



**Padma
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SUMMARY

- Having 5+ **years of experience** with **Salesforce.com** in development, application security, integration, deployment, data migration and configuration. Involved in all phases of Software Development Life Cycle (SDLC)..
- Expertise in **Salesforce Lightning AURA Components and Events**.
- Experienced with **Lightning Web Components**.
- Experienced with **Code reviews, Story Estimations and Technical design**.
- Experienced with **Vlocity Omni scripts, Integration procedures, Data Raptors, Templates, Vlocity Cards and Vlocity with LWC and vlocity debugging**.
- Experience with **Apptus CPQ**. Developed POC's in Apptus CPQ.
- Experience in migrating some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
- Experience in **Salesforce Communities** from Scratch level setup, community pages access and templates and standard features.
- Experience in **SLDS and Visualforce pages** to lightning migration.
- Experience with **lightning libraries**, standard components.
- Comprehensive understanding of the capabilities and constraints of the Salesforce.com platform coupled with a sound knowledge of business processes across various domains like Media, Telecommunication, Banking, and Retail, insurance.
- Experienced with **Sales cloud, Service cloud, Community cloud and marketing Cloud**.
- Experienced with **CI/CD process for deployment with GitHub, Jenkins, Visual studio, Bitbucket, Source tree, vlocity DX** and other deployment options like Change Sets, Workbench, ANT.
- Experienced with **Copado for Deployments**.
- Extensive experience in the design and development of **Apex Classes, Controllers, Triggers, Visualforce** pages as well as the Salesforce.com API.
- Expertise in Force.com **REST API** Implementation from Scratch level and good knowledge on SOAP.
- 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**.
- Extensively worked on designing test scenarios and test scripts in Unit Testing and UAT.
- Knowledgeable of Object Oriented Languages including C, C++, and Java.
- Expertise in design and development of various web based, enterprise applications, networking systems and N-Tier architecture applications using.
- Experience in Process builders, workflows, Approval Process, automated Email Alerts, Email Templates and Validation rules, querying Salesforce objects, using SOQL and SOSL and Flows.
- Experience with **3rd Party Application Integrations of Java, SAP, .Net, MuleSoft, IBM API Connect, Dropbox, Gmail, and Outlook**.
- Worked on **Vlocity**, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials.

TECHNICAL SKILLS

Salesforce Technologies	Salesforce CRM, Salesforce Lightning Salesforce SFA, Apex Programming Language, Apex Classes/Controllers, Apex Triggers, Visualforce Pages/Components, Apex Web Services, Apex Data Loader, Case Management Automation, Dashboards, Reports, Analytic Snapshots, Custom Objects, SOQL, and SOSL.
Salesforce Tools	Eclipse, Eclipse IDE with Force.com plug-in, Force.com Excel Connector, Force.com Apex Explorer, Apex Data Loader, Jitter bit Data Loader and Force.com Platform Sandbox and Production.
Languages	JAVA/J2EE, C++, C, APEX, AngularJS
Web Technologies	HTML, CSS, JAVA SCRIPT, XML.
Operating Systems	Windows 7/ XP/ VISTA/ NT, Windows Server 2000/ 2003, Linux, Unix



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PROFESSIONAL EXPERIENCE

Liberty mutual insurance, Canada

Nov 2021 - Present

Role: Salesforce Developer

Description:

Liberty Mutual Insurance is Canada's largest personal and business insurance company. Providing vehicle, home, and business insurance through a network of brokers across Canada. As part of this project, we have implemented service cloud application Case management for Home Insurance, where they can maintain coverage information, all customers information and cost of repair, replacement or rebuilding, with no deduction for depreciation and claims information

Responsibilities:

- Worked with **Business System Analyst** to provide recommendation and designed the Best Solutions for implementing new business ideas.
- Using **Vlocity** Communications worked on Sales, Marketing, Service, Retail, EPC, CPQ, Contract and Order Management applications.
- Wrote an **Apex Trigger on Contact** for cross-object field update for reporting purposes.
- Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
- Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API**.
- Development, implementation and update focusing on **Sales cloud** and **Service cloud**.
- Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on **Account**, **Contact**, **Opportunity** and **Custom Objects**.
- Implementation of **Batch Classes**, **Scheduled Classes** as part of the Business Requirement.
- Worked on **Vlocity** Communications using digital BSS applications built on the Salesforce platform.
- **Visual Force** Pages using **Standard Controllers**, **Custom Controllers**, **Extension Controllers** & **Web Services API**.
- Creating new **User Interface** using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
- Created **Page Layouts** to organize **Fields**, **Custom Links**, **Related Lists** & other **Components** on Record Pages.
- Managed ongoing support requests and **Administrative** needs of users.
- Administered, Configured and maintained **Salesforce.com** application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
- Worked on Salesforce.com **Standard Object** s such as **Accounts**, **Contacts**, **Opportunities**, **Campaigns**, **Cases** and **Solutions**.
- Performed administrative tasks such as managing **Accounts**, **Contacts** and **Cases**, setting **Workflows** and **Approval Process** for approving new accounts and another business process.
- Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
- Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
- Worked on different **Sandboxes** for development & testing; Involved in migrating the code to production instance in installments using **Change Set**.
- Involved in **Test** configuration **Apttus** within **Sandbox** environments to ensure that once users are granted access, all the aspects are fully functional.
- Used Informatica Cloud Data loader for data loads to and from external systems
- Configured **Chatter** to track emails from Outlook to Salesforce by following a user.
- Responsible for weekly and monthly **Data Export**, updates and backup for the organization.
- Used **Apex Data Loader** to Insert, Update and Import data from **Microsoft Excel** into Salesforce.com.
- As an Administrator implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, and **Custom Formula Fields** and defined **Field Dependencies** for Custom Picklist Fields.
- **Case Assignment Rules** to direct the case to appropriate group such as **Stories & PCS** Central Support.
- **Case Management** by Configuring **Email-to-Case** for the end user to submit a case through Outlook.
- Created and configured **Email templates** which were used by **PCS** Central users for approval processes and other field updates.
- Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects** layouts, **Custom App**, **Field-level Security**, **Permission Sets** for client services and marketing.
- Customized **Chatter objects** and tabs to view progress and discussion on business process.



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PROFESSIONAL EXPERIENCE

UMD IT solutions, India

Sept 2019 - Oct 2021

Role: Salesforce Developer

Description:

The UMD IT Solutions Wireless Unified CRM Connector for Salesforce features an open architecture that easily integrates the Salesforce softphone user interface with Verizon Wireless contact center solutions. Agents can place, receive, and transfer customer interactions with full, real-time access to Salesforce customer data using business processes and customer data residing in Salesforce to help ensure that customers quickly reach the right agent, the first time.

Responsibilities:

- Worked on Salesforce communities and Aura components.
- Worked closely with Product Implementation teams and Project Implementation consultants.
- Thorough understanding of Role-based Hierarchy access as well as Profiles, Public Groups, and Queues-based access.
- Extensively worked on Validation Rules, Formulas, Workflows, and Approval Processes.
- Developed Triggers based on cases, as well as leads, accounts, and opportunity triggers.
- Worked on Assets, Quotes, and Contracts to automate the company's payment authorizations
- Extended the functionality of the current Eyefinity.com website by using VisualForce pages and integrated the website with Salesforce.com to generate Leads.
- Developed various reports using data provided from objects and reports for developing Dashboard components for better understanding.
- Created letter heads, email templates, and auto bounce messages for automation process whenever workflow rules are triggered.
- Used Force.com and Eclipse IDE's for developing environments.
- Worked with Data loader to handle bulk data and timely backup the data as per customization using Apex Data loader.
- Used Visual Force to generate popups on Accounts based on specific criteria.
- Worked on integrating Salesforce with an external Data Warehouse system in order to build incremental data storage in the Data Store every night.
- Extensively worked with inbound and outbound deployments.
- Installed SFDC supported packages in order to streamline and make our work easier on a daily basis.

ARIK infotech, India

July 2017 - Aug 2019

Role: Salesforce Developer

Description:

Case management for ARIK Infotech call center agents with Salesforce Service cloud.

Responsibilities:

- **Sales Cloud** for Leads, Accounts, Contacts, Contracts, Opportunities, Products, Price books, Quotes, and Campaigns
- Coordinating with different application owner to maintain integration of Siebel and MQ WebSphere application.
- Managing the end-to-end technical delivery for multiple Sales force, Veeva, and Siebel and custom applications
- Extensive experience in the design and development of **Apex Classes, Controllers, Triggers, Visualforce** pages as well as the Salesforce.com API.
- Program Lead for **Salesforce Lightning** creating **Visual Force** layout
- Experienced in different force.com **REST API's**
- Worked on Salesforce **Lightning Components** for building customized components replacing the existing ones.
- Hands on experience in developing force.com RESTful service, REST API using Swagger
- Also embed **Lightning Components** in Visual force page by using new Lightning Out feature by event-driven programming.
- Experience in modifying Visualforce pages to be supported in **Lightning Experience** and good understanding of lightning mode and its features.



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- Triggered interface events by user interactions, which includes **Lightning Component** framework and also involved in building Lightning Components using the aura framework.
- Integration with CTI for Identifying, routing, logging, recording and storing incoming calls for quality assurance and compliance.
- Developed interaction with IVR for self-service and access routing to help improve service and support
- Responsible for all Reporting and Dashboards Stream at Monster World Wide, especially for Sales, Marketing, Finance, and Support groups throughout NA, EU and APAC teams.
- Extensively worked on Validation Rules, Formulas, Workflows, and Approval Processes to satisfy the business needs.
- Worked on Assets, Quotes, and Contracts to automate the Opportunity Creations.
- Worked closely with Product Implementation teams and Project Implementation consultants and business teams.
- Utilized **Lightning** to manage multiple process paths in One Place.
- Participated in multiple business meetings to finalize the process flows for NA business team and served as the point of contact for EU and APAC business teams providing suggestions and SME support throughout the process.
- Developed Triggers based on Cases, Leads, Accounts, Contacts, and Opportunities.
- Developed Unit Test Classes to achieve appropriate code coverage in order to deploy between various sandboxes and Production Systems.
- Thorough understanding of Role-based Hierarchy access as well as Profiles, Public Groups, and Queues-based access.
- Conducted multiple training sessions and led support sessions to teach business users to follow process flows agreed during business meetings to ensure a smooth transition to Salesforce from Karma Siebel migration.
- Helped with creating Quote templates using Apttus X-Author contracts and worked with Order Welcome templates and Email Templates.
- Managed various Developer Sandboxes, Developer Pro Sandboxes and a Full Copy Sandbox for various developments and testing needs across the organization.
- Built multiple complex joined Reports and Dashboards for various business teams across the organization starting from Agents to the Executive Management Board to track the relevant Daily, Weekly, Monthly, Quarterly and Yearly metrics.
- Conducted various Report building and Dashboard building training sessions to more than 100 business users to help them build their own Reports and Dashboards going forward and to increase their understanding of the existing Reports and Dashboards that I built.

EDUCATION

Bachelor of Technology
Jawaharlal Nehru Technological University
Hyderabad, India

CERTIFICATIONS

October 2022 Certified Salesforce Administrator | **2643054**

November 2022 Certified Salesforce Platform Developer -I | **2689822**