**Krishna Rushitha Mereddy**

* Experienced in LWC, Aura, Apex Coding.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Experienced in setting up Environment by enabling My Domain and build the Lightning Web Components.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.

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**Professional Summary:**

* Having 8+ years of experience in salesforce platform both as administrator and developer.
* Salesforce.com certified administrator (ADM 201) and salesforce.com certified platform developer (DEV 401).
* Extensive experience in developing Apex Classes, Triggers, Visual force pages, writing Workflows, Integration, Force.com API, Email-To-Case, Web-to- case, Email Template, Approval Process, Custom Settings, Custom Metadata, Static Resources, AJAX Toolkit, Enterprise WSDL and SOQL.
* Hands on experience in working with LWC and customizing LWC depending upon the requirement.
* Proficient in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, master-detail relationships, lookup relationships.
* Good experience in establishing relationships based on business use cases using relationships Master-Detail, Lookup and Many-to-Many (Junction Object) between objects.
* Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Expert in implementing sharing rules at object, field, and record level for different users at different levels of organization.
* Have good knowledge in SFDC Administrative tasks like creating Users, Page Layouts, Dashboards, Tasks and Events and Workbench.
* Strong experience in Software Development Life Cycle (SDLC), Scrum / agile development environment, sprint planning and Software Testing Methodology.
* Used data migration tools such as Apex Data Loader, Salesforce Import Wizard.
* Experienced in implementing some advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules and Approval Processes for automated alerts, field updates, and Email generation per application requirements.
* Experience in working java script, backbone.js frame work.
* Experience in working with Eclipse IDE with Force.com plug-in environment for writing business logic in Apex and Visual force pages.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Experienced in creating, managing reports based on KPIs, and ad hoc reporting support.
* Expertise working on various SFDC implementations including Sales cloud, Service cloud, Community cloud, Chatter and App-Exchange applications.
* Experience working with Force.com IDE, Data Loader, Apex Explorer and Salesforce.com Sandbox environments.
* Experience in working with Force.com Standard Objects like Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Enhanced the UI with Page layouts, Record Types and extensively worked with Organization wide defaults, Permission Sets, Profile & Users.
* Extensive experience in Salesforce.com CRM platform involving in Development, Administration, deployment, partner portal, customer portal and classic to Lightning migration, Lightning component, Lightning design system.
* Experience in Salesforce Marketing Cloud Implementation and Lightning Design System.
* Utilized Salesforce Aura Lightning Experience Process Flows to automate Business process.
* Worked on Salesforce.com based development enhancements and implemented Lightning applications from the scratch.
* Experience in Development, Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce using Apex Language and leveraging Force.com Platform.
* Worked with SOQL, SOSL, Visual Force, Apex, Force.com Web Services API.
* Good experience in using Oracle, MS Access, MS Excel, SharePoint, SQL Server.
* Used different data loading tools – Apex Data Loader, Excel Connector, Import Wizard, Data Export, Mass Delete etc.
* Experience in web technologies like HTML, XML, CSS and JavaScript.
* Extensive experience in Object Oriented Design, Modeling, Programming and Testing in Java, J2EE, XML.

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**Technical Skills:**

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| Salesforce Technologies | Salesforce CRM, Apex Language, LWC Components,Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| Salesforce Tools | Eclipse, 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, C#, C, C++, Java, and Java Servlets, .NET, Python |
| Web Technologies | Web Services, HTTP Callouts, XML, HTML, CSS, DHTML, JavaScript. |
| Java Technologies | Java, EJB, Servlets, JSP. |
| Databases | MySQL, SQL Server 2000/2005, MS Access 2003, Oracle 10g/9i. |
| Operating Systems | Windows 98/NT/XP/Vista, Linux, UNIX. |
| Project Management | Waterfall, Agile. |
| Custom Integration | Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy. |

**Work Experience:**

**Quicken Loans- Detroit, MI**

**Role: Salesforce Developer**

**March’20 – Till Now**

**Responsibilities:**

* Effective communication with Stakeholders and Business Users to get the requirements translated into Technical Terms.
* Working with Mulesoft for integrations into Salesforce.
* Worked with LWC for various customizations.
* Created Custom Dataloader using LWC to bring the data into Salesforce from Workday and Saba.
* Worked on converting most of the logic from code to the flows.
* Involved in business conversations to figure out the best solution for data migrations from Various Databases.
* Created a custom ‘Out of Office’ to allow Mangers to set their team members as OOO and add cover me for the same.
* Developed Apex classes, visualforce pages,Aura Components,LWC,Flows, controllers classes, Batch classes and Triggers for various functional needs.
* Developed of SOAP and REST based web services used for custom development.
* Developed of REST based web services used for custom development.
* Good knowledge of CRM Business processes like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case).
* Worked with Sales cloud and Service cloud
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.

**Principal Financial Group- Des Moines, IA**

**Role: Salesforce Developer**

 **July’19 – March’20**

**Responsibilities:**

* Effective communication with Stakeholders and Business Users to get the requirements translated into Technical Terms.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Defining Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Performing various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems.
* Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* Created Custom Email Templates as part of sending Alerts to users based on the business requirement.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Used Enterprise WSDL and developed Inbound Custom Web Services to expose native logic to external clients.
* Development of REST based web services used for custom development.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Visual Studio.
* Experience in all phases of Data warehouse development from requirements gathering for the data warehouse to develop the code, Unit Testing and Documenting.
* Worked on SOAP and REST API web service calls.
* Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Built customized Lightning components using JavaScript on the client side and Apex on the server side.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components, Lightning Events for small set of users within the organization.
* Involved in enhancing and supporting the application.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Document the configuration and development changes and follow the plan during the release process.
* Passionate to hear and follow the updates from Salesforce releases and release notes.
* Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking.
* Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships.
* Created custom objects and custom fields in Lightning experience.
* Involved in creating a component for custom buttons which are not supported in Lightning.

**Erie Insurance Group- Erie, PA**

**Role: Salesforce Developer**

 **May’18 – June’19**

**Responsibilities:**

* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components, Lightning Events for small set of users within the organization.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Customization of Apttus product by using Salesforce features like triggers, VF pages.
* Using Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Approval process and process builder for automated alerts, field updates, and Email generation.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* After development changes are done for each task, follow-up with QA team for testing. Updated the changes accordingly if needed.
* I was involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Working with Scrum team to get requirements from Business and transition them back to technical requirements.
* Assisting Business and Users in the configuration and maintenance of Sandbox/Production-Orgs in the Business Environment. Also worked closely with Testing Teams to facilitate successful development and QA Testing of new on-demand features and functionalities.
* Strong knowledge on deployments using changesets and workbench.
* Used Apptus CPQ to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
* Experienced in setting up Environment by enabling My Domain and build the Lightning Components.
* Strong experience in developing complicated process builder and flows to overcome governor limits.
* Involved in resolving the deployment errors during the deployments.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in fallout analysis and fixing the issues.
* Revised and eliminated Apex code leveraging process builder and flows.
* Worked with Data loader for loading the attachments into Salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.

**Lincoln Financials- Radnor, PA**

**Role: Salesforce Developer/administrator**

 **Mar’17 – Apr’18**

**Responsibilities:**

* Performed the detailed analysis of functional and technical requirements; designed & deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Performed the roles of Salesforce Analyst/ Developer and Administrator in the organization.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Data migration and integration working with SOAP and REST web services.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Force.com web services API to create, update, retrieve & delete data from SOAP web service with java
* Involved in integrating Salesforce CRM with its ERP (Oracle EBS) system.
* Used Sandbox environment to perform unit, integration, regression and end-to-end user testing.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed the UI for the client interactions to fill the required forms using HTML5, CSS, and JQuery.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Involved in Agile process with development and co-ordination within very short span of time.
* Developed and supported Extraction, Transformation and Load process (ETL) using Informatica.
* Administered Spring CM App-Exchange in Application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Involved in developing, implementing & testing on the Sandbox environment.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.

**Signet Jewelers- Akron, Ohio**

**Role: Salesforce Developer**

 **Dec’15– Feb’17**

**Responsibilities:**

* Developed Managed fields/relationships, workflow rules, approval processes, page layouts, security, validation rules, email, custom buttons/links, etc.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Expert in implementing security, sharing rules, Profiles and Permission Sets at object, field, and record level for different users at different levels of organization.
* Used Force.com platform for designing feature rich and user-friendly Visual force pages for enhancing Salesforce UI.
* Having strong experience in Unit Testing, increasing Test Coverage and performing Code Review.
* Integrated salesforce with data integration/migration tools apex data loader.
* Used GitHub for Source control, Bamboo tool for Deployments and Jenkins for Continuous Integration.
* Documented, tracked the requested Daily/monthly/Quarterly report enhancements and changes using Requirement Traceability Matrix (RTM). Prepared Business process models; used Visio to create use case diagrams.
* Performed Administrative activities using Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Setup of Customer community license for external users using Community cloud.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Used Custom Components and JQuery to make the commission Visual force pages more readable and flexible to edit in future.
* Built Web applications using React.js, Angular JS, Node JS, and CSS.
* Performing the UI related activities including Page layout configuration.
* Involved in UI and DB Design for Mobile application.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Works on technology team Scrum/XP in an Agile Methodology, participate in agile meetings, Sprint Planning, Retrospective, Scrum calls.
* Worked on apex triggers, Apex Classes and basic Visual force pages.
* Worked on agile methodologies and followed the SDLC process.
* Salesforce dashboards, reports and statistics that support better decision making and process improvement within the organization, including sales forecasting, win/loss analysis, and market trend analysis, etc.

**Smartcloud infoservices- Hyderabad,India**

**Role: Salesforce Administrator/ developer support**

**May’14– oct’15**

**Responsibilities:**

* Performed business Requirements analysis with business analyst for Salesforce implementation and documented the requirements.
* Worked on various Salesforce.com Standard objects like Accounts, Contacts, Cases, Opportunities, Opportunity, Leads, Campaigns, and Reports.
* Worked with the Business Stakeholders in designing the requirements and documenting the same using various tools like Microsoft Visio, PowerPoint, and Visual Paradigm.
* Created Custom Public Groups and Roles to distribute user rights and functionality.
* Created Custom Objects, Fields, and Tabs, Page layouts, Record types and maintained Field level security as per the business requirement.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, and customer portal.
* Maintains high customer satisfaction ratings that meet PROS standards
* Optimized Test classes as the code base grew because of which there were Deployment Failures due to Governor Limit Exceptions.
* Worked on Agile methodology and implemented it on Sales, and Service cloud environment.
* Used Approval Process, Lightning Process Builder to automate business processes.
* Interacted with the end users to provide necessary access required for training purposes.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com subjects and to read, extract and load data from comma-separated values (CSV) files.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Developed Custom reports and dashboards to support the needs of the users and executives.
* Used Change sets to deploy metadata from sandbox to production environment.