**Venkatesh**

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**PROFESSIONAL SUMMARY:**

* Overall, 7 Years of experience in Salesforce.com CRM Platform and Apex Technologies. Actively worked among the business stakeholder to empower the organization and help them to achieve their goals and objectives.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Hands on experience with Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Apex Web Service, Visualforce Pages, Visualforce Components & Controllers.
* Proficiency in SFC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experienced in creating custom objects and junction objects with lookup relationship and master detail relationship, as per business needs.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Sound understanding of SOQL and SOSL for Querying and Searching Data for Force.com platform.
* Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Supports the implementation of customized SFDC solutions that include Field Service Lightning components.
* Work on Integrations included integrating Salesforce with various internal systems (.NET based) to Monster.com and troubleshooting PayPal integration system.
* Configured and maintained user security permissions according to organizational needs.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com.
* Expertise in performing data migration from legacy system to Salesforce.
* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Involved in data migration and integration using Apex Data Loader.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).
* Used Services cloud to manage Cases and Entitlements.
* Used Field Service Lightning’s core objects to complete essential field service tasks like managing work orders and tracking the workforce.
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with VisualForce (Pages, Components, Controllers) and Apex (Classes, Controllers & Triggers).
* Excellent communication and inter-personal skills, experienced working with both large and small teams.

**EDUCATION DETAILS:**

**Bachelors: Osmania University, India. 2012 Masters: Valparaiso University, Indiana 2016**

**TECHNICAL SKILLS:**

* **Salesforce Technologies**: Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Field service lightning, CPQ, Apex Layouts, Workflow & Approvals, salesforce1 lightning components, Steel brick, Dashboards, Case Management Automation, Custom Objects
* **Salesforce Tools**: Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).
* **Programming Languages**: APEX, JAVA, J2EE, JSP, JSF, UNIX, SQL, PL/SQL, JAVA SCRIPT, HTML, XML, AJAX
* **Databases:** MySQL, SQL Server, MS Access, Oracle
* **Custom Integration**: Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy

**PROFESSIONAL EXPERIENCE:**

**Client: 7 Eleven Dallas, TX Oct 2019 to Present**

**Salesforce Admin & Developer**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports, also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Worked at the client site with the customer and manager the project from end-to-end.
* Involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
* Created various Reports (Summary reports, Matrix reports, Pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as sales tool and configured various reports and door different user profiles based on the need in the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Implemented multi-channel service desk including email to case, web to case, CTI integration using Ingenious open CTI, live agent setup, case escalation and assignment rules.
* Worked on Customizing service console.
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Used SOQL and SOSL for data manipulation.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**Client: Highmark, Pittsburgh, PA Aug 2018 to Sep 2019**

**Role: Salesforce Developer**

**Responsibilities**:

* Worked closely with Sales and Service Team business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Strong experience in salesforce Lightning components design and designing compact layouts using Apex Triggers, Page layouts, Visualforce pages, Workflows for mobile platform.
* Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales, service and Case Management.
* Created the workflow of the field service features according to the unique business needs.
* Developed lighting app for agent with enhanced lightning templates and experienced in modifying visual force pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Reviewed/ supported Integration Testing and UAT.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with Visualforce (Pages, Components, Controllers) and Apex (Classes, Controllers & Triggers).
* Worked on Functionality, Integration, GUI, Regression, Boundary Value Analysis, Equivalence Partitioning, Patch and Data Migration testing
* Handling custom events in the lightning components framework.
* Created and Debugged Lightning Components, building with Lightning App Builder and Visual force with the new Lightning Design System.
* Using Field Service lightning enabled the salesforce app to provide mobile access to the mobile workforce.
* Setup the configuration of Salesforce Service Cloud based on client requirements,
* Developed Lightning apps and components to be more interactive to end users.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Administrator experience in Marketing Salesforce Cloud using both Classic and Lightning versions.
* Developed prototypes on SFDC environment for Proof of Concept demo and for customer endorsement.
* Design and develop advanced customizations utilizing Salesforce (Service Cloud) and Force.
* Perform day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Worked with Approval processes, Email Approvals and Parallel Approval steps and used the Process of Visualizer to study Approval steps.

**Environment**: Salesforce.com, Visual force (Pages, Component, & Controllers), Lightning components, Customer relationship, Accounts, Security Controls, , Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**Client: TriNet, Austin, TX Jun 2016 to June 2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities**:

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Implemented Data Loader through the Command Line Interface to extract the data from database and Performed data cleanup and/or Data migration to/from salesforce.com.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Agile Development Methodology was followed for the implementation and Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields and visual Force pages with JavaScript and Apex classes.
* Performed Smoke test, System test, Functional, Integration, Regression End to End, UAT and UCT activities in Test environment and Production support environment
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Created and maintained the documentation for Design, Migration and Integration and Deployed applications from Sandbox to Production.
* Worked with Approval processes, Email Approvals and Parallel Approval steps and used the Process of Visualizer to study Approval steps.

**Environment**: Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**Client: NTT Data, India Feb 2012 to Nov 2014**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in the analysis, design, and development and testing phases of Software Development Lifecycle (SDLC).
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Having good experience with custom settings to develop the auto search functionality in salesforce.com.
* Perform administration tasks as needed, managing custom fields, integration and data cleanup.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Quest Salesforce.com instance.
* Worked on workflow rules & approval processes.
* Experience in salesforce.com Communities to set up portal, customized pages to handle Registration.
* Working Knowledge on data migration from Excel, MS outlook using Data Loader, Import Wizard, Informatica on Demand.
* Self-motivated and possess ability for critical thinking, analysis, good interpersonal and communication skills. Team oriented, technically motivated and creative. User oriented with a desire to learn client's business requirements.

**Environment**: Salesforce.com, workflow rules, email alerts, field updates, visual force pages, pick lists, look up and master detail relationships, custom objects and fields, excel, MS outlook, Triggers, Email services.