**SUNDEEP PULAGAM**

*Salesforce Consultant*

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**SUMMARY:**

* Over 7 years of IT experience as a Certified Salesforce.com Consultant including analysis, design, development, integration, and deployment planning.
* Experienced working in Cross functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in Salesforce.com customization/custom application development using out of the box Force.com platform features, Apex, Visualforce, SOQL/ SOSL and Web Services.
* Hands on Experience in Creating Custom objects, Custom Fields, Page layouts, Record types, custom tabs, Reports and Various other components as per the client and Application requirements.
* Extensive Business knowledge and Customization experience on various salesforce.com Custom objects and standard objects like Accounts, Contacts, Opportunities, Activities, Events, Products, Price books, Cases, Leads, Campaigns, Chatter, Forecasting, Reports and Dashboards.
* Experience in Creating Roles, Profiles, Permission sets, Tabs, Email Templates, Related Lists, Picklist, Filed Dependencies, Custom Formula, Custom links, Workflows, Process Builder, Public groups, Queues and Approval Process.
* Experienced in Data Loading & Extraction using Salesforce.com Import Wizards, Force.com Data Loader, other force.com App Exchange components, features, and knowledge in usage of site.com.
* Hands on Experience in Salesforce lightning flows, Security Controls, Sharing Rules, Custom Settings, Assignment Rules, Search Layouts, Validation Rules, Automated Alerts, Field Updates and Email Generation.
* Proficient in dealing with functionalities related to sales cloud, service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Proficient in analyzing business requirements, Entity Relationship diagram (ERD) and implementing them to Salesforce objects, Junction object, master-detail, and lookup relationships.
* Extensive experience in building apex-based projects using apex, triggers, test classes, visualforce, controllers, lightning components, SOQL, SOSL and REST API integrations.
* Hands on Experience in Integrating Outlook with Salesforce using Outlook Integration and Lightning Sync.
* Experience on Configuring the Enterprise territory model, Account Teams and Custom Duplicate Rule Management.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, Chatter & AppExchange applications, and Hands on experience on Salesforce Lightning.
* Involved in building Lightning Applications for Desktop and Mobile using lighting app builder, lightings components and lightning component framework.
* Thorough understanding of the Salesforce licensing structure and various services offered by Salesforce and user management.
* Provided ongoing maintenance and administration services including periodic data cleansing, objects-field analysis, and deployments.
* Created test scenarios on various environments to unit testing, smoke testing, usability testing, end-to-end testing, system testing, regression testing and user acceptance testing (UAT).
* Extensive knowledge on Scripting using HTML, CSS, JavaScript, Ajax, and Angular JS.
* Experience in Object Oriented Analysis, Design, Programing and Agile and Scrum Methodology driven Development.
* Proficient in learning new technologies and quickly adapting to new environment.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team environment.

**EXPERIENCE:**

05/19 to **AMERICAN HOME SHIELD** - Memphis, TN

Present Salesforce Consultant

* Involved in End-to-End Requirement analysis, design, development and testing with Agile methodology and customized the applications to match the functional needs of the organization.
* Worked closely with the Lead, Business teams and Product owners to implement product Changes, and prioritize requirements during the Development, UAT and Production support.
* Act as single point contact for the customer and update the periodic status of the development, with the customer.
* Hands-on database development including schema design and business logic implementation, working closely with other developers to ensure all code is consistent with architectural standards.
* Responsible for Creation and Deployment of Custom objects, Fields, Tabs, Relationship’s, Page layouts, Record types, Validation rules, and Automating Workflow rules, Flows, Processes and Auto-Response Rules.
* Responsible for Development and Deployment of custom Apps, Reports, Dashboards to suit the needs of the application.
* Implemented and Configured OWD settings, Profiles, Permission Sets, Roles, sharing settings, Account teams, Enterprise territory model, Custom Duplicate Management, Public groups, Queues, Custom Settings, Apex sharing, Triggers as part of Security Model.
* Responsible for Building Custom Lightning pages, Actions, Buttons, Sales Activities and Migrated the standard and custom objects in classic experience to lightning experience using Java Script within the Aura framework.
* Data migration from traditional systems to the Salesforce platform using the API and data load techniques and familiar with ETL tools.
* Experience in Design and Development of Visualforce components, Customer Controllers, Apex Classes, Trigger, Batch and Schedule Apex for Custom applications.
* Tracked the status of requirements throughout the project lifecycle, and redefining them as necessary Communicating changes, enhancements and modifications to project managers, sponsors and other stakeholders.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Worked on integrating Outlook with Salesforce using Outlook Integration and Lightning Sync.
* Hands-on experience in Web Services SOAP or REST APIs, Single Sign-On / Identity Management for interacting with external systems via Salesforce callouts.
* Developed Test Classes to achieve code coverage and Responsible for deploying metadata into UAT and Production sandboxes using Change Sets.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

**Environment: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Saledforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, ANT.**

**08/18 to ADVANCED ED – Alpharetta, GA**

**04/19 Salesforce Developer**

* **Gathered Technical requirements and finalized user stories with the business analysts and Architects.**
* **Involved in End-to-End requirement Analysis, design and development with agile methodology.**
* **Designed, developed, and deployed page layouts, Apex Classes, Standard Controller & Extension**

**classes to support Visual Force pages development.**

* **Implemented OWD settings, Profiles, Roles, Public groups, Queues, Custom Settings, Apex Sharing, Triggers as part of Security Model.**
* **Developed and Maintained Inbound and Outbound Integration using REST API from External system to Salesforce to sync Contacts.**
* **Designed and deployed the Custom objects, Custom tabs, Fields, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Email Templates, Reports and Summary Reports to suit the needs of the application.**
* **Developed Test Classes to achieve code coverage and Responsible for deploying metadata into UAT and Production sandboxes using Change Sets**
* **Used Lightning process builder for visualizing and creating automated business processes.**
* **Built Custom pages and Migrated the standard and custom objects in classic experience to lightning experience.**
* **Automated the business processes using out-of-the-box tools and services of Lightning Experience.**
* **Analyzed functional specifications, isolated functional and non-functional test cases**
* **Created test Scenarios, test conditions and test data for system and regression testing.**
* **Verified the test cases, log defects with complete information and attaching screenshots in QC.**
* **Risks Identified in design and development strategies, proposed design pattern solutions and tested throughout QA and UAT phases.**

**Environment: Salesforce CRM, Force.com, Service cloud, Community Cloud, Agile, Apex Triggers, Apex Classes, Visual Force Pages, Workflow &amp; Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, SOQL &amp; SOSL, Lightning Component Framework.**

**05/17 to WEATHERFORD OIL & GAS PRODUCTS– Houston, TX**

**07/18 Salesforce Developer**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Worked with business analyst to develop project implementation and develop plans including user interfaces.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Working with sales cloud implementation which mostly deals with Campaigns, Campaign members, Contacts, Activities, Tasks, Opportunities, Leads etc.
* Developed various Custom Objects, Tabs, validation rules, Fields, Custom buttons, Page layouts, Custom settings.
* Implemented Look-up relationships, Master-detail relationships, many to many relationships between objects, Visualforce pages for objects creation page, Roll-up summary fields, picklists, formula fields.
* Developed Visualforce pages, Apex classes, Apex triggers for various purposes such as analytics, Chatter posts, user interfaces.
* Developed batch apex, Apex test classes and scheduled jobs.
* Worked on Workflows, process builder, Salesforce lightning design systems, Chatter, Reports, Dashboards.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.

**Environment: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Agile, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.**

**03/14 to BIG C CELLULAR & ELECTRONICS DISTRIBUTER**

12/15 Salesforce Admin/Developer

* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, to suit to the needs of the application.
* Maintain consistency between territory management application and SFDC accounts and leads, assuring all salespeople are assigned the correct accounts and leads.
* Created Field mapping document for various objects like Accounts, Contacts, Tasks, Opportunity, and Lead.
* Utilized Google Charting API to create Visualforce pages showing US maps that charted sales by state.
* Working knowledge of Agile and Waterfall methodology.
* Migrated data from Oracle database to Salesforce database using Dataloader.io and completed the configurations which was in Oracle Application to Salesforce platform.
* Implemented Chatter, Chatter desktop, created public and private groups.
* Developed Apex Classes, Apex Triggers, Components, Visualforce Pages and Controller classes for various functional needs in the application.
* Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, AppExchange deployment, Apex Classes and Apex Triggers.
* Created Workflows, Approval processes, Validation rules and sharing rules.
* Extensive experience in Apex/Visualforce development.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Worked with Salesforce Communities, Community templates used connected apps.
* Worked on salesforce connect with external org object.
* Developed product capabilities using Force.com, APEX, and Visualforce.
* Worked on HTML5, CSS jQuery, JavaScript.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API (XML, WSDL, SOAP, REST).

Environment: Saleforce.com platform, Apex Language, Community Templates, Visualforce (Pages, Component & Controllers), Saledforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, ANT.

05/12 to **SPAN INFOTECH** - India

03/14 Java Developer

* Worked directly with user groups in analyzing and specifying business requirements for the design and development of project.
* Designed the Use Cases, Class Diagrams and Sequence Diagrams for Analysis of application with UML (Unified Modeling Language).
* Involved in implementing Enterprise JavaBeans (EJB’s) to access the database using WebSphere.
* Built web-tier components using JSP, Struts, Tag Libraries (HTML, Bean, logic etc.), JavaScript, Action and Form Beans.
* Developed application based on SDLC (Software Development Life Cycle).
* Developed complete Web tier of the application with struts framework.
* Developed Session Facade with Stateless Session bean.
* Actively involved in configuring the Application Server and deployed all the modules like Web modules and Business modules.
* Created user-friendly GUI interface and Web pages using HTML, JSP and Server-side applications using Servlets and XML.
* Integration of front-end with Oracle database using JDBC API through JDBC-ODBC Bridge driver at server side.
* Used PL/SQL extensively to generate stored procedures and functions to use with Java.
* Responsible for monitoring the performance of system, diagnosing problems and tuning queries to databases.
* Involved in writing Unit test scripts to check the functionality of the middle tier and aid in debugging phases.
* Extensively used JavaScript for client-side validations.
* Used XML parsers to parse and fetch information from XML templates.

Environment: Java, J2EE, JSP, Servlet, JDBC, SQL, JavaScript, HTML, Struts, CSS, Oracle, XML, Tomcat, UML, Rational Rose.

**EDUCATION:**

Jawaharlal Nehru Technological University, Kakinada, INDIA Bachelor’s in technology in Computer Science Engineering

**CERTIFICATIONS:**

* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Developer
* Salesforce Certified Platform App Builder
* Salesforce Certified Administrator
* Dell Boomi Certified Developer

**TECHNICAL SKILLS:**

* **Salesforce Configuration**: Standard Objects, Custom Objects, Page Layouts, Record Types, Sites, Process Builder, Workflows, Flows, Enterprise territory model, Object and Field level Security, Reports and Dashboards.
* **Salesforce Technologies:** Apex Classes, Controllers, Triggers, Visualforce Pages, VF Components, Aura, Lightning Components, SOQL, SOSL.
* **Salesforce Lightning:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers, Events, lightening Connect and Quick Action.
* **ETL Tools:** Apex Data Loader, Dataloader.io, Data Import Wizard, ANT, Workbench.
* **Web Services:** REST/SOAP API.
* **Languages:** Java, JavaScript, HTML, XHTML, UML, XML.
* **Packages:** MS Office, SharePoint.
* **Databases:** MySQL, Oracle, Microsoft SQL Server.