**Sankeerth Reddy**

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**Salesforce Developer/Administrator**

**Professional Summary**

* Over 5+ years of hands-on experience as a Salesforce **Developer**/**Administrator** with experience in implementing Enterprise Solutions (cloud, web based, client/server) using various technologies. Involved in all aspects of SDLC including Post-Production Support.
* Involved in working on various consoles like **Sales Cloud**, **Service Cloud**, **Health Cloud** and **Communities Cloud** as per the Client requirements.
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with Salesforce platform. Experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Extensive qualifications in all phases of Software Development Life Cycle (**SDLC**) Methodologies like Agile, Scrum, Waterfall and work accordingly to improve processes, systems, and methodologies.
* Experience in **customizing** **standard** **objects:** Accounts, Contacts, Opportunities, Products, Price Books, Cases, Leads, Campaigns, Reports and Dashboards.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows, Visualforce Pages, Visualforce Components & Controllers**
* Proficiency in Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, **Approvals**, **Workflows**, **Reports**, **Dashboards**, **Tasks** and **Events**.
* Expertise in data migration and integration using **Data** **Loader**, specifically automation of Data Loader.
* Involved in Unit Testing, **Test** **Coverage** and Code Review.
* Good understanding of Salesforce.com **Governor** **Limits** with an ability to optimize.
* Experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Developing Customize Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Possess very good knowledge on **Lightening components** and **framework**.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based **Web Services APIs**, the **Bulk API** and the **Metadata API**.
* Configured and maintained user security permissions in compliance with organizational needs.
* Implemented and delivered projects under agile development environment and test-driven environments with large and small Team Projects.
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Experience in working with Windows Schedulers like VisualCron for running Salesforce jobs.
* Experience in databases such as SQL Server, Oracle and MySQL.
* Proficient with creating Workflow Rules, Assignment Rules and Validation Rules.
* Delegated organization wide default settings, implemented object level Sharing Rules, created Permission Sets, and defined Field Level Accessibility.
* Extensively worked on Salesforce Sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool and Change set.
* Effective team player with excellent communication, interpersonal and presentation skills.
* Effectively work in a highly productive cloud focused team where I can efficiently contribute my skills and abilities for the growth of the organization and to build my professional career.

**TECHNICAL SKILLS:**

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| Salesforce Technologies | Apex Classes, Apex Trigger, Apex Scheduler, SOQL, SOSL, Visualforce (Pages, Components & Controllers), Apex Web Services, Aura Framework, Salesforce CRM, Service Cloud, Sales Cloud, Lightning Web Component (LWC), CPQ |
| Salesforce Tools | Lightning Application, Data loader, Migration tool, Force.com Connector, Web Services API,Force.com Eclipse IDE Plug-in.  |
| ETL/Integration Tools | Workflows and Approval, Custom Objects, Custom Setting, Label and Tabs, Roles, Security, Field updates, Reports & Dashboards, AppExchange package & Custom Application & Sandbox Data Loading |
| Languages | C++, C#, JavaScript, Apex, Visualforce, SOQL, SOSL. |
| Database | Microsoft SQL Server 2008, MS Access, Oracle 11g10g/9i/8i/, MySQL. |
| Web  | HTML5, XML, JavaScript, SOAP API, REST API, JSON, AJAX |
| Platforms | Windows 98/2000/XP/2003/2007, Windows Server 2003/2008. |

**Education:**

* Bachelor’s in Information Systems at St. Cloud state university, St. Cloud, MN

**Professional Experience**

**Salesforce Developer Walmart, Bentonville, AR 10/2020 – Present**

**Responsibilities**

* Designing and developing SFA based Application on Force.com and platform in SFDC environment with Apex programming language at backend and Visual Force pages as user interface.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Interacting with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Creating multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel enhanced.
* Developing wave dashboards using Salesforce platform as the backend.
* Working on various SFDC Standard Objects including Accounts, Leads, Opportunity, Contacts, Reports, Dashboards, Events and Tasks.
* Designing and developing SF based Application on Force.com Platform in SFDC environment with Apex programming language at backend and Visualforce pages as UI.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Creating and developing Wave Apps, Datasets, Lenses, Dashboards and maintaining Permissions set in Einstein Analytics.
* Working on Salesforce standard objects (accounts, contacts, leads, and opportunities).
* Creating Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Working on migration of Vlocity Components using Data Packs and Salesforce components using Change sets.
* Establishing the technical implementation approach and drives the technical design and development of projects utilizing the Force.com platform for projects that may contain both declarative and programmatic solutions which would include Apex, Visualforce, HTML, JavaScript, and CSS.
* Developing Apex classes and Triggers and linked them to manage the workflows.
* Using Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Used more than 55% of Apex for development.
* Implementing Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
* Using SOQL and SOSL for Data manipulation needs of the application using platform Database Objects.
* Integrating SFDC with external systems using SOAP API and REST API.
* Incorporating applications with Salesforce.com using SOAP web services API.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Using ANT tool to migrate from Dev to QA and Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deploying Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developing custom UI suing CSS, HTML, Visualforce components and used jQuery, JavaScript for front-end validation.
* Designing Salesforce service cloud console to enhance productivity with dashboard like interface.
* Responsible for writing SOQL and SOSL queries.
* Using Sandbox for testing, Created, managed packages, and migrated them between Sandboxes and Production environments for final implementation.

**Environment**: Salesforce.com IDE, Service cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, SFDC, SAP, Force.com, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service cloud, Marketing Cloud, Migration Tool, Einstein Analytics, APIGEE, SQL, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**Salesforce Lightning Developer Wyndham, Parsippany, NJ 04/19 – 09/20**

**Responsibilities**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* 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.
* 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.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* 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.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

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

**SFMC Developer/Admin Qwantegy, Staten Island, NY 05/18 – 03/19**

**Description**: Cox Automotive USA businesses which include auto auctions and wholesale services, financial services, media, and software, and an international group of its international brands. With more than 40,000 auto dealer clients across five continents, understanding your needs by pairing our insights and research with your business goals, delivering inspired results to bridge the gap between consumers, manufacturers, dealers and lenders at every stage of the automotive experience.

**Responsibilities**

* Coordinate with IT development teams to build user stories, business requirements, and monitor data quality for data feed processes (batch & API).
* Involved in sending email alerts every week for promotions and offers from the organization.
* Monitor customer communications to validate execution and deliver detailed campaign process documentation.
* Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Skilled the roles of Salesforce.com Administrator in the organization for marketing cloud
* and sales cloud.
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Generated several Reports and Report folders to support managers to better utilize
* Salesforce as a sales tool and organized various Reports for different user profiles based on the needs of the organization.
* Deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.
* Develop end-to-end solutions for complex nurture campaigns (with potential optimization testing) to deliver personalized customer communications (social & email).
* Created different Data extensions and associated them to different campaigns.
* Created Profiles and Contacts and Opportunities in Sales Cloud In lieu of Marketing cloud needs.
* Designed and configured journeys using activities within the Journey Builder and launched in the production after thorough testing.
* Fluency in HTML and CSS especially email design.
* Employed Data Loader to read, extract, and load data from CSV files.
* Skilled in email coding and production.
* Skilled on Case Management, captured cases from the company&#39;s website and
* customer emails.
* Achieved import and export operations to load customer data and other master data
* adopting data loader.
* Interpret business requirements into SFDC system functionality. Identify, evaluate, test
* and deploy solutions that are cost-effective and meet business requirements.
* Examined distinct business reports and governed the team on deployment and
* Customization of those reports in Salesforce.

**Environment Stack/Tools:** Salesforce.com, Force.com, Exacttarget.com, Salesforce Marketing Cloud, Journey Builder, Automation Studio, HTML5, CSS, Data extensions, AMPSCRIPT, Record types, Reports, Dashboards, Triggers, Sharing Rules, PowerPoint, Excel, Journey builder, Automation Studio, Email studio, Java Script.

**Salesforce Developer/Administrator Edward Jones, St. Louis, Missouri 09/17 – 4/18**

**Description:** Kroger is one of the largest retailers in the United States, operating about 2,750 grocery retail stores under a variety of banner names, these include supermarkets, seamless digital shopping options, price-impact warehouse stores, and multi-department stores, which are similar to supercenters, but offer an expanded variety of national brand apparel and general merchandise. Kroger operates 1,585 supermarket fuel centers, which are a natural addition to our one-stop-shopping strategy.

**Responsibilities**

* Good with **Configure Price Quote**(APTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Worked for APTTUS Product Configuration, Pricing Configuration with some **advanced functionality of SFDC.**
* Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricings functionality using Workflow, **APTTUS Approval Process, APEX, VF and APTTUS Pricing Callback Class.**
* Configuring Products (Standalone & Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* 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.
* Rules and Attributes and **Pricing Extensions**(Price Dimensions, Price Matrices and Price Rule sets).
* Working on Building standalone, Bundled Products using options/options groups, Product Configuration Rules, Advanced Pricing, Pricing Extensions, Advanced Pricing Concepts, Template administration using X-Author, Quotes/Proposals, also good with **Proposal Management process.**
* Delivered KT to the client team on **Salesforce chatter, queues, groups, service cloud**and other technical knowledge they need to do for their day to day job on Salesforce.com.
* Customized user **Roles, Role hierarchies, Profiles and Sharing settings**to ensure that the protected data is available only to the authorized users.
* Created various **Reports**(summary reports, matrix reports), pie charts, **dashboards**and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used Force.com platform for developing feature rich and **user-friendly Visual force pages**for enhancing Sales Force UI. Also Inserted and updated data using data Loader.
* Setting up **Service Cloud Console, Cases**(Web to case, email to case), **Solutions and Case Assignment.**

**Environment:**Force.com Platform, Salesforce.com Platform, Custom Objects, Tabs, Apex Language, Controllers, Triggers, Visual force, Page layouts, APPTUS CPQ, SOQL, SOSL, Custom Reports, Dashboards, Data Loader, Eclipse IDE, Workflows & Approvals, SOAP, HTML, JavaScript, JQuery, Windows.

**Intern / Software developer CVS Pharmacy, Chicago, IL 05/17 – 08/17**

**Description**: Nebula helps clients build comprehensive business intelligence solutions on the platform of their choice. Nebula covers the full spectrum of services for BI projects. Creating custom application development helps you address emerging business and technology challenges by defining, designing and building custom applications to meet the business requirements. This also comes with Maintenance services to maximize any existing IT applications through analysis, maintenance, and enhancement.

**Responsibilities**

* Involved in Use Case analysis and developing User Interface using HTML.
* Created business logic and application in Struts Framework using JSP, and Actions
* Developed dynamic page designing using JSP to invoke Servlets (Controllers).
* Used UI Development using HTML, and coded Java components which Retrieves data using SQL from Oracle database
* Implemented Session Tracking and User Authentication.
* Participated in discussions on selecting Design Patterns and implementing them.
* Coordinated with the users to gather analyze the business requirements in development team, writing maintaining code for computer applications.
* Involved in paired programming with mid-level and senior developers.
* Involved in the Development and Deployment of Java beans.
* Created, Deployed, Consumed the web services using SOAP
* Designed and developed various Web forms using HTML, CSS
* Developed presentation tier as HTML, JSPs using Struts Framework.
* Installed and configured WordPress on several environments for our customers
* Development, staging and testing (LAMP Stack).
* Developed interactive HTML5 Rich Media Banners to be trafficked on Google Double Click for third-party ad campaigns.
* Using Google AdWords, Google Double Click, I was responsible for the delivery of ad campaigns across our website.

**Environment:** Java, JSP, Servlets, JDBC, Web Services, Oracle, HTML, SQL, Windows, Hibernate, JavaBeans, ANT, JavaScript, PL/SQL, Tomcat