**Swathi Chillamcherla** 

*St. Louis, MO, USA.*

510-585-3968 | swathichillamcherla@gmail.com

***Professional Summary***

**Over 9 years of IT experience, 5 years in Salesforce.com in which 1+ year of salesforce lightning including System analysis, design, development, Testing, deployment of SFDC, Web based Applications, Service Cloud, Sales Cloud, Salesforce Lightning, Apttus CPQ, Salesforce CPQ. 4 Years of experience on JAVA/J2EE.**

* **Experienced SalesForce developer in Developing Apex Classes, Triggers and Visual force Pages, Lightning Component bundles, Salesforce Lightning Design System and Lightning App Builder.**
* **Experience in Configuration, Implementation, Administration and Support of SalesForce CRM/PaaS.**
* **Implementing Security and Sharing rules at object, field, and record level for different users at different levels of organization.**
* **Created various profiles and configured the permissions based on the organizational Security Requirements.**
* **Created the Validation Rules, Approval Process and Workflows. Designed various Web Pages in Visual Force for functional needs within SalesForce.**
* **Designed and developed Apex Triggers for various functional needs in the application. Migration using X-Author app between Salesforce Instances.**
* **Experience in analyzing and to identify gaps in functional/business requirement and effectively communicate that to both Business and Functional analysts on the same.**
* **Also, provided post deployment training on platform usage for various levels of users Experienced in building complex reports, dashboards and analytic snapshots.**
* **Experience in web technologies like SOAP and REST. Excellent communication and interpersonal skills, accustomed to work in both large and small team environments.**
* **A team player with strong ethic, a positive attitude and worked in Agile environment to make the best use of individual resources.**

***Skills***

|  |  |
| --- | --- |
| * Salesforce API Tools- App Exchange Data Loader, Force.com Explorer, Change Set, Force.com, Excel Connector, Force.com IDE, Workbench, SOQL Explorer and Force.com Migration Tool (ANT), Github, Jenkins, Metadata API. * Salesforce.com Development- Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Work Flows, Dashboards, Reports, Custom Objects, Force.com, Eclipse IDE Plug-in, Apex Web Services, Apex Explorer, Sandbox * Development and testing- Apex Data Loader, SOQL, SOSL, Ajax Tool Kit. * Salesforce Integration Tools-Data Loader, Json, Jenkins, Salesforce connect, Dell Boomi * Languages- Shell, C, C++, Java, J2EE, ASP.net, Power shell, Perl, Python, Ruby and PHP. * Database- MYSQL, Oracle 9i, Oracle 10g, SQL Server * Web- HTML, XML, CSS, SOAP Web Services, REST Web Services and WSDL | * Platforms- Windows NT/2000/XP Pro/Vista/7, 8,10 * Java Technologies * Java, JSP, JavaScript, JSON * Scripting Languages * Shell, Ruby, Perl, and Python, Java script. * Cloud Computing * Sales cloud, Service cloud |

***Work History***

**Express SCripts**

*Salesforce Lightning Developer | St. Louis, MO, USA | January 2020 - Current*

***Responsibilities :***

* Experience in Development, Administration, Configuration, Implementation, Lightning, and support experience with Salesforce cloud platform.
* Developed various Custom Objects, Tabs, Components and Lightning Pages and Controllers.
* Hands on experience on Salesforce Lightning development with complex business logic implementation.
* Involved in End to End testing and also gathering requirements to feedback from business users.
* Used Dell Boomi Integration to connect Salesforce to Netsuite and Netsuite to Salesforce for Connection, Mapping, (a)Synchronous Integration.
* Worked in code migration using Change Sets, GIT and Eclipse.
* Implemented SFDC based products, including contract management, revenue and rebate management, and other related solutions.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in building of the Customer Portal in the organization.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects.
* Used it to read, extract and load data from comma separated values (CSV) files.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Experienced with Salesforce CPQ (Configure-Price-Quote), for creating Quote proposals.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked with Salesforce CPQ Quoting for analysing the pricing of the products using the workflows.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, Salesforce CPQ and Dashboards.
* **Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE, Salesforce CPQ and Dell Boomi.

**AT & T**

*Senior Salesforce Lightning Developer | Atlanta, Georgia, USA | August 2018 - December 2019*

***Responsibilities:***

* Interacted with various business team members to gather the requirements and documented the requirements.
* Used to Lightning Components access at the user, profile, and organization level.
* 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.
* Involved in Agile methodology, Scrum that dramatically improved productivity and reduced errors.
* Implemented Apex Triggers with SOQL queries and created workflows like email alerts and field updates.
* Created custom VF pages using HTML, CSS, JavaScript and JSP to leverage the functionality of displaying the information on community portals from different objects and update them on the same page.
* Worked on salesforce1 Mobile Administration.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on data integration, data clearing, data transfer from third party API's with requested permission sets using APEX data loader.
* Performed inbound, outbound integration with websites using REST API, SOAP Web services API (WSDL).
* Used REST API callouts / WSDL (SOAP API) for connecting to the services hosted by third party companies to perform an action by connecting to their respective repositories and sending the request on demand.
* Made enhancements to Apttus CPQ (Configure Price Quote) tool, shopping cart by adding new fields.
* Run batches in order provided to project changes by following the instructions provided by Apttus.
* Implemented CPQ System to improve user experience in the Quoting process using salesforce.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in instalments using Change Set.
* Used Organization security, Network-based security and Session security to implement platform security.
* Configured Chatter for the Users in the Organization for collaboration.
* Experienced in Unit Testing, for the customisation and developments done during the project.
* **Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Service Cloud, Data Loader, HTML, Java Script, GitHub, APPTUS, Eclipse IDE, Subversion.

**Anthem Inc**

*Salesforce Developer | Mason, OH, USA | January 2017 - July 2018*

***Responsibilities:***

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules.
* Designed and Developed Service Cloud and Integration.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts &Custom Coaching Plans.
* Design, develop and implement solutions for the Apttus CPQ system deployed on the Salesforce platform.
* Developed Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Apttus CPQ Quote creation using APTTUS API's, Apex, visual force and trigger.
* Implemented Single Sign-On with SAML on force.com.
* According to the business user's requirement, creating Reports and Dashboards.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy.
* Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked on Apttus Order Management and Apttus Billing / Revenue Recognition.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked with the Community to build the Application.
* Implemented quote approvals using steelbrick CPQ Cloud in-built approval functionality.
* Developed apex REST web service classes for external applications to access Salesforce data from various objects.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages.
* Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* **Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Service Cloud, Sales Cloud, Data Loader, HTML, Java Script, GitHub, APPTUS, Eclipse IDE, Subversion, Steelbrick CPQ.

**Cisco Systems, Inc**

*Salesforce Developer | San Jose, CA, USA | November 2015 - December 2016*

***Responsibilities:***

* Created various custom objects as per requirement.
* Worked on various standard Objects like Accounts, Cases, Contact, Opportunities, Campaigns, Solutions and custom objects.
* Created Security settings for Roles and Profiles and managed Security Sharing Settings.
* Developed Validation Rules for the Custom Objects and Workflow rules and Approvals for some fields.
* Created User Roles and Profiles, Security controls and shared settings.
* Implemented field level security, Profile and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons and links on custom and standard objects.
* Deployed SFDC package from one organization to other organization.
* Wrote SOQL statements with in custom controllers.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created Visual Force Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Integrated external java applications with Salesforce using SOAP and Rest web services.
* Created custom Java Application to Interact with Salesforce using SOAP and Rest web services.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Scheduled Apex Batch jobs for processing large records.
* Extensively implemented Visual Flows for automatic sales and service process in Sales, and Service Cloud.
* Worked on Email-To-Case settings so that the emails can be created as Service Requests automatically and assigned to the associated internal user.
* Involved in Data mapping specifications to create and execute detailed system test plans.
* The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Restructured Custom objects, Master detailed relationship between objects to better suites the organization.
* Individually worked on creating and implementing the Web-to-Case functionality to solve and track customer issues.
* Worked on data migration from databases to SFDC using Data Loader.
* 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.
* Used Sandbox for testing and migrated the code to the deployment instance after testing.
* Created Custom dashboards displaying real time metrics including forecasts, revenue etc.
* **Environment:** Saleforce.com platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**HCL Technologies**

*Java Developer | Hyderabad, India | June 2008 - June 2012*

***Responsibilities:***

* Developed the user interface for registration using HTML, CSS, jQuery and AJAX.
* Responsible for technical planning, scheduling, design, implementation, testing, and post-implementation support.
* Implemented JavaScript for Form Validation, Document Behaviors, look and feel and maintaining consistency.
* Used Spring MVC, Spring Web, JSP, JSON, jQuery, JavaScript, Require JS, Node JS HTTP, CSS and HTML and followed W3C standard for the development of presentation layer.
* Ensured site design integrity and quality control consistency throughout the project's lifecycle.
* Creation of wire frames and web templates from Photoshop documents.
* Developed interactive and dynamic flash survey tutorial.
* Worked on Twitter Bootstrap for HTML, CSS, and JS for famous User Interface components.
* Worked with Object Oriented programming concepts such as inheritance.
* Responsible for checking cross browser compatibility and hence worked on.
* Different browsers like safari, Internet explorer, Firefox and Google chrome.
* Involved in Debugging, Design and Documentation.
* Upload the code and do necessary changes and test the application in server, if needed then fix the bugs and test again.
* **Environment:** HTML, CSS, JavaScript, AJAX, JQuery, Apache Adobe Dreamweaver.

***Education***

Bachelors Computer Science

Osmania University

*Hyderabad, India, 2005*

***Certifications***

* Certified salesforce administrator (201)
* Certified salesforce Developer (PD1)

***Languages***

|  |  |  |
| --- | --- | --- |
| **English**: C2    Proficient |  |  |