

## Sahithi k

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**Professional Summary:**

* Experienced **Certified Salesforce professional with 7+ years** of hands-on experience in Salesforce.com CRM and Force.com platform as **Salesforce Developer and Administrator**.
* Experience **in Sales cloud, Service cloud, Community Cloud and App Exchange** applications.
* Experience in using **Salesforce Lightning UI**, created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience with implementing the salesforce.com processes related to Leads Management, Opportunity, Campaigns and Case Management.
* Experience in implementing **Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Web Service APIs** etc.
* Experience in **Salesforce.com Configuration** in creating the Custom Objects, Custom fields, buttons, links, Record types, Page layouts, Community Portals, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validating Rules, lightening components,Salesforce1.
* Experience in creating **Workflow Rules, Approval Processes** to automate business process.
* Expertise in using tools like **Apex Data Loader, Apex Explorer, Eclipse IDE**.
* Good knowledge on **SOQL** and **SOSL** queries in Apex.
* Experience in Data migration.
* Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
* Designing and implementing standard based web application using Java and JavaScript.
* Experience in creating various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
* Integrating Salesforce to other systems by exposing Apex class as Rest & SOAP Web ca classes and by consuming web services of external system.
* Implemented the salesforce.com applications using **Agile Scrum** Methodology
* Experience developing data integration/imports to/from Salesforce.
* Expertise writing test classes and building **triggers, batch classes, invokable and future methods** for unit testing.
* Created Field Service Lightning set up for multi-level service territories that represent the regions where your agents and technician can work.
* Hands on experience in **Administration** setup like manage Users, Security Controls, Data Management, Creating Roles, Profiles and Integration with Salesforce web services.
* Used **Email to case, Web to Case** and **Live Chat** features and created a community where the customers can create, update and manage their cases.
* Proficiency in **Single Sign On** (SSO) configuration on Informatica Cloud Possessing sound knowledge in database management and backend programs (stored procedures, triggers, functions etc.).
* Working knowledge of design patterns with the ability to code to architectural documentation.
* Constantly strive towards improving the scalability and maintainability of the product by providing technical inputs wherever needed.
* Involved in providing Production support post go-live.
* Excellent communication skills (both verbal & written) with good interpersonal skills.
* Good team player with good analytical skills.

**Certifications & Achievements:**

**Salesforce Certified Platform Developer I**

**Salesforce Certified Administrator**

**Education:**

Bachelor of Technology in Computer Science Engineering from JNTU – Hyderabad, India

### Technical Skill Set:

### Salesforce: Sales cloud, Service Cloud, Apex Classes/Controllers, Apex Triggers, Batch, and schedulable apex,

### VisualForce, lightning, lightning web components, Web Services, Salesforce automation tools, Change

### Management, Reports and Dashboards, Community Cloud, SOQL and SOSL.

### Languages/Frameworks: Apex, Java, SQL, HTML 5.0, Cascading Style Sheets (CSS), XML/XSLT/XSL/XSD,

### JavaScript, jQuery.

### Business Processes: Service Requests and Activities, Opportunities, Quotes and proposals, Campaign

### Management, Case Management, Approval and De- Duplication.

### Reporting Tools: Tableau, Dashboards.

### Salesforce Tools: Eclipse with Force.com IDE, Force.com migration tool (ANT), Developer console,

### Dataloader.io, Apex Data Loader, Workbench, Postman.

### Professional Experience:

**Infoblox, Santa Clara, CA (Remote) Feb 2021 – Till Date**

**Salesforce Developer**

Infoblox is the world's leading on-premises platform for automating DNS, DHCP and IPAM (DDI)—and simplifying complex, dynamic network services for any size organization. We were involved in the development of a Salesforce-enabled Sales Productivity Management Automation Engine for our client.

**Responsibilities:**

* Following Agile methodology and worked as part of releases which includes gathering requirements from business, scoping, design, development, QA and deployment.
* Closely worked with Business users, Business Analysts and large team for Analysis of the existing system and specifications.
* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns Associated with **Sales Cloud**.
* Created **Community portals** for the partners in **lightning** and implemented security model tightly to restrict portal users to their respective functionality.
* Created **Lightning components**, **Apps**, **Pages** and Configured Salesforce Lightning Salesforce1 Mobile App
* Create **Lightning components using aura framework**, handled the events between different components.
* Enabled the knowledge management for the community and created data categories, topics and published them for the portal users
* Created different page variations and branding to display different views relative to partners.
* Designed, developed and deployed Custom Objects consisting of validation rules with effective formulae fields, Workflow rules necessary to suit the needs of the application.
* 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, email alerts, and field updates.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application.
* Created VF Components used repeatedly in VF pages to reduce the redundancy when needed.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes**.
* Developed Test Classes for unit testing and Apex Triggers for various DML events and functional needs in the application.
* Worked on **SOQL** & **SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experienced with **Web-to- Lead and Web-to- Case** scenarios along with Escalation rules and Assignment Rules.
* Experienced working with Force.com IDE & Eclipse IDE in design and development of Custom Application for Complex Business Processes in both **Sales Cloud** and **Service Cloud** Modules.
* Used Data Loader for 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 front end pages using HTML, Java Script, jQuery and implemented CSS style sheets.
* Integrated Salesforce data with external systems by writing salesforce **REST Web Services** for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Reviewed the code and other components developed by the team and also performed functional Testing.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Coordinating with the **UAT** teams and making the necessary development changes and follow-up with UAT team thereby providing UAT support.

**Environment:** Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), REST API’s, JavaScript, Apex Data Loader, UAT Server, Sales Cloud and Service Cloud, SOSL and SOQL, HTML, CSS, Flows & Workflows, Approvals, Java Script, Eclipse, Apex Triggers, Validation Rules, Eclipse IDE Plug-in.

**Autotrader, Atlanta April 2020 - Feb 2021**

**Salesforce Developer/Admin**

This application is basically designed to setup the Order entry process, sales adjustment, assignment of Order entry user, simplified approval process, Payout case process and automate the Order process, referral payout process. With Order entry process they can easily find the MRCs for each individual teams, total commissionable MRCs and payout for referrals.

**Responsibilities:**

* Extensively worked on **Agile methodology** and attended Daily status/standup meetings.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Developed **Lightning Component** Framework and built Lightning component using aura framework.
* Used **Tableau** for graphical representation of reports.
* Enhanced views with filters, sets, groups and hierarchies in Tableau.
* 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.
* 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).
* Experience with Salesforce **Service cloud** implementation and Sales cloud.
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Used **SOQL** and **SOSL** for data manipulation.
* Designed web pages in Visualforce for capturing various customers’ 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.
* 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.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), Tableau, UAT Server, SOSL and SOQL, HTML, CSS, Sales cloud, Service cloud, Apex data loader, Workflows & Approvals, Java Script, Eclipse IDE, Apex Triggers.

**Reliance Jio, Mumbai, India Nov 2016 - Jan 2020**

**Salesforce Developer/Admin**

**Responsibilities:**

* Gathered detailed design specifications and strategies which were utilized by the functional team and the development team for performing detailed development and testing on business applications. Involved in requirements, design, planning, and implementation and testing phases.
* Coordinated with the users to gather and analyses the business requirements
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Worked actively with the Development team, providing assistance with programming issues and post production bugs.
* Implemented the **Web Services** through WSDL in the Salesforce.com for outbound messaging.
* Developed Apex Classes, Controller Classes and **Apex Triggers** for various functional needs in the application.
* Setting up **Service Cloud** Console, Cases (Web to case, Email to case), Solutions, Case Assignment.
* Involved in Working with Standard Sales force features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, **Reports** and **Dashboards** etc.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Implemented **REST** messages for communication between web service client and service provider
* Worked on Cascading Style Sheets and HTML pages to display static data content.

**Environment:** Reports & Dashboards, Sales Cloud, Service Cloud, Web Services, Profiles, S-Controls, Data Loader, Workflow & Approvals, MySQL CSS and jQuery, Validation Rules, Workflow Rules, Approval Process, Custom Objects, Data Loader, Workbench, Escalation rule, Eclipse IDE, Change Sets.

**Charter Global, Hyderabad, India Oct 2014 - Nov 2016**

**Software Engineer**

**Responsibilities:**

* Worked on Salesforce.com standard objects such as Accounts, Contacts, and Opportunities and developed automated workflows and approval processes.
* Created and maintain user roles, profiles and implemented security settings **Object level, field-level and record-level security**.
* Created Custom objects, Fields and page layouts.
* Implemented the Requirements on Salesforce.Com Platform and Force.Com IDE Plug-In using Eclipse.
* Designed, and Developed Apex Classes, Controller Classes, Extensions and Apex Triggers for Various Functional Needs in the Application.
* Used **SOQL** & **SOSL** with Consideration to Governor Limits for Data Manipulation needs of the Application Using Platform Database Objects.
* Customized Page Layouts for **Opportunity**, **Contacts**, and **Accounts** Depending upon user Roles, and Groups.
* Used Data Loader for Insert, Update, and Bulk Import or Export of Data from Salesforce.Com sObjects. Used It to Read, Extract, and Load Data from Comma Separated Values (Csv) Files.
* Installed and Worked on Demand Tools Application from **AppExchange**.

**Environment:** JavaScript, JSP, HTML, MySQL CSS and jQuery, Validation Rules, Workflow Rules, Approval Process, Custom Objects, Data Loader, Workbench, Escalation rule, Eclipse IDE.