**SUJATHA PATNALA**

 

(508) 614-9966

[Sujatha.patnala82@gmail.com](mailto:Sujatha.patnala82@gmail.com)

PROFESSIONAL SUMMARY

Having 10 years of experience with over 5 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration, supporting the cloud applications, communities and migration from classic to lightning, lightning component development. 4 years of experience in developing web applications using Java, J2EE.

* 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 Administration, Implementation, coding, Design, support, and Configuration experience with Force.com platform.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Process Builder, Reports, Dashboards, Actions, Tasks and Events.
* Extensive hands on administrative tasks like designing of custom objects, custom fields, email services, lookup and master detail relationships.
* Worked on different clouds such as Sales cloud, Service Cloud with Call Center Employees on the service cloud, and supported Sales users on their sales cloud.
* Extensive experience in developing Apex Triggers, Apex Classes, Test classes and Visual Force pages employing standard and custom controllers, SOQL and SOSL queries as per the client and application requirements.
* Worked on Continuous Integration/ Continuous Delivery for pipelining the process.
* Created Web Services for handling requests and API based applications using REST, SOAP.
* Experienced in Web technologies like HTML, Bootstrap, CSS, and Java Script.
* Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Good experience in rollout of Saleforce1 for mobile and customized visual force pages with Aura components.
* Worked on customization of visual force to have lightning experience for desktop and mobile applications.
* Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Build Lightening controllers with the AURA framework.
* Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
* Good experience in developing salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Performed data analyst roles and used tools: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Apttus CPQ.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.
* Proficient with tools Eclipse IDE (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, visual force pages and changing meta-data components; Force.com Explorer and Workbench Querying and testing REST web services.
* Deployed salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), ChangeSet and Eclipse IDE.
* Integrated Apttus CPQ, Steel Brick and CLM applications and automating processes on salesforce platform.
* Good experience in GUI development using Visual Studio code.
* Experience in command-line interface (CLI) environment in salesforce.com.
* Good Experience in version controls GIT, Bit Bucket

EDUCATION:

* Bachelors of Technology in Mechanical Engineering from JNTU, India.

CERTIFICATIONS

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

Technical Skills

|  |  |
| --- | --- |
| Salesforce CRM | Workflow rules, Approval Process, Sales, Service, Profiles, Roles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types, Process builders |
| Force.com Tools | Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Informatica |
| Languages | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, jQuery |
| Web Technologies | HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, SOAP, REST |
| Database | SQL Database, Oracle |
| Platform | Windows, Linux, MAC |
| Deployment tools/Security tools | Change Sets, Eclipse, ANT Tool, Jenkins, GitHub, VS Code, Salesforce Check Mark tool, Burt suite Tool. |

Professional Experience

**Client: Workday inc, Pleasanton, CA.**

**Role: Sr. Salesforce Developer Sep 2020 - Present**

**Responsibilities:**

* Participate in all phases of the development life cycle, including requirements gathering, design, development, and testing.
* Performed administrative responsibilities that include custom fields, workflows, validation rules etc.
* Worked on LWC component development.
* Developed LWC from Scratch by using Aura framework. Also, involved in Data mapping from external system utilized lightning connect to get real -time data from external system.
* Experience in aura framework, LWC and Salesforce Lightning Design System (SLDS).
* Develop LWC, CSS Styling and UI Design to enhance look and feel of the Lighting apps and Leveraged Server-side apex Controllers to retrieve data from various API's and display on the Lightning Components.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Good experience in writing SOQL, SOSL queries and customized queries to avoid governor limits.
* Build procedures around onboarding automation to help partner v rollout.
* Experienced on Salesforce lightning Process Builder, Lightning UI and creating Visual Workflows, Salesforce support Communities, Chatter groups and portals.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Experience in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Experience in configure price quote (CPQ) app such as Apttus.
* Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Built components related to Dealer Community cloud partnering with Community cloud implementation partner.
* Worked on Service Cloud implementation like email to chat, CTI integration.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which support most critical processes and workflows.
* Involved in writing test scripts for the encryption and decryption logic and interacting with the testing team to help them with Integration and UAT testing. Used Agile Methodology.
* Experience in maintaining of installed Managed Packages in Lightning using Apex.
* Hands on experience in using the Aura framework and Salesforce Lightning Design System (SLDS)
* Used SOSL and SOQL queries during the data migration and custom development.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Hands on experience in developing custom lightning components including custom UI and Grids.
* Implemented salesforce Development Cycle covering Sales Cloud, Service Cloud, Chatter & App exchange applications.
* Configure salesforce and Marketing Cloud integration user along with configuration in salesforce.
* Implemented service cloud functionality like case management, field service management and CTI integration.
* Implemented Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development methodology.
* Used Sandbox for testing and migrated the code to deployment.
* **Environment**: Saleforce.com CRM, Force.com platform, Apex Triggers, Chatter, Controllers, Custom Objects, Custom Tabs, Email Services, Sales Cloud & Service Cloud, HTML, Java Script, Apex Language, SQL, VISUAL FORCE, APEX Triggers, SOQL & SOAP, Force.com IDE, SOAP API, REST API, Windows.

**Client: Tjmax. Framingham, Massachusetts.**

**Role: Sr. Salesforce Developer Dec 2018 to Aug 2020**

**Responsibilities:**

* Focused on projects and processes related to mobile/web community, call center support, marketing automation, data management, and sales/field rep modules.
* 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.
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app.
* Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created and deployed Several Reports using salesforce.com platform.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Agile, and Scrum of the Scrum agile ceremonies on program/portfolio level.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Implemented Sales Force Development Cycle covering Sales Cloud, Service Cloud.
* Performed Bulk Data Migration from Legacy Systems to Salesforce using Import Wizard, Excel Connector, Data Loader and Jitter bit.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries. Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* **Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Community Cloud, Lightning Experience, Lightning Components, integration, , Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Jitterbit, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**Client: Liberty Mutual - Indianapolis, IN**

**Role: Salesforce Developer Oct 2017 - Nov 2018**

**Responsibilities:**

* Worked on CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Created Test Case, Test Plan Document for Project Modules Cases using ALM, HP Quality Center. worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Designed and mapped CPQ objects to salesforce custom objects and involved in advanced workflow
* approvals.
* Worked on salesforce CPQ (Steel brick) pricing using list, cost/ mark-up, percent total, block, price,
* rules, calculator, plugins, filter rules, system and user discounts.
* Functioned as SME for the salesforce CPQ customization.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* **Environment**: Salesforce Technologies Apex Classes, Triggers, Steel Bricks CPQ, Oracle Big Machine CPQ, Visual Force (Pages, Components), Lightning Pages, Controllers, Controller Extensions, Workflow & Approvals, DocuSign.

**Client: AIG - Farmington, CT**

**Role: Salesforce Administrator Aug 2016 - Sep 2017**

**Responsibilities:**

* Ensure reporting is created and structured to inform Management on the performance of teams and the businesses
* Ensure reporting is created and structured to provider Management on the health of teams and the business
* Develop effective data management processes and data governance
* Performs routine Salesforce data management/cleanup tasks
* Manage all ongoing projects related to Service Cloud including interfacing with development and/or IT teams
* Create and maintain system documentation for fields, processes and workflows
* Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building
* Gathered Business and Functional Requirements (BRD, FRD), during JAD sessions, interacted with the stakeholders, developers, Project Manager and SME’s to formulate Business Processes.
* Determined and documented the As-Is and the To-Be (future) business process flows.
* Worked in Cross Functional team environment, served as a liaison between SME’s, Project Manager, and stakeholders to ensure accuracy in the SFDC implementation and other business requirement.
* Implemented Case-Entitlement-SLA functionality to provide relevant services to bank customers as well as forward inquiries to specialized customer service operators and implemented Web-to-lead functionality to enable lead capturing in real time.
* Worked as Production Support to help end-users in Login issues, workflows, reports and dashboards, and scheduling processes.
* Implemented the web to lead functionality and setup the templates for the auto response emails.
* Customized the Lead rating options as per the company needs and performed the mapping into Account and Opportunity objects necessary for lead conversion.
* Defined workflow rules, assignment rules for lead assignment in the web to lead case and approval process to ensure authorization.
* Set up Time dependent tasks and field updates as actions for the respective workflows as required by the Business process.
* Set up partner portal where partners used Salesforce CRM to submit their deals for registration.
* Experience handling large databases with activities like Data Integration and Data Cleansing using Salesforce Data Loader, Data.com clean and Informatica Cloud.
* Imported data using Import Wizard, Apex Data Loader for obtaining Lead and Contacts information.
* Worked on Apex classes, controllers, controller extensions and developed triggers to make complex validations possible.
* Used sandbox mode for testing and migrated the code to the production instance in installments.
* Optimized the Service Cloud to measure the impact of new product releases, including whether they are increasing or decreasing the number of calls for support.
* Designed and developed User Interfaces for Sales Force users as per requirements.
* Created search layouts to organize fields, custom links, related lists, and other components on record pages.
* Enabled chatter feeds for sharing information within the Sales teams.
* **Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP, HTML.

**Netxcell, Hyderabad, India**

**Role- Java Developer Jan 2006 to May 2010**

**Responsibilities:**

* Designed and developed application in n-tier fashion as per struts based MVC architecture using Servlets, Struts Action classes, Action Forms, JSP and Session Beans and developed User Interfaces using JSP, HTML, and CSS
* Developed business modules using J2EE design patterns and extensively used Java Collections API
* Scripting of Test cases based on the Specifications received for the request.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Implemented Maven and used Jenkins build tool to build jar and war files and deployed war files to target servers.
* Managing Build using Maven.
* Responsible for Coding using JSP, Java Servlets, Spring MVC and XML.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Worked on Dynamic, object-oriented programming language RUBY.
* Developed Shell Scripts for automating the closing document process using JavaScript front end validations
* Implemented Enterprise Java Beans (EJB) to interact with database to insert, update, delete and retrieve values; developed session beans and entity beans representing business logic abstractions
* Worked on Eclipse as the development environment using CVS version controller
* Called Stored procedures in Oracle using callable statements in JDBC
* Converted reusable services into Web-Services using SOAP which can be accessed across the enterprise
* Involved in Testing applications on various levels like unit testing, integration testing and system testing using JUNIT
* Used ANT tool to build and deploy application on Tomcat Server
* **Environment**: SQL, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Java1.7, Struts, EJB 2.0, Java/J2EE coding, J2EE patterns, Bootstrap, Angular JS, Web service, JDBC, Spring, WSDL, JQuery, Hibernate.