

**Role: Salesforce Administrator/Developer**

**Project Description:** Secureworks has cloud-based CRM applications that are mainly focused upon handling the accounts and corresponding contacts in salesforce based upon the regions in the USA and Canada. Involves a 3-week sprint with biweekly releases.

**Job Duties:**

* Analyzed comprising all-important Business Processes and Work-Flows.
* Examined specifications and technological projects, with Time Estimation.
* Included in Salesforce.com application setup activities and customized the apps to match the operative needs of the organization.
* 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 a comma-separated values (CSV) files.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Improved User Interface using Apex controllers, Visual Force and Force.com IDE.
* Maintained Sandbox Environment for QA Activities.

**Duration: June 2012 – Dec 2013 {1 Year 6 Months}**

**Client: Wipro Technologies**

**Location: Bengaluru, India**

**Company: NEOTEK Solutions**

**Role: .NET Developer**

**Project Description:** Payroll application that was created from scratch for our client Aviva, The British Company one of the largest insurance provider. This web application was written in C#, using ASP.NET Web Forms and SQL Server for database processing. Integrated with Aviva for Advisor platform.

**Job Duties:**

* Involved in requirement analysis, designing and development.
* Involved in the development of MVC 3.0/4.0 patterns for client-server interaction.
* Designed large numbers of WPF Forms, Custom Controls, and User Controls.
* Used Entity Framework, LINQ to SQL to manipulate and fetch the data from database.
* Used front end web development tools like Ajax, CSS, JavaScript, HTML, and jQuery.
* Used Team Foundation Server (TFS) for Version Control.
* Involved in deploying the application on the IIS server.
* Created Stored Procedures, Functions, Views and Triggers in MS-SQL database using T-SQL.
* Designed and Developed reports using SSRS.
* Involved in Unit and Functional testing and fixing the issues that occurred in the testing process.