 Bhaskar Reddy

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# Professional summary

* Having **8** years of overall experience and 5+ years in Salesforce CRM Implementations: **Analysis, Design, Development, Administration, deployment, testing, requirement analysis, system design, Integration and** supportingthe cloud applications**.**
* Strong experience with frontend technologies like **HTML5, CSS3,** Scripting languages like **JavaScript, jQuery, AJAX, AngularJS, NodeJS, BackboneJS** and good knowledge in **ReactJS** and **Micro Services**
* Worked extensively in developing, customizing of **Visualforce pages with Visualforce components,** Custom, Extension controllers and developed dynamic components.
* Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, **Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports** and **Dashboards**.
* 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**.
* Proficient with Object Oriented Programming and development web-based applications using Java technologies**: HTML, CSS, XML, JavaScript, Angular JS and J2EE**.
* 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

# EDUCATION

**Master’s in Information Technology** Southern New Hampshire University, NH

**Bachelor’s in Computer Science and Engineering** Malla Reddy Engineering College, Hyderabad

# Certifications

* **Certified Salesforce Platform Developer 1**.

# TOOLS & TECHNOLOGIES

* **Salesforce Technologies**: CRM (Force.com, Sales Cloud, Service Cloud), Vlocity, Apttus CRM, 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.
* **Operating Systems:** Windows 98/2000/XP/2003/Linux.
* **Database**: Oracle 11g and MS Access
* **Languages & Scripts**: Java, JavaScript, SQL, PL/SQL, CSS

# PROFESSIONAL EXPERIENCE

**CVS Healthcare, Florham Park, NJ July 2019- Till Date**

**Role: Salesforce Lightning Developer**

**Project Description:**

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 and also worked and configured requirements with **APTTUS CRM**.
* Integrated with Salesforce by using **Marketing cloud connector (V5**).
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Involved in development and maintenance of the website using **HTML5**, **CSS, Ajax, and jQuery**, **JavaScript, AngularJS and Node.js**
* 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 /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.

**Michelin NA, Greenville, SC April 2018- June 2019**

**Role: Salesforce Lightning Developer**

**Responsibilities**:

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into Design, Implementation.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Developed SOQL and SOSL queries to get data from different related objects and Used Force.com to Explorer for SOQL testing.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Involved in Business and Technical grooming sessions and provided solutions for various stories.
* Implemented Salesforce best practices while writing **Apex Triggers, Apex Controller** classes, Utility classes with consideration of **Governor Limits.**
* **Integrated Salesforce Velocity.**
* Written **Apex triggers** on Standard and Custom objects to perform various customizations based on the stories provided by different business groups.
* Designed and Developed SFDC CRM platform.
* Experience in working with automating opportunities, quotes by CPQ tool.
* Created Customer Portal and Communities so that Customers can register and manage their Accounts.
* Worked on customization of sales cloud **standard objects -** Accounts, Contacts, Opportunity, Campaign, Lead, Cases, Knowledge and Articles.
* Performed admin tasks for customizing **Users, Roles, Profiles, Permission Sets, Network filtering, Single Sign-On, Sharing Rules.**
* Implemented custom business logic using salesforce declaratives - **Validation rules, Formula Fields, Process builder, Workflow rules and Approval Process.**
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* Created **Custom Report** Types, **Report and Dashboard** folders and enabled folder permissions to various roles in the organization.
* Adding **Lightning** components to **salesforce1** using in Visual force page.
* Having good experience in using tools like **JIRA, Rally.**
* Used Force.com Ant based migration tool, **change sets for** deploying components from **sandbox** to other sandbox and production instances**.**
* Followed **Agile Methodology** and worked in Sprint concept to complete development of projects.

**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.

**Rally Health,** [**Chicago, IL**](https://www.glassdoor.co.in/Location/Rally-Health-Chicago-Location-EI_IE881152.0,12_IL.13,20_IC1128808.htm) **Sep 2017 - Feb 2018**

**Role: Salesforce Lightning Developer**

**Roles and Responsibilities:**

* Participated in requirements grooming sessions with business users, developers and created Technical Design **SSO Documents** with coding standards and pseudo code.
* Worked on **Eclipse IDE** with Force.com plugin for developing Apex programming and customizing meta-data components.
* Developed **Apex Triggers, Apex Classes** for implementing customizations requested by business users across various objects.
* Written and tuned **SOQL, SOSL** with consideration of **Governor Limits** for querying across large datasets and performed **DML operations**.
* Designed high level customized **Visualforce pages** using extension controllers, custom controllers and standard controllers.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ
* Maintained CPQ tool updated with latest functionality by Installing Apttus CPQ releases.
* Written **apex SOAP** web services classes for inbound calls to salesforce and other consumers used Partner WSDL to consume salesforce data.
* Worked on customization **of Sales and Service clouds -** Accounts, Opportunities, Campaigns, Leads, Cases and Solutions.
* Implemented **Email**-to-Case, Case Escalation rules, Case Assignment rules for service request automation.
* Worked as and admin for Creating Users, Profiles, setting up organization role hierarchy and public groups.
* Configured **Single Sign-On** using Active Directory and worked with AD team.
* Worked on data migration from Siebel to salesforce using **Data Loader,** Oracle and performed Insert, Update, Upsert, Import and Export operations.
* Developed various Custom Reports, **Report Types, Dashboards** and Analytics snapshot for different line of business on Standard and Custom objects.
* Built package.xml and deployed components to **sandbox** and production instances using Force.com ant migration tool, **Workbench and Change Sets.**

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, S-Controls, CRM & Sales cloud, Import Apttus, Integration, Wizard, Apex, XML, Apttus CPQ. JavaScript, Web Services API, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates.

**E1C1 software, India Dec 2015 – Feb 2017**

**Role: Salesforce Developer**

**Roles and Responsibilities:**

* Worked with **Data loader, Apex Explorer and Eclipse.**
* Developed **Apex Classes,** Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and deployed **workflows and approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* 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.
* Salesforce.com Configuration and Design of **Service Cloud, Sales Cloud** and Force.com solutions, with an emphasis on Service Cloud solutions.
* Developed, deployed and designed page layouts, components, custom objects, custom tabs, apex classes, visual force pages to reach the needs of organization.
* Designed and documented business logic after information gathering.
* Created profiles and implemented **Object level, field-level and record-level security**.
* Created email templates and **inbound emails using Visual force for the clients and customers.**
* The sandbox for testing and migrated the code to the deployment instance after testing.
* Experience with programming and customizing standard objects and **creating custom objects** using Salesforce.com’s inbuilt tools to create and customize objects.
* Monitoring Companies sales by salesforce CRM application. Used **Sandbox** for development and testing and then to production environments.
* Managed profiles by managing record level permissions, different objects and fields. Provided reports at different levels of business.

**Environment:** Salesforce.com, Apex, Visualforce, Forec.com IDE, Workflows, Data loader, JavaScript, HTML, AJAX, Force.com IDE, ETL, Demand tool, Java, J2EE, Web services, Oracle, Windows 2002.

**Jabong, India Sep 2012 – Nov 2015**

**Role: Salesforce Developer/admin**

**Roles and Responsibilities:**

* Designed tables and indexes, Wrote complex **PLSQL and** Stored procedures.
* Involved in fixing bugs and unit testing with test cases using **JUnit**, developed user and technical documentation.
* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on **UML** concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition
* Designed and developed web pages using **JSP, HTML and used JavaScript for client-side validation**
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts framework.
* Developed **data model and stored procedures.**
* Developed **Servlets** to process update information.
* Used **JDBC** for communicating with the database.

**Environment:** Java, JSP, Servlets, Java Beans, MVC, JMS, EJB2.0, Weblogic8.1, JavaScript, ORACLE8i, HTML, DHTML, XML, Windows XP.