******Venkata Sai** 

**Sr.SalesForce Developer**

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**Professional Summary:**

* Over 8 years of IT experience and  Certified **Salesforce.com Platform Developer** and excellent experience as **Architecture Design,Analysis and Salesforce Admin**as well.
* Knowledge on **CRM** processes like **Sales, Marketing, Customer Service** and **Customer Support,** Business processes and recommended solutions to improve their processes using **salesforce.com**.
* Experience in **Analysis, Design**, and **Implementation** using **Salesforce.com** configuration, **Apex** and **Visual Force** development, **Lightning** Components and Lightning Web Components, **Integrations between SFDC and Legacy systems.**
* Worked on **Eclipse IDE** with Force.com Plug-in and Visual Studio Code for writing business logic in Apex programming language.
* Good Experience in **Asynchronous Apex- Apex Scheduler, Batch Apex & Future Methods.**
* Create projects on **Jira** and assigned **Jira Agile** boards.
* Evaluated and selected/deployed ALM tools for the various supported tool chains, including **JIRA, Bitbucket, Gerrit, Confluence, IBM RTC/Jazz, MS VS/TFS**, Requirements.
* Extensive experience in designing of custom objects, custom fields, Page layouts, Workflow and **Approval Process**, **Validation Rules, custom Tabs, Custom Reports, Report Folders, Dashboards** and Email generation according to application requirements.
* Experience in data migration using **Import wizard, Apex Data Loader and Talend**.
* Used **Scrum Agile Methodology** in my work
* Experience supporting **middleware platforms** built using **Java, JMS, Oracle, WMQ, Spring Framework**
* Expertise in **aura framework**, **Lightning Components** and Salesforce Lightning Design System(SLDS).
* Used **Force.com Web services API** and outbound messaging for implementing web services through WSDL in the application for access to data from External systems and websites.
* Developed **SFDC** customized Reports and Dashboards to continuously monitor data quality and integrity.
* Experienced in deploying Salesforce.com applications across various environments from Sandbox to Production systems using **Change Sets, Force.com IDE and Force.com Migration tools.**
* Proficiency in installing App Exchange applications.
* Good understanding of **Software Development Life Cycle (SDLC)** and Agile with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Proficient in dealing with the functionalities related to the **Service cloud**, **Marketing cloud**, **Sales Cloud**, **Community cloud App - exchange**applications & Salesforce knowledge.
* Worked on **Salesforce Community cloud** like how to engage with employees, customers, partners.
* Used **Email to case, Web to Case features** and created a **community** where the customers can create, update and manage their cases.
* Good knowledge on **Salesforce AppExchange,** **user security permissions**, **Salesforce Configuration**, **Salesforce one mobile app development**, **data migration**.
* Experience developing and scaling **REST or SOAP APIs**
* Experience on **Asynchronous Apex** processes by using the **Queueable interface.**
* Experience in working with issue tracking Tools like **JIRA, Remedy and Service Now**.
* Strong experience with source control tools **Git**, **Bit bucket**, **Source tree**, built **salesforce code from the repository.**
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Excellent communication and inter-personal skills accustomed to working in both large and small team environments.
* Worked in **Code Review Process**.
* Experience working with **Lightning web components framework and Aura framework.**

**Certifications:**

* **Salesforce Administrator – CREDENTIAL ID - 21380898**
* **Salesforce Platform Developer I – CREDENTIAL ID - 21452182**
* **Salesforce Certified Platform-App Builder – CREDENTIAL ID - 22147705**
* **Salesforce Certified Sales Cloud Consultant – CREDENTIAL ID – 21878317**
* **Salesforce Certified Service Cloud Consultant – CREDENTIAL ID - 21891862**

**Technical Skills:**

**Salesforce:** App Exchange, Data Loader, **Lightning** (Pages, Custom Components, Apps), Lightning Actions and Events, **Apex** Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visualforce (Pages, Components &amp; Controllers), Validation Rules, Workflow rules, Flows, Outbound Messages, Approval Processes, Process Builder, Dashboards, Reports, Custom Objects, Force.com IDE, SOQL, SOSL, Lightning App Builder, Lightning Out, Lightning Bolt, Aura and Lightning Frameworks, Live Agent, Changeset, WSDL

**Salesforce Clouds**: Sales Cloud, Service Cloud, Community Cloud

**Languages / Scripting:** Apex, C, C++, C#, JavaScript, SQL, PL/SQL, HTML, JavaScript, jQuery, XML, CSS

**Database & Tools:** Oracle, SQL Server, MS Access

**Integration:** Jitterbit, Oracle ICS, REST/SOAP

**OS & Browser Platforms**: Windows, Linux, iOS, Android, Internet Explorer, Firefox, Chrome, Safari

**Productivity Tools:** MS Office (Word, Excel, PowerPoint), MS Visio, MS Outlook, OneNote, OneDrive, Google Drive, Lucid Charts

**Documentation / Project Management**: Team Foundation Server / Visual Studio Team Services (TFS/VSTS), JIRA, Trello, SharePoint.

**Testing:** HP Quality Center / Application Lifecycle Management (HP QC/ALM)

**Build / CI/CD / Deployment / Version Control:** VSTS, GitHub, ANT, Salesforce Data loader CLI, SFDX, CLI

**AppExchange:** DocuSign, Dataloader.io, Conga Composer, Mailchimp, Slack, Twilio

**Professional Experience:**

**Client: Hilton,Memphis,TN September 2019 - Present**

**Role: Sr. Salesforce Consultant/Developer**

**Responsibilities:**

* Involved in **End-to-End** requirement **analysis, design, development** and implementation with Salesforce CRM.
* Worked on **Salesforce Lightning Web Components** for building customized components replacing the existing ones.
* Used **SOQL** &**amp**; **SOSL** with in **Governor Limits** for **data manipulation needs** of the application using Force.com Explorer.
* **Custom lightning development** with inter component communication with out of **aura handler and events.**
* Implemented quick questions and custom components for **lightning record pages**.
* Widely used **dynamic lightning components-based lighting page parameters** or **record field values.**
* Greater experience with no code processes like **lightning process builder** and **flows** as per business.
* Also embed **Lightning Components** in **Visual force page** by using new Lightning Out feature by **event-driven programming.**
* Responsible for setting up Environments and maintaining the **sandboxes—Refresh** activities and configure the jobs in **Jenkin**s to do deployments.
* Worked on customizing service cloud console in setting up the live agent for **customer suppo**rt and **Knowledge article management**.
* Written **SOQL Queries** to fetch the data from **Workbench** and **Force.com Data Loader.**
* Responsible for deploying all the components from **various sandboxes** to the **Production** with the help of **Jenkins** and using **GitHub** for **code versioning.**
* Minimized code in **JavaScript** Controllers by adding reusable functions in **Helper Component**.
* Updated the **APEX Controller** and **Helper functions** regularly making the **Component Context** **Aware** as per **business requirement.**
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed **Applications** from **Sandbox to Production.**
* Developing **Various Apex classes, Controller classes, Apex Triggers, Visualforce** Pages to **implement business logic.**
* Worked on various Salesforce.com standard objects like **Case Management, Accounts, Contacts, Content, Reports** and **Dashboards**.
* Involved in Continuous Integration in Salesforce using **Jenkins** and **GitHub**.
* Expertise in **Identity management** features like **Single Sign-On** on **SAML** with force.com
* Implementing Security access to the **user profiles** by **creating object level security, field** **security** level and **record level security**.
* Resolved the Cases and support the team on urgent basis, implementation and working with **real-time troubleshooting.**
* **Create Approval Process, Validation rules, Workflow rules and defined related tasks, email alerts, field updates** to **implement business logic.**
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules,** **Components** and **Visualforce Pages**.
* Designed and deployed **Custom tabs, validation rules, Approval Processes** and **Auto-Response Rules** for **automating business logic.**
* Implemented **picklists, dependent picklists, lookups, master detail relationships, validation** and **formula fields** to the **custom objects.**
* Worked with **Dynamic Apex** to access **S-Objects** and **field describe information, execute dynamic** **SOQL, SOSL** and **DML queries.**
* **Data Loading/Conversions** using **Salesforce Data loader** for **bulk uploads and Data Export**.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to **insert, export, update** and **delete** data from **comma separated values (CSV) files.**
* Responsible for successful testing of developed solution including **User Acceptance Testing** and working with the users to **validate the solution**.
* Configuring **Analytical dash boards** and **developed Custom reports**.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component &amp;

Controllers), Salesforce.com Data Loader, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, Eclipse IDE Plug-in, GitHub, Jenkins, service now & JIRA.

**Client: Charles Schwab Corporation, Westlake, TX December 2017 – September 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of **business** and **technical requirements** and designed the solution by customizing various standard objects of **SalesForce.com (SFDC).**
* Conducted **JAD** sessions with the **management, different 3rd party vendors, users, commercial** and other **stakeholders** for **open and pending issues** to develop specifications.
* Involved in gathering Customer requirements from business user teams spread over **Sales,** **Marketing and Customer service.**
* Customized the standard objects as per the business requirements by using **Visualforce** **components**. **Created and customized record types** to different **pick list fields, links, related lists,** and other components on page layout for **Apttus AppExchange app** in **SFDC.**
* Designed and deployed the **Custom objects, Custom tabs, Entity-Relationship data model**, **validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual force** **Pages** to suit to the needs of the application.
* **Customized page layouts** for **Opportunity, Contacts** and **Accounts** depending upon user roles and groups.
* Defined **lookup** and **master-detail relationships** on the **objects** and **created junction objects** to establish **connectivity** among objects.
* Developed and configured various **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Involved in **Service** and **Sales Cloud**.
* Working experience on **Salesforce lightning apps**.
* Developed **Apex Triggers, Apex Classes** and **Test Methods.**
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using **Eclipse** and ensured apex code worked seamlessly within **governor limits.**
* Created **Visual Force Pages** and implemented in to Sites.
* Implemented Security access to the user profiles by creating **Object level security, field level security** and **record level security.**
* Used **Salesforce Automation (SFA)** for **Sales Lead Management, Opportunity Management**, **Account** and **Contact Management, Data Quality Management, Approvals** and **Workflow.**
* Used **SOQL &amp**; **SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using **platform database objects.**
* Worked with developers to understand the **backend integration** of Salesforce using technologies such as Salesforce **REST** and **SOAP API, Jitter bit.**
* **Creating community templates** and branding them according to business requirements.
* Worked with business analyst to develop project implementation and develop plans including **user interfaces**.
* **Customized Chatter** now for **profiles** for different users and **configuring** with Facebook and Twitter.
* Used **Data Loader** for **insert, update**, and **bulk import** or **export** of **data from Salesforce.com** subjects. Used it to read, extract and load data from **comma separated values (CSV) files.**
* Knowledge on **customized data integration tools** for **Cleansing** and **De-duplicating bulk loads** using different **ETL tools.**
* Created **users, roles, public groups** and **implemented role hierarchies**, **sharing rules** and **record level permissions** toprovides **hared access among different users.**
* Used the **sandbox environment** for testing and **migrated** the code to **production after testing**.
* Involved in **data mapping** and **migration** of data from **legacy systems** to Salesforce.com Objects and fields.
* Provided post-implementation support to assist end users in creating **reports, dashboards** and certain **Administration tasks** including **creating** and **maintaining user profiles** and **privileges.**
* Knowledge on **Salesforce.com CRM** with the existing **OBIEE platform** by using **Data Direct ODBC drivers**

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component &amp; Controllers), Saledforce.com Data Loader, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Webservices, WSDL, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Client: Comcast, Philadelphia,PA October 2016 – November 2017**

**Role: Sr.Salesforce Consultant**

**Responsibilities:**

* Gathered user and functional system requirements and Working with **stakeholders** and **project teams** to prioritize the collected requirements.
* Worked on various salesforce.com Standard objects including accounts, Contacts, reports, Dashboards, Events and Tasks
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* 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.**
* Experience in **Data Migration using Data Loader**, **Data Modification** using Enabler for Excel app from Excel.
* **Customized service cloud** console depending upon the business requirement and added filters to knowledge articles to receive the best articles to the **support agents using console**.
* Created some new keyboard shortcuts and push notifications in **service cloud console**.
* Created various **Profiles, Roles**, and **Page Layouts** and configured the **Permissions** based on the **Organization hierarchy requirements.**
* Designed and deployed **Custom tabs**, **validation rules, Approval Processes**and **Auto-Response** for **automating business logic.**
* Developed **Cascading Style Sheets (CSS)** for creating effects in **Visual force pages**.
* 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** tothe **custom objects.**
* Created email templates and inbound emails using **Visual Force** for **clients and customers.**
* **Enabled Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Developed business documents for **Salesforce.com Custom objects.**
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and **partner WSDL**.
* Developed several **Custom Reports &amp**; **Dashboards** using **report types** and understood different **Business Logic Id’s** in the report types in **Data Model.**
* Provided the training to **Business users** about the system.

**Environment:** Salesforce.com, Apex, Visual force, triggers, test method, workflow, validation rules, SOSL, SOQL, AppExchange, report, dashboard, Force.com IDE, Java, JavaScript, HTML, XML, Oracle, partner portal, Web portal

**Client: Kingsway Amigo, Doral, FL May 2015 – October 2016**

**Role: Sr.Salesforce Developer**

**Responsilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non- functional requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports

and Dashboards.

* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed several Reports using salesforce.com platform.
* Developed and deployed work-flows wherever necessary.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Assisted business users and provided ongoing production support after implementation.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, work-flow.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

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

**Client: Tailored Brands, Houston,TX August 2014 – March 2015**

**Role: Salesforce Consultant**

**Responsibilities:**

* Designed, developed and deployed **Custom objects** consisting of **validation rules** with effective **formulae fields**, **Workflow Rules** if the necessary criteria is met to suit the needs of the application.
* Developed and Deployed **Apex Classes** for implementing business logic, **Test Classes** for Unit testing and **Apex Triggers** for various DML events, in order to cater the functional needs of 3000 customers through the application.
* In the process of Development of Apex classes using static methods to avoid recursion of triggers, collections like **set**, **list** and **map** methods to store or map bulk of data and **SOQL** and **SOSL** queries to extract related data from the database.
* Used Developer console’s **debug Log** to catch Exceptions, debug apex script, execute **Governor Limits** and verified test coverage before deployment.
* Designed various Webpages in **Visual Force** for capturing various customer enquiries and Implemented logic using controllers and extensions in back end, for migrating users to different queues based on the type of customer enquiry.
* Visualforce pages like **Home Page, Disclaimer page, Solution pages** and **Form fill-up pages** are created implementing various validation rules using JavaScript validate functions.
* Created test scenarios on **Sandbox** environment for more complex business logic and used Force.com Component Deployment Wizard for migration of data.
* Created Advanced Custom fields like **pick lists**, **dependent pick lists**, implemented **role hierarchies**, **sharing rules** and **record level permissions** to manage sharing access among different users.
* Implemented **search**, **filtering**, and **tagging** features on page layouts to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Implemented auto **task creation**, **scoring** and **lead nurture** programs, **Sales insight** interesting moments, and **web form/landing page** creation.
* Created and used **Email** templates in HTML and Visualforce.
* Developed several custom reports like **tabular reports, matrix reports** and **joined reports** including data filters, groupings, and customized graphs to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Customized the **Dashboards** to track the usage for productivity and performance of business centers and their sales teams.
* Integrated the web services by generating the necessary **WSDL** files for extracting the data from external systems to display in the pages of salesforce.com.

**Environment**: Saleforce.com platform, MVC Architecture, Apex, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, SOQL, SOSL, Apex Triggers, Reports, Email Services, Security Controls, HTML, Java Script, Eclipse IDE, SOAP, Windows XP, Sandbox, Test Classes.

**Client: Tech Gigs, Hyderabad, India July 2012 – December 2013**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked on various salesforce.com standard objects like Accounts, Opportunity, Products Opportunity Line Items, Contacts, Leads, Campaigns, Activities, Reports and Dashboards.
* Extensively worked on building complex Visual force pages (Executive Priority page, Costumer value capture page) using standard, custom and extension controllers to suit the needs of the application.
* Designed, developed, tested and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow Business rules and Approvals processes for the flexibility and functionality of force platform application.
* Proficient in writing SOQL and SOSL queries within custom Controllers and triggers.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on automating command prompt Apex Data loader for loading .CSV files into salesforce.com.
* Involved in designing the architecture of integrating various external systems to Salesforce.com.
* Configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Sharing Rules, Queues, Generating security tokens, validation Rule.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Experience on developing the force.com platform to meet the various internal needs of healthcare domain.

**Environment:** Saleforce.com platform, APEX Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-ins**.**