**Nagendra**

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**848-209-0775**

**PROFESSIONAL SUMMARY**

* Highly Motivated professional with 8 years of IT experience including 5+ years of experience in Salesforce.com as an Admin and Developer using Force.com, APEX, Lightning and Visualforce
* Strong expertise and working experience in **Software Development Life Cycle** (SDLC) methodologies such as Agile, Scrum and Waterfall models
* Administration, Implementation, Designing, Coding, Support and configuration experience on Salesforce.com platform
* Coordinate and work with **Offshore team** members in a fast-paced environment with tight deadlines
* Participated in Daily standups and **Sprint planning** sessions
* Proficiency in SFDC Administration tasks like creating Users, Roles, Profiles, Permission Sets, Formula fields, Rollup Summary fields, Validation Rules, Workflows, Process Builder, Approvals, Reports, Tasks and Events
* Extensive hands-on **Administrative tasks** like customizing standard objects, creating custom objects, custom fields, Relationships, Exporting and Importing data using Import Wizard, Apex Data Loader
* Experience in developing Apex Triggers, Apex Classes, Test Classes, Visual Force pages employing Standard and Custom Controllers and **Web Services API, REST/SOAP**
* Experience in working with client specific solutions like Sandbox deployments, Force.com IDE, Eclipse IDE, SOQL, SOSL queries and various production environments
* Strong knowledge in Data Cleaning, Data Duping and Data Quality maintenance through customizations and **App Exchange** applications
* Used GIT, Version1, Heroku and JIRA for Version Controlling, **Project Management**, Bug tracking and Deployments
* Excellent **communication** skills and a skilled problem solver can effectively work in both independent and collaborative work environments

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Apex Triggers, Apex Classes, Lightning Components, Controllers, SOQL, SOSL, Visualforce pages, Apex Web services, Apex Custom Controllers and Extensions, Workflow approvals, Process Builders, Flows, Aura Framework, Communities |
| **Salesforce Tools and Integration Tools** | VS Code, Force.com Eclipse IDE Plug-in, Apex Data Loader, App Exchange, Workbench, MuleSoft, Vlocity, Flosum, Version1, Gearset |
| **Other Tools and Languages** | Apex, Java, C, HTML, CSS, JavaScript, Reports, Office 365, MySQL |

**PROFESSIONAL EXPERIENCE**

**Kelly Services – Detroit, MI Oct ’20 – Till Date**

**Salesforce Developer**

**Responsibilities:**

* Migrated **Salesforce communities** from Classic to Lightning Experience for better user experience
* Collaborated with the business team in re-designing the new community in Lightning Experience
* Trained the users in **LEX-Sites** and activated **Release Updates** which were affecting the org health
* Deployed the components to UAT and resolved bugs, issues before moving them into Production
* Followed better coding practices and made sure of test coverage for all the test classes
* Redesigned existing hard coding and replaced with Custom Metadata and Custom Settings for better maintenance
* Schedule Batch jobs to process resumes from all kinds of social networking sites, job portals, application portals
* Followed Agile methodologies and participated in sprint planning’s and sprint retrospectives
* Worked with the users in resolving **Production support**cases which have different severities
* Coordinated with offshore teams and users in APAC regions in explaining the requirements and resolving issues

**Environment:**Salesforce.com platform, Lightning Components, Apex, Sites, Communities, Production Support, Gearset

**Principal Financial Group–Des Moines, IA Feb ‘20 – Oct ‘20**

**Salesforce Developer**

**Responsibilities**:

* Divest **Vlocity Insurance** packages from Principal’s Salesforce Orgs
* RedesignVlocitydata model as new custom data model and involved in creating and managingall other customizations and configurations
* Perform Data Mapping and Data Migration from lower to higher environments through CSV files
* Coordinate with other Salesforce teams and helped them in pointing the existing code to new custom objects
* Revisit all Apex classes and Triggers on Vlocity objects to increase the Org level **code coverage**from 75%
* Redesign triggers using standard trigger framework followed by PFG
* Developed reusable **Lightning Components** on new custom objects using Aura Framework
* Involved in Data Mappings and creation of Custom Settings to pass the data into SQL databases
* Suggested better **coding practices** and generic classes which reduces redundant code and complexity
* Responsible for QA tasks and On-Support before deploying into other Salesforce Instances
* Experience in using **Flosum** Release Management Tool to deploy code and components

**Environment:** Saleforce.com platform, Vlocity Divestiture, Lightning Components, Apex, Sandbox Data loading, JIRA ticket Deployments, Flosum Release Management Tool

**Genworth Financial –Richmond, VA Feb ‘19 – Feb ‘20**

**Salesforce Developer**

**Responsibilities**:

* Sales and Service cloud experience with a Financial Client
* Designed multiple **Lightning Communities** for high performance and better Lead forms
* Worked on 3rd party **Acxiom Integration** to retrieve customer information and perform Data Analytics on leads
* Collaborate with users, internal stakeholders and team members daily to build solutions andprovide continuous improvement.
* Coordinate with **AEM team** for SFDC integration and verify all the leads are correct in the Org
* Upgrade Visual Force pages and Apex code by using SFDC Lightning Componentsin multiple Orgs
* Took part in production deployments every sprint using changesets, Eclipse, ANT Migration tool.
* Support SFDC configuration tasks related to Flows, Process Builders and Workflows
* Handle multiple projects depending on requirements to help provide quality delivery ofenterprise solutions.
* Delivering one of these projects by using only **Process Automation Tools** and inbuilt Salesforcecustomizations
* Delivered the project with 99 % user acceptance (no issues/errors reported from more than 15 users)
* Provide and maintain different User Permissions, Sharing Settings in the org ensuring there areno security breaches which can risk the company data.
* Actively participate in monthly **Salesforce Innovation meetings** and introduce new SFDC features like Flows; CI/CD using GitLab
* Based on the availability of the team members, involve in Lead testing and other QA activities.

**Environment:** Saleforce.com platform, Lightning Components, Apex, Lead Testing, Data Loader, Flows, Process Builders, Permission Sets, Eclipse IDE Plug-in, Acxiom 3rd party Integrations.

**Valmont Industries- Omaha, NE Jul ‘17 – Jan ‘19**

**Salesforce Developer**

**Responsibilities**:

* Worked on various Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Upgraded some Apps **from Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and Lightning Component features.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Proficient in creating custom user interfaces with Lightning Components, developing custom business logic in APEX, writing test classes.
* Develop and schedule **Batch Jobs** when required.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com.

**Environment:** Saleforce.com platform, Apex Language, Lightning Components, Aura Framework, Java Script, Workflow & Approvals, Sandbox Data loading, Eclipse.

**University of Nebraska - Omaha, NE Oct ‘16 – Jun ‘17**

**Salesforce Developer**

**Responsibilities**:

* Performed the techno-functional role of Salesforce.com Analyst/Developer and Administrator in the organization.
* Manage salesforce.com instance using the standard aspects of the salesforce.com setup menu.
* Providing technical architecture of the target platform, with all interfaces.
* Recommend, implement, test, and deploy**Visualforce pages, Apex classes and triggers**.
* Data integration from third-party applications to salesforce using **REST/SOAP API**.
* Integrated Salesforce.com with **external systems** using Salesforce Partner Web Services for approval and custom workflow solution.
* Developed Salesforce.com triggers for custom objects as part of workflow rules.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Custom Objects, Escalation rules, Security Controls, Sandbox Data loading, Chatter.

**TMKS InfoTech – Bangalore, India May ‘15 – Jul ‘16**

**Salesforce Developer**

**Responsibilities**:

* As SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs
* Customized standard objects and created various Custom Objects, Formulas, Custom Settings, Custom Labels, Validation rules, Record types, Workflow rules and Approval Processes.
* Created profiles and implemented Object and **field level security** to hide critical information.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Used force.com developer toolkit including Visualforce pages, **Apex classes** and **Apex triggers** to develop custom business logic
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com

**Environment:**Salesforce.com platform, Apex Language, CRM, Visualforce(Component & Controllers), Data Loader, Workflow & Approvals, Sandbox data loading, Eclipse IDE

**DevmenIT – Hyderabad, India May‘13– Mar ‘15**

**Junior Programmer**

**Responsibilities**:

* Involved in all the phases of **SDLC** including Requirements collection, Design and Analysis of the customer specifications, Development and Customization of the application
* Developed and maintained **optimized SQL queries** in Data Warehouse
* Developed the web pages using JSP, CSS, JavaScript (Node, React)
* Created several stored procedures and triggers using SQL Server 2005, PL/SQL to retrieve data

**Environment:** Java, MVC, JDBC, Servlets, JSP, HTML, XML, JavaScript, Oracle, MS SQL Server 2005.

**CERTIFICATIONS**

* Salesforce Administrator
* Salesforce Platform Developer 1

**EDUCATION**

**University of Nebraska at Omaha**

Master of Engineering in Management Information Systems and Services

**Jawaharlal Nehru Technological University, Hyderabad, India**

Bachelor of Technology in Computer Science Engineering