**Sai Teja**

**Sr. SFDC Developer/Admin**

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**Professional Summary:**

Around **7** years of experience in Development, Application security, Integration, Deployment, Data migration and Configuration on Salesforce Platform. Involved in all phases of Software Development Life Cycle (SDLC).

* Strong knowledge over the **Sales cloud, Service cloud and Marketing cloud.**
* Experience in SFDC Standard **Data structures**, familiar with designing **Custom Objects** based on the requirements.
* Worked on **Apex** **Programming** for development on Force.com Platform.
* Strong knowledge over **Data Mapping** using the Text tags with the object fields.
* Experience and knowledge on **Lightning Interface** and **Lightning UI Framework**.
* Worked on **Lightning Components** on the SFDC platform.
* Experience in developing and maintaining **Customs reports & dashboards.**
* Worked on different **Data Migration** techniques based on the Salesforce data model.
* Sound knowledge on Salesforce **Setup Menu**, Configuration, Custom Application Development, Data Migration and Deployment of applications to Force.com platform.
* Good knowledge on **Data Loader** to insert, update, upsert and delete records.
* Ability to write **complex** **SOQL**, **SOSL** queries across multiple objects within the SFDC **database**.
* Experience in Object Oriented Programming System using **JAVA**.
* Experience in wide range of languages and technologies such HTML5, CSS3, JavaScript, XML, and MVC Framework.
* Created **Data extraction** files to back up and restore the data.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Hands on Experience of Salesforce Web Services **API** like **REST**, **Bulk** & **SOAP**.
* Experience in salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Good experience in developing salesforce **Lightning Apps**, **Components**, **Controllers** and **Events**.
* Proven ability to rapidly analyze challenges by thinking strategically and by delivering technical solutions improving margins, revenues and workplace productivity.
* Experience in working with **Agile**/**Scrum** **environment**, **Iterative**, **Waterfall** software development methodologies.

**Technical Skills:**

|  |  |
| --- | --- |
| Platform & Cloud | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Web Services, Analytic Snapshots, Custom Objects, Sales cloud, service cloud, marketing cloud, e-commerce cloud data extensions, etc |
| Salesforce Technologies | Visual Force (Pages, Component &amp; Controllers), Triggers, Apex Classes and Test Classes, Validation Rule, Workflows, Approval process, Dashboards, Custom Report Types, Batch and Scheduled Apex, Lightning components, Custom Settings, Anonymous Apex, Change Sets deployment, Bulk, SOAP, REST API’s, Integration, Lead Management, contact, data extractions, continuous integration |
| Salesforce Tools | Data Loader, Eclipse, Force.com Excel Connector, Various platforms. Platform (Sandbox and Production), Force.com Migration Tool, CPQ. |
| Operating System | Windows, Unix |

**Professional Experience:**

**International paper,** **Memphis, TN Jun’ 2019 – Till Date**

**Sr.Salesforce Admin/Developer**

**Responsibilities:**

* Analyzed **customer requirements**, performed detailed analysis of business and technical requirements and designed the solution by customizing various **standard and custom objects** of Salesforce.com like **Accounts, Contacts, Properties, Reports, and Dashboards** in **Sales Cloud**.
* Involved in analysis and design to migrate Salesforce applications from **classic** to **lightning**.
* Customized existing **Visualforce** to align with **Salesforce** new Lightning UI experience.
* Created Record types and page layouts, updated **validation rules**, and improvised **page layouts**.
* Involved in building **Lightning Components**, **Pages** and **Apps**.
* Leveraged Lightning **Design** **System** to implement custom UI screens.
* Enhanced user interface using **Lightning** **App** **Builder** to include quick actions and custom lighting components.
* Developed **Lightning component framework** including an Out-of-the-Box set of components, Event-driven Architecture, and a framework optimized for performance.
* Modified **access** and **sharing rules**, added **custom objects** and Workflows, and Approval Processes to assign various requests from users to administration based on their roles.
* Configured user **Accounts**, **Roles**, **Profiles**, and **Sharing** **Settings** by implementing role **hierarchies** to provide shared access among various users.
* Used **Data** **loader** to insert, update and bulk **import** or **export** of data from salesforce.com objects. Used it to read, extract and load data from comma separated values (**CSV**) files.
* Developed lightning Components to use in the **Action** **Buttons**.
* Integrated Salesforce with other internal applications using **SOAP and REST** services.
* Collaborated with teams to Design and Implement Salesforce **Integration.**
* **Requirement analysis**, **Configuration**, **Customization**, **Workflows**, Validations, **Security** and **Profile** settings, Communities setup, data load, Apex classes, JavaScript, visual force pages, **REST** **API** services.
* Worked on **Lightning**, **Apex**, **JavaScript**, **CSS**, **HTML**, **jQuery**.
* Developed **Reports** and **Dashboards** in the communities.
* Designed and developed **Apex classes**, **Apex triggers**, **Visual Force Pages**, and **Components** as per requirements.
* Involved in development and testing of **Web Services** to integrate with external system.
* Written **SOQL, SOSL** query language necessary for the application in **Apex classes** and **triggers**.
* Involved in data migration from traditional apps to salesforce using **Data loader utility**.
* Worked on **Sales**, **Lead Management**, **Opportunity** Management, Account **Planning**, and **Contact** Management.
* Created Workflow rules and assigned related **Tasks**, **Email Alerts**, **Field updates** as per the business scenario.
* Developed **Visual Force pages** to include extra functionality and Created Apex classes to provide functionality to the **visual pages.**
* Created Test Scenarios on **Sandbox environment**, created **packages** and moved it between Sandboxes and Production environments.

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Apex Language, Visual Force, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

**Freddie Mac , McLean, VA Jan’ 2018 to Jun’ 2019**

**Salesforce Developer**

**Responsibilities:**

* Created and managed **users**, **profiles**, roles and **permission** sets in Salesforce.
* Customized fields, **page** **layouts**, record types, reports and **dashboards**.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Assisted in data import/export/updates, system customization.
* Provided day to day end user support and assist users with best practices to improve and increase their

knowledge of **Salesforce**.**com**.

* Maintained data and system security and integrity in Salesforce.
* Designed and developed Apex **Classes**, Controller Classes, **Controller** Extensions and **Apex** **triggers** for various functionalneeds in the application.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with Apex programming language at backend and **Visual**-**Force** pages as user interface.
* Created test scenarios on the **Sandbox** environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Implemented the requirements on the **Salesforce**.**com** platform and Force.com **IDE Plug-in using Eclipse**.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Worked with business line and partners to identify and design appropriate automation workflows.
* Integrated financial applications with **Salesforce** CRM.
* Provided integrated systems analysis within the domain and identified how application/systems interact to

support business processes.

* Liaised with the **Solution** **Architects**, **Application** **Developers** and **Testers** to ensure they understand the

functional requirements of the systems.

* **Deployed** applications from **Sandbox** to **Production** using **Eclipse** and **Change** sets.
* Configured system settings and options to ensure business requirements are fulfilled.
* Responsible for documentation of Business requirements, functional specifications, system requirements,

**test** plan, **test** scripts, test summary.

* Managed project tasks assigned within scope, quality and timeframe allocated with **PM** supervision.
* Identify and record risks, issues, dependencies and assumptions in accordance with project standards.
* Involved in high level sessions to support the **design**, **testing**, **development** and delivery of system

enhancements.

* Resolved major issues in previously existing integrations between SAP and Salesforce in the Jenkins environment and used **REST** and **SOAP** APIs to **create**, **retrieve**, **update**, **delete** the records.
* Created Use Case diagrams in **MS** **Visio** to visualize functionality of information outlined in **Business** **Requirement** **Documents**

**Environment:** Agile, Salesforce.com platform, Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, Web Services API, Sales Cloud, Service Cloud, Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Test Classes, Test Scripts, DML Queries.

**Client: LennarHomes, Miami, FL Jan’ 2017 to Dec’ 2017
Salesforce Admin/Developer**
**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used **field** level **security** along with **page** **layout** to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com **standard** **objects** like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Created Relationships and created **Junction** objects to implement **Roll-up Summary fields** to aggregate data from child records on the parent.
* Developed **Visualforce** **Pages** to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Implemented **Marketing** **Cloud** and worked with entities **Campaign**, **Campaign** **Influence**, **Leads** and **Contacts**.
* Designed, Developed & deployed various **APEX** **Classes**, **Triggers**, **Test** **methods**, **Visualforce** **pages** & also various Schedule, Batch and Future based Apex classes to implement the custom functionality.
* Developed **triggers** which added automatic templates to fire to the respective users.
* Involved in deploying the **AppExchange** applications and **integrating** with third party applications.
* Created **triggers** to process incoming service **e-mail** requests from customers to automatically create new case records.
* **Integrated** the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Developed **Assignment** **rules**, **Escalation** **rules** to enable proper routing of cases to the case team members.
* Developed **Workflow** **rules**, **tasks**, **emails** and **alerts** to track customer related tasks and activities.
* Developed and created various **Custom Objects, Tabs, Entity-Relationship data model, Reports** types for custom reports, reports and **dashboards** **validation** rules on the objects and tabs, Components.
* Created **Many**-to- **Many** **relationships** and created **Junction** objects to implement **Roll-up Summary fields** to aggregate data from child records on the parent
* Implement and maintain Salesforce customizations such as security, **sharing** and **visibility**, **approval** **processes**.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports** **AppExchange** for providing Reports and Dashboards that monitors the Knowledge Base.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
* Designed various types Email templates for auto response to customers.
* Developed several **custom** **reports** to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Conducted training sessions to the **UAT** users to use the Salesforce Knowledge application and developed a feedback custom report.

**Environment**: Salesforce.com, Force.com, Marketing Cloud, Apex Classes, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, , SOSL, SOQL, Sales Cloud, Service Cloud, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

**Skye IT Solutions Pvt Ltd Hyderabad, India Jul’ 2015 to Nov’ 2016 Salesforce Admin**

 **Responsibilities:**

* Performed the role of **administrator** at basic level in the organization.
* Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
* Developed and created various **Custom Objects, Tabs, Entity-Relationship data model, Reports** types for custom reports, reports and dashboards validation rules on the objects and tabs, Components.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Created **Many-to- Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent
* Implement and maintain Salesforce customizations such as security, sharing and visibility, approval processes.
* Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed **Salesforce.com** custom application using **Visual** **force** and **AppExchange**.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, **force.com API**, and web services.
* Worked extensively on **Accounts**, **Contacts**, **Opportunities** and other **Standard** **Objects** and **customized** **Objects** for Additional Fields, Layouts, and Record Types and Validation rules
* Hands-on working experience in **Role** **Hierarchy**, **Custom** **Profiles** and public Groups creation and user management.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform **database** objects.

**Environment:** Salesforce.com platform, service cloud, Apex, Lightning, Process builder, Workflows & Approvals, Reports, Custom objects, Custom Tabs. Apex Language, Visual Force, SOQL, SOSL, Data Loader, Web Services API, HTML, Java.

**Inteq Solutions, Hyderabad, India May 2013 to Jun’ 2015**

**Salesforce Consultant**

**Responsibilities:**

* Performed the roles of **Salesforce.com Developer** and **Administrator**.
* Developed/implemented Partner Portal using **Salesforce platform**.
* Responsible for setting up **web services integrations**.
* **Agile Development** Methodology was followed for the implementation.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user

requirements, designed the solution by customizing various standard objects of **SalesForce.com**.

* Developed **Visualforce pages** and integrate them with the pricing team.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Products,**

**Leads, Campaigns, Reports** and **Dashboards.**

* **Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules,**

**Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the**

**application**.

* Used **SOQL** with consideration to Governor Limits for data manipulation needs of the application.
* Used **Data Loader for insert**, update and bulk import or export of data from **Salesforce.com**.
* Collaborate with other technology team members to create and **support data integrations** between salesforce

and other business system.

* **Develop and deployed** custom applications.
* Identify opportunities for application optimization, redesign, or development of **Financial service cloud**.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish

connectivity among objects.

* Created **workflow rules** and defined related tasks, time triggered tasks, email alerts, filed updates to implement

business logic

* Used Change Sets to **deploy** code from **sandbox** to production environment.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component &amp; Controllers), Data Loader,HTML, Java Script, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**CERTIFICATION:**

SALESFORCE CERTIFIED ADMINISTRATOR CREDENTIALS - 21376944