**Sai Nadella**

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# Professional summary

* 6 Years of professional IT experience in **Salesforce.com Developer/Administrator** which involved in implementation, development, integration with cloud applications and also includes configuration and database activities.
* Certified **Administrator** and **Platform Developer 1**.
* Experience in Sales Cloud and Service Cloud implementations, salesforce.com sandbox and production environments.
* Worked on sales cloud which provides customer to customer and business to customer sales services through the Internet. In order to maintain all the customer related information and business-related information.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce** pages and Integrating with external sources by developing **SOAP**, **RESTful** **Apex** Web Services for inbound calls to salesforce.
* Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Experience in Salesforce **Lightning** framework and components.
* Developed **Lightning** apps and components to be more interactive to end users.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Highly skilled in Salesforce.com (SFDC) development and implementation.
* Experience in designing of **custom objects, custom fields, page layouts, custom reports**.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to SalesForce using **Import Wizard** and **Data Loader Utility**.
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Expertise in building innovative solutions to meet customer needs and support business goals using Agile methodology
* A practical strategic provider who thrives on new challenges and opportunities in a team environment or can work independently
* Great problem solving and time management skills to meet tight deadlines.

# EDUCATION

**Master of Science in Electrical and Computer Engineering** Wichita State University, Wichita, Kansas

# Certifications

* **Certified Salesforce** **Administrator**
* **Certified Salesforce Platform Developer 1**.

# TOOLS & TECHNOLOGIES

* **Salesforce Technologies**: CRM (Force.com, Sales Cloud, Service Cloud), Vlocity, Veeva, Apex Classes & Triggers, Visualforce pages, Salesforce CPQ, Database operations (DML, SOQL, SOSL), Workflow rules & Approval processes, Price Rules, product Rules Reports & Dashboards.
* **Salesforce Tools**: Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com CLI, JIRA, ServiceMax
* **Database**: Oracle 11g and MS Access
* **Languages & Scripts**: Java, JavaScript, SQL, PL/SQL, CSS

# PROFESSIONAL EXPERIENCE

**CVS Healthcare, NJ, USA Oct 2019- Till Date**

**Role: Salesforce Lightning Developer**

**Project Description:**

**TriZetto** Healthcare Products are software solutions, which also do claims processing with revenue management and analytics software. This project is about migration of classic to lightning experience.

**Responsibilities**:

* Followed **Agile** Scrum methodology that included iterative application development,
* Weekly **Sprints** and stand up meetings.
* Developed **lightning components** and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Developed **lightning components** to capture the response from external system and alert the user.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* 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.
* Deployed **Apex using Force.com IDE**, Force.com **Migration Tool** and **Web Services API**.
* Discover and document business requirements (user stories) and provide scalable designs for the implementation of additional **CRM system** functionality.
* Developed Visual Force pages, Apex classes, Apex triggers for various functional needs in the application.
* **Configure Salesforce.com CRM** (create/change screen layouts, fields, business rules, validations and workflow) to meet the business requirements.
* Implemented Visual Flows for automatic sales and service process in Sales Cloud.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Used **SOQL** and **SOSL** within Governor Limits for data manipulation needs of the application using the platform database objects.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields.
* Developed Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Worked on integrations using **REST** and **SOAP API** and Connected Apps.
* Worked with **Apex Data Loader** tool to perform DML operation using CSV files.
* Customized page layouts for **Opportunity, Contacts, and Accounts depending upon user roles, and groups.**
* **Handled the deployments process using GIT HUB.**
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Migrating Metadata from one sandbox to another sandbox using **ANT** tool.

**Environment**: Salesforce CRM, Salesforce Unlimited Edition, Salesforce.com/Visualforce, Salesforce APIs, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Java script, Workflow & Approvals, Service Cloud, J query, REST, Web Services, SOAP, Reports, Eclipse,

**Cardinal Health, Dublin, OH Jan 2017– Oct 2019**

**Role: Salesforce Lightning Developer**

**Project Description:**

**One of the largest insurance company** set a goal to migrate from PEGA to Salesforce Enterprise Application. This project is mainly focused on the **time and attendance** and **Workforce Management domains**. New supporting policies and procedures were developed to support the new business processes.

**Responsibilities**:

* Interacted with various business team members to gather the requirements and document them in a test-driven and formal QA Development environment that included development, staging, and production deployment cycles.
* Designed and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Developed and configured various Custom Reports, Report Folders and Dashboards for different user profiles based on the need in the organization.
* Designed and developed VisualForce pages based on the business requirements.
* Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on writing **Apex Triggers** & **Apex Classes**, **Batch Apex** and **Scheduled Apex.**
* Implemented service cloud module which deals with Accounts, contacts, cases, solutions, Assignment rules etc.
* Worked on different relationships between the objects like lookup and master detail relationships.
* Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Worked on complex data migration projects using Data Loader tool.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* **Handled the deployments process using GIT HUB.**
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Used **Data Loader** to transfer the data to production and Full sandboxes, used Eclipse IDE for complete Apex Programming.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Performed **Unit, Integration, Regression and User Acceptance Testing**.

**Environment:** Salesforce Unlimited Edition, Salesforce.com / Visual force, Salesforce APIs, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Java script, Workflow & Approvals, Service Cloud, J query, REST, Web Services, SOAP, Reports, Eclipse.

**Cigna Healthcare, Lafayette, LA Jan 2016 – Nov 2016**

**Role: Salesforce Developer**

**Project Description:**

This project is mainly focused on the enhancement and support of the application New supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various **Custom Objects, Tabs, Visual force Pages and Controllers**.
* Administered, configured, maintained Salesforce.com application **user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.**
* Created and deployed Several Reports using salesforce.com platform.
* Worked on Process Builder for calling the apex methods for updating the contact information with zip code.
* Responsible for managing **Profiles, roles, public groups, queues, Permission sets, Sharing settings.**
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards and graphics**) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Assigned workflows for **Lead conversion**, transfers, **merging duplicates**, managing **web-to-lead** to track responses to **online campaigns**.
* Created custom **reports** and **dashboards** for analyzing the information provided by the user.
* Involved in querying sales force tables using **SOQL & SOSL** queries using Force.com Explore.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Created and used **Email** templates in **HTML** and **Visual force**.
* Used the **sandbox** for **testing** and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Apex Language, Apex Triggers, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Eliptico It Solutions Feb 14-Dec 14**

**Salesforce Admin**

**Project Description:**

This project is mainly focused on the enhancement and support of the application New supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created several Visual force pages, **Validation Rules**, **Custom** **buttons** and links on custom and standard objects.
* Customized page layouts for Case, Accounts, Contacts, Product etc., for different profiles.
* Good understanding on **Roles**/**Sharing** **rules**/**Record** Types visibility in the application.
* Customized the user interface using Visual force Pages, HTML and JavaScript.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom Object.
* Packaged and Deployed customizations from **Sandbox** to other environments using Eclipse.

**Environment:** Force.com Platform, Sales force Unlimited Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Force.com Web Services API, Workflow & Approvals, Reports, Eclipse IDE, Sandbox, Email Services, HTML, Java Script, JQuery, CSS.