**Thejeswar Prasad Oleti**

Certified Salesforce Administrator/Developer

**Professional Summary**

* Total **6+** **years** of extensive experience in design, development and implementation of variety of software applications that include web-based intranet and client/server applications which includes **4 years** of experience with **Salesforce.com CRM** and **2 years** on Java/J2EE technologies.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing and Deployment.
* Worked closely with **Business Users** to enable business process using SFDC.
* Expert in Business Analysis, Requirement Gathering/Documenting/Feasibility study, **GAP Identification**, Creation of BRDs, testing of Functional requirements to ensure correct implementation, **Sprint Review Inspection & Feedback** etc.
* Worked in multiple domains like **Banking, Healthcare, General Insurance [Property & Causality(P&C)].**
* An effective leader with excellent communication, negotiation and relationship building skills.
* Expert in Project Management / Test Management and Agile Tools like Version1, JIRA, QC, etc.
* Expert in preparing **Daily, Weekly and Monthly Status Report for different Project Stakeholders.**
* Led high-performing Scrum Studios and BAQA Teams of 7-24 personnel & responsible for evaluating team’s performance and grooming new joiners of the Team by providing **adequate training, functional knowledge and admin support**.
* Worked with various CRM applications like **Salesforce.com, Sales cloud, Service cloud,** and **Community Cloud.**
* Experience in creating **custom objects, fields, apps, profiles, Roles, Relationships, Tabs, Reports and Dashboards, Record Types, DML operations, Triggers, and Data loader.**
* Designed **Junction objects** and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Implemented **security** and **sharing rules** at **object, field, and record level** for different users at different levels of organization.
* Involved in **Data modelling, Data management** and writing complex SOQL and SOSL queries statements within **custom controllers, extensions and triggers.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Experience in working with Salesforce developer toolkit (**Apex, Visual force, force.com IDE, and SOQL**).
* Deployment/Packaging effectivelyusing **Change Set** and **JENKINS** and limited knowledge on Using ANT Scripts to deploy**.**
* Having hands on experience in **Lightning** interface, **Aura** Framework.
* Hands on Experience on **Salesforce** **Lightning** for Customizing Reports and Dashboards for business use.
* Experience in modifying visual force pages to be supported in **Lightning** **Experience** and good understanding of lightning mode and its features.
* Worked with **Auditing tools, Data Management tools, Data loader, reports & dashboards**
* Hands on experience in using the **sandbox** for testing and **migrated** the code to the deployment instance after **testing.**
* Strong experience working in **Agile, Scrum** and **Waterfall** and **SAFE-Agile** methodologies.
* Testing the **Test Classes** and **Test Methods** to ensure maximum **Code Coverage (greater than 75%)** in production instance.
* Having good analytical skills and ability to handle multiple tasks and work independently as well as in a team and worked with on shore and offshore teams.

**CERTIFICATIONS:**

* Certified Salesforce Administrator
* Certified Salesforce Platform Developer 1

**Education:**

* **Bachelor’s in computer science, Anna University, Chennai, India (2006-2010)**
* **Master’s in software engineering, Oklahoma Christian University (2017-2018)**
* **Doctorate in Business Administration, Westcliff University (Still Pursing)**

# PROFESSIONAL EXPERIENCE:

# Client Name – Unite Here Health (UHH), Naperville IL

# Years of Experience - Sep 2019 – Till date

# Designation - Salesforce Consultant

**Description:** **Unite Here Health** is a multi-employer Taft-Hartley Trust Fund governed by a Board of Trustees composed of union and employer representatives. provide health benefits that offer high-quality, affordable healthcare to our participants at better value with better service than is otherwise available in the market. UNITE HERE HEALTH has served UNITE HERE! union workers in the hospitality, food service and gaming industries. Our benefits and innovative programs are designed to meet the triple aim of better care, better health, and lower costs while empowering our participants to better manage their health and healthcare.

**Responsibilities:**

* Ensures that the **optimal business value is achieved** and help the organization realize value through delivering product. Structured the **breakdown of the PBIs** in a way that they can be mapped to the value statements of the product in order to enable measurement of value delivered at the end of releases.
* Create & maintains the **Product Backlog** by prioritizing High Business value Items on the top of the Product Backlog by applying Pareto Principles (80-20) rule.
* Collaborates with the dev team on the **product backlog refinement** and decides how and when refinement is to be done.
* Help Development team to identify **sprint backlog** based on **Sprint Goals** and clarify user stories in grooming & sprint planning meetings.
* Involved in discussions with client and stakeholders and understand their future needs and document them as **user stories.**
* Participates in **Defect Triage meeting** with other stakeholders and add in the Product Backlog accordingly.
* Motivates the team by explaining the Road map ahead and the future challenges. Good at conflict management and **Negotiates** on the sprint scope with the team in a healthy way and ensured **SOWs** met expectations.
* Established the scope **of MVP** and the product development plan to meet the MVP goals. Created release plan mapped to business value statements.
* Created, updated and maintained **user stories** and their **acceptance criteria** and mapping of the same as per the Release plan.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, and UI development and testing.
* Involved in gathering requirements, from the regional directors and various teams in the organization for enhancing the application.
* Experience in training the end users on new updates and helping them to navigate through the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* 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.
* Used **field level security** along with page layouts to manage access to certain fields.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud.**
* Made new feature **enhancements** on Service cloud console view and developed some Visual force components and created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework.
* Hands on experience in using the **Aura framework** and Salesforce **lightning Design System** (SLDS) and developed various **lightning components**, events and applications
* Experience in **Unit testing**, for the customizations and developments done during the project and used the **sandbox** for testing and migrated the code to the deployment instance after testing.

# Client Name - Principal Financial Group, Des Moines IA

# Years of Experience - Feb 2019 – Sep 2019

# Designation - Salesforce Consultant

**Description:** The Principal Financial Group is global financial investment management and investment company headquartered in Des Moines, Iowa. Principal Financial Group are a world class group of utilitarian and specialized specialists cantered at the assembly of Enterprise Performance Management, Data Management, Business Intelligence and CRM.

**Responsibilities:**

* Facilitating Scrum ceremonies (**Backlog Refinement, Sprint Planning, Sprint Review, Sprint Retrospective, Daily stand-ups** etc.)
* Working with Team on Artifacts Such as **Product Backlog**, **Sprint Backlog**, **Sprint Burndown**, **Release Burndown** etc.
* Helps the team in **problem-identification** & facilitate the team in **decision-making**. Keeping the team together all the time to ensure successful sprints by **surfacing and resolving conflicts** and building trust & transparency within the team.
* **Remove Impediments** identified during Daily Scrum meetings so that Team’s work is not blocked/hampered in any way.
* Encourages & supports the personal development of every individual and promotes an atmosphere of continuous learning.
* Successfully migrated multiple Projects from **Waterfall to Scrum** and Coached many teams to adopt Scrum framework.
* Involved with **Email call Back Team** for **Training and Support** for the Call Center.
* Developed various **Visual force Pages**, **Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* 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.
* Experience in working **SFDC Service Cloud** implementation experience - Service Console, Live Agent and Communities.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Used **field level security** along with page layouts to manage access to certain fields.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud.**
* Made new feature **enhancements** on Service cloud console view and developed some Visual force components and created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework.
* Hands on experience in using the **Aura framework** and Salesforce **lightning Design System** (SLDS) and developed various **lightning components**, events and applications
* Experience in **Unit testing**, for the customizations and developments done during the project and used the **sandbox** for testing and migrated the code to the deployment instance after testing.

# Client Name - State Farm Richardson TX

# Years of Experience - Aug 2018 – Feb 2019

# Designation - Salesforce Administrator/Developer

**Description:** State Farm is a large group of [insurance](https://en.wikipedia.org/wiki/Insurance) and [financial services](https://en.wikipedia.org/wiki/Financial_services) companies throughout the United States and also State Farm is the largest [property and casualty insurance](https://en.wikipedia.org/wiki/Property_and_casualty_insurance) provider in the United States. State Farm are a world class group of utilitarian and specialized specialists cantered at the assembly of Enterprise Performance Management, Data Management, Business Intelligence and CRM.

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various **Visual force Pages**, **Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Managed migrating the data and integrating with Salesforce with other third party applications using **Restful Web Services.**
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Managed and checked the company's Salesforce sales cloud application by creating the workflows for **automated lead routing**, **lead escalation** and email alert.
* Worked on **Lead Management** which includes **Lead assignment, Productive campaign, Managing campaign members, Opportunity, Product management and Forecasting**.
* Setup record types if needed to manage multiple sales process or multiple services process or different layouts for different types of accounts, leads or opportunities and also Set up various **lead capturing channels**.
* 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.
* Developed the UI for the client interactions to fill the required forms using HTML5, CSS, JQuery and front-end applications, user interactive (UI) web pages with dynamic and browser.
* Created UI Pages using **lightning app builder** and Created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework.
* Hands on experience in using the **Aura framework** and Salesforce **lightning Design System** (SLDS) and developed various **lightning components**, events and applications
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Data Loader**.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.

# Client Name – Aetna Health Boston MA

# Years of Experience - Apr 2017 – Aug 2018

# Designation - Salesforce Administrator/Developer

**Description:** Dal-Tile is a subsidiary of Mohawk Industries, the world's largest flooring company. Mohawk creates products to enhance residential and commercial spaces around the world. Its vertically integrated manufacturing and distribution processes provide competitive advantages in the production of carpet, rugs, ceramic tile, laminate, wood, stone and vinyl flooring.

**Responsibilities:**

* Collected requirements from the Salesforce users and responsible for project development and deployment.
* Experience in analyzing business requirements, implementing them to **Salesforce Custom objects, Junction objects**, **master-detail relationships** and **lookup relationships** and also worked on customizing the standard objects and page layouts**.**
* Experience with **Anonymous Blocks** by compiling them with web services API and system logconsole.
* Analyzed the difference between **Classic and Lightning** and offered appropriate solutions for various scenarios
* Hands on experience in converting existing visual force pages to **Lightening user interface look** and feel to access it with the **Lightning Component Framework**.
* Gained basic knowledge on **Lightning App Builder** to develop apps visually, without code using **Custom-Built** **Lightning Components.**
* Developed component using **Lightning Aura Framework** which also included client–side JS.
* Created **Workflow rules** to automate the email alerts, tasks, field updates and worked with **validation rules** to have out of box functionality achieved.
* Developed **Reports and Dashboards** according of the business requirements and customized the existing reports as per the change requests.
* Fulfilled Functional requirements by developing various interfaces **apex classes**, **controller classes** and **apex triggers**.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Worked with **Opportunity Tracking, File Collaboration, Analytics Forecasting and knowledge on Email calendar integration**.

# Client Name - IRT Computer Solutions (I) Pvt Ltd , Chennai , India

# Years of Experience - Sep 2013 – Jun 2015

# Designation - Salesforce Administrator

**Description:** IRT is enterprise solutions and products company committed to providing innovative IT solutions and services to clients and enabling them to simplify their business IT needs and driving them to gain a competitive edge in their world. IRT also offers comprehensive implementation services for its solutions to ensure they are implemented effectively and meet our customers’ expectations.

**Responsibilities:**

* Worked with the user group for gathering requirements throughout the planning and implementation.
* Involved in all phases of project like gathering and analysing the information, documenting the functional and non-functional requirements.
* Worked on various sales force objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created profiles and implemented object level, field level and record level security.
* Integrated 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.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

# Client Name - Global Info Vision (I) Pvt Ltd, Hyderabad, India

# Years of Experience - Mar 2011 – Aug 2013

# Designation - Java Developer

**Description:** Global Info Vision is a leading provider of various Information Technology solutions and data services. It provides innovative solutions using the state-of-the-art technologies in the areas Software Development Services and IT/BPO solutions including Litigation Support, Medical Billing Services, Document Management & Form Processing Services, e-Publishing services & XBRL services providing the excellent value to enterprise large and small.

**Responsibilities:**

* Part of the team which was responsible for designing and developing the application in n-tier fashion as per struts based MVC architecture standards.
* Designed and developed the Web-based User Interface on Jakarta Struts Framework using Java Beans, Servlets, JSP and JavaScript.
* Responsible for developing the Registration modules of the wholesale application.
* Utilize the various Java Design patterns to develop the Business modules based on the required functionality.
* Generated the frequent Patters using a java class which contains logic for frequent item sets.
* Used java Script front end Validations.
* Maintained the source code versions in CVS repository.