**PRATAP**

**SALESFORCE Developer**

Mobile: 469-430-8083 prataprajusfd@gmail.com

 LinkedIn : Pratapraju Nandyala

**Professional Summary**

* Around 7 **years** of IT experience including **4+ years** of experience in **Salesforce.com CRM Sales Cloud and Service Cloud** using **Visual force** an **Apex as Salesforce Developer** and **Administrator and** 1+ years of java developer**.**
* Experience in capturing **client requirement, Designing, Development, Configuration, Implementation** and **Salesforce applications.**
* Involved in various stages of **Software Development Life Cycle (SDLC).**
* Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows** & **Approvals, Reports** & **Dashboards, Developed Formula fields, Validation rules, Email generation.**
* Extensive work experience in **designing custom objects, custom fields, Page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats Snapshots, Dashboards.
* Experience in Salesforce **Integration** for Data Integration/Synchronization/Replication from Sales force to external systems like Oracle and SQL server.
* Extensive experience in developing **Apex Language**, **APEX classes, Triggers, Visual Force pages, Controllers, writing Workflows, Force.com API, REST API, SOAP API.**
* Experience in **Data Migration** using Import Wizard, Workbench and other **integration tools** like Apex Data Loader, Data Loader.io, Excel Connector, SFDC Data Export, Mass Delete.
* Strong working experience with various **salesforce.com** **standard objects** like Accounts, Contacts, Opportunities, Products and Price books, Quotes, Cases, Leads, Campaigns, Reports and Dashboards.
* Hands on experience in SFDC development using Apex classes and Triggers, Components, Visualforce, Integration**, JavaScript, Ajax, CSS Styles, Reports, SOQL, SOSL**, Process Builder and Flows.
* Proficiency in performing SFDC Administrative tasks like creating **Profiles, consigning Roles, validation rules, Users, Page Layouts, Cases, Record Types, Email Services, Workflows, Approvals, Custom Reports, Dashboards, Custom objects**, Fields and role based page layouts.
* Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.
* Extensive experience in data migration and integration using Data Loader and management in bulk.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Experience implementing **OWDs, Role Hierarchies** and **Sharing Rules** for system security design.
* Experience in using the **Workbench tool** for **SOQL queries, SOSL** and the **REST Explorer.**
* Experience in **Apex coding** for the implementation of complex business logic with in Governor Limits.
* Experience on **Lightning components** and **Lightning Applications.**
* Worked on various **AppExchange** products like **DocuSign, Dupe Blocker, Pardot, EchoSign, Conga Composer** and **Apttus** according to the needs of the organization.
* Expert in **developing User Interface (UI)** applications and professional **web applications** using JavaScript, JSP, XUL, HTML /DHTML, XHTML, jQuery, CSS, and Ajax.
* Experience in doing **deployments** using Force.com IDE, Eclipse, Change sets, Ant migration, SVG migrations.

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| *Technical Skills*  |

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| Salesforce Technologies | Salesforce.com platform, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Workflows & Approvals,S-Controls, Apex Web Services, Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Eclipse with Force.com Plug-in.          |
| Salesforce Tools & Integration Tools | Force.com Explorer, Force.com Data Loader, CTI(Call Center Integration), IVK Integration, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| Programming Languages | C#.net, Asp.net, Java, C++, C |
| Scripting languages | Java Script 1.2, Perl and Shell Scripting |
| IDE | IBM RAD, Eclipse 3.5, WebSphere Integration Developer.Force.com IDE. |
| Web Technologies | HTML 5, Perl, XML, JavaScript, JSP |
| Internet Technologies | AJAX, JSP Custom Tags (JSTL), JSF, CSS, DHTML. |
| Databases | MS SQL Server 2008/2005, MS Access, Oracle 11g. |
| Operating Systems | MS-Windows XP/ME/98/95/2000/NT 4.0, Mac OS-9/10, MS Windows, UNIX  |
| Packages | MS Office, MS Outlook, MS Access.  |
| Data Management and Tools | Toad, Eclipse, SQL Enterprise Manager, SQL Query Analyzer, ER-Win, MS Visio, Power Designer, Putty and Edit Plus. |

**PROFESSIONAL EXPERIENCE:**

**CVS Health (Aetna), Hartford, CT**

**Salesforce Admin/Developer July 2019 to Present**

**Responsibilities:**

* Implemented Salesforce Development Cycle **covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications** .
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, and Cases.**
* Created and updated **users, reports and dashboards** to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts.
* Involved in administering, configuring, maintaining Salesforce.com application user **profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation** .
* Hands on experience on Sales force **Lightning** for Customizing **Reports and Dashboards** for business use.
* Developed Lightning components and **Lightning** **apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using **Lightning**, process builder and workflows.
* Developed Apex Language, Apex Classes, Apex Triggers and **Lightning** components for various functional needs in the application.
* Developed Lightning apps using Lightning Components and made them compatible with **Saleforce1 Mobile app**.
* Wrote Custom Formula fields and **Validation rules , Escalation rules** to escalate the cases.
* Developed Workflow Rules and Approval Process for some fields.
* Responsible for migrating existing data (**Accounts, Contacts, Events and Tasks**) from legacy systems to Salesforce.com using data Loader.
* Implemented minor enhancements on standard objects **like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports. Modification of Lead assignment rules, workflows.**
* **Experienced in Service Cloud, Sales cloud**, Chatter & App - exchange applications.
* Expertise in **Visual Force, APEX Triggers and APEX Testing**. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in **APEX Programming** by creating Custom Triggers and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Efficient in monitoring **Apex asynchronous** processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used **SOQL and SOSL Queries within Governor Limits** for data fetching and manipulation needs of the application.
* Experience in integrating external web systems with salesforce using **REST and SOAP** web services.
* Experienced in improving application performance by reducing retrieval times using Org and session cache
* Experienced in deployments **of Apex and VF pages across DEV**, **Test and Production instances**.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, **Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events**.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, **Cases, Leads, Campaigns, Forecasts, Reports and Dashboards**.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects. Developed Apex triggers, controllers, test methods, visual force pages in sandbox and deployed with more **than 85-100%** for test code coverage.
* Designed User Interfaces for Salesforce users as per requirements and aallowing users' access to record types and reports in Salesforce.
* Created **Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals**.
* Implemented service cloud functionality like case management, field service management and **CTI** integration
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* We using IVK integrations to call the API for the user case ID’s and there data to display on the UI page.
* Responsible for enabling network-based security and organization-wide list of trusted IP address.
* Worked on various [salesforce.com](http://salesforce.com/) standard objects like **Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports**.
* Created the workflows for automated lead routing, lead escalation and email alerts.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.

 **Environment**: **:** Salesforce CRM, Apex Language, Apex Classes, triggers, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Lightning UI, Classic UI, Custom Tabs, CTI, IVK INTEGRATIONS, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Java Script, jQuery, CSS, XML, Web Services, SOAP, UI, Eclipse, SOQL.

**BMO HARRIS BANK, CT**

**Salesforce Admin/Developer Feb 2018 to June 2019**

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Written **SOQL** query language necessary for the application in **Apex Language**, **Apex Classes** and **Triggers.**
* Implemented Web-to- Lead and Web-to- Case automation.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Specially worked on Case Management with Workflow &amp; Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications.
* Implemented Field Level Security for sensitive data holder fields.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team.
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Apex classes, Visualforce, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Eclipse, HTML, Java Script, jQuery, Data Loader, SOQL.

**MetLife, Cary, NC**

**SALESFORCE Admin/DEVELOPER Nov 2016 to Feb 2018**

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
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**Oasis Outsourcing, Florida**

**SALESFORCE Admin/DEVELOPER Sep 2015 to Oct 2016**

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Written **SOQL** query language necessary for the application in **Apex Language**, **Apex Classes** and **Triggers.**
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**Environment**: SalesForce.com CRM Application Platform, Apex Language, Apex classes, Visualforce, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Eclipse, HTML, Java Script, jQuery, Data Loader, SOQL.

**IGATE, Pune, INDIA Dec 2012 to Jan 2015**

**Java Developer**

**Responsibilities**:

* Involved in Analysis, Design, Development, Integration and Testing of application modules.
* Involved in Design of Business Interfaces, setting up the configuration, structuring functional aspects of client/customer documents etc.
* Involved in client connect module, Validations, request handling and assignment modules using Struts Framework and JDBC.
* Created UI pages by JSP, HTML, CSS, Java script, AJAX, JQUERY, JSP and tag libraries for the enriched front end.
* Extensively used JAXB, JDOM for xml parsing used for routing the client data packets
* Performing Unit testing (UAP, UAT’s and HIT) using all possible business test cases provided
* Writing Shell Scripts in UNIX to compare and check the files.

 **Environment**: Java, J2EE, XML, Struts 1.2, EJB, JDBC, JavaScript, AJAX, UML, XML (SAX, DOM), XSLT, JAXB, JMS, IBM Message Broker Tool Kit, SQL Tools 1.4, IBM WTX 8.2.