**Harish**

**Salesforce Developer/Administrator**

**Email:** **harishvuyy@gmail.com Contact: 512-686-6095**

**Professional Summary:**

* Close to 5 years of Experience in Development, Administration, Configuration, Implementation, and Lightning experience with Salesforce Platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Custom Objects, Reports and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows, Sales, and Customer Service Administration.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services,
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Experience in Lightning Web Components, Lightning Components (Aura framework) and using Salesforce Lightning Design System (SLDS).
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Lexi Loader.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages & Custom Applications, Salesforce.com Service Cloud expertise.
* Experience working with Sales cloud, Service cloud, and financial service cloud.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, deployment and maintenance of standalone, Multi-tier, web-based and portal based object-oriented enterprise applications.

**Technical Skills:**

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| **CRM tools** | Force.com, Sales cloud, Service cloud, Financial Service Cloud, and Marketing cloud |
| **Salesforce.com Development** | Apex language, Apex Triggers, Apex Classes, Controllers & Extensions, Apex REST & SOAP web services, SOQL, SOSL, Visualforce (Pages, Components & Controllers) |
| **Salesforce.com Administration** | Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates |
| **Lightning Development** | Salesforce Lightning Design System (SLDS), Lightning Web Components (LWC), Lightning components, aura framework, JavaScript controllers, server-side controllers |
| **Tools/Utilities** | Visual Studio Code, Salesforce DX, Salesforce CLI, Flosum, Gearset, Github, Eclipse, Force.com, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| **Languages** | Apex, Ajax, Java, JSP, XML, HTML, CSS, Bootstrap |
| **Databases** | Force.com DB, Microsoft SQL Server |
| **LeetCode - Competitive coding platform** | https://leetcode.com/harishvuyyuru/ |

**Certifications:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform App Builder**
* **Salesforce Certified Salesforce Administrator**

**PROFESSIONAL EXPERIENCE**

**Charles Schwab, Austin, TX**

**Salesforce Developer / Administrator Jan 2020 - present**

**Responsibilities:**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Implemented SFDC Integration using REST/SOAP Web Service API'S for extracting the data from external systems.
* Implemented Salesforce Lightning Web Components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created Lightning Web Components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects from standard experience to lightning experience.
* Extensively worked on HTML, JavaScript, and Metadata files while developing Lightning Web Components.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* 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.
* Migrated some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Built unique Lightning community pages as per business needs with the Lightning Community Builder.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Worked on Financial Service Cloud to develop the Application.
* Worked on creation on Scratch Orgs with Salesforce DX.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Worked with various salesforce.com objects Account, Contact, Leads, Opportunity, Order standard objects.
* Performed administrative activities on Sales cloud by creating User, Roles, Profiles, Workflow rules and Approval process.
* Used Flosum tool for migrating the code from sandbox to production environment.
* Worked with Data Loader for data migration and performed Insert, Update, Import and Export operations.
* Built package.xml and deployed components to sandbox and production instances using Change Sets and VS code.

**Environment:** salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Salesforce DX, Sales Cloud, Financial Service Cloud, REST/SOAP API Web Services, Flosum, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL

**N. C. Department of Health and Human Services, Raleigh, NC**

**Salesforce Developer / Administrator Aug 2018 - Dec 2019**

**Responsibilities:**

* 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.
* Used Lightning framework to integrate with legacy systems like Oracle, and Workday.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Developed SharePoint site with number of pages and integrated with salesforce.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for Managed ongoing support requests and Administrative needs of users.
* Worked on the Service Cloud especially on Email to Case, Case Management, Knowledge Articles, Queues, Escalation rules, Case teams, Service Console etc.,
* Support Patient Services - Call Center Application developed on Salesforce Service Cloud.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Integrated Salesforce.com with external systems like Oracle and PeopleSoft using REST API and SOAP API.
* Customized standard sales force objects like products, price books, Leads, Accounts and Contacts. Performed Apex Callouts from salesforce to the same external system to get tracking information of an order.
* Worked on Apex Data loader tool and ETL tools.
* Performed Data Analysis/Data profiling on key Entitlement Data entities in order to quantify the issue, understand the source of bad data and plan for data remediation.
* Created and modified various Stored Procedures for building the reports.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Performed administrative activities on Sales cloud by creating User, Roles, Profiles, Workflow rules and Approval process.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Sales cloud, Service cloud, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL.

**HSBC Bank, Hyderabad, India**

**Salesforce Developer / Administrator May 2016 – July 2018**

**Responsibilities:**

* Worked closely with cross-functional teams in order to design and configure the salesforce platform to address their pressing business issues.
* Leveraged salesforce 's declarative framework (Formulas, Workflows, Process Builder) and custom development through Apex, Triggers, and Visualforce to customize the Force platform as per client needs.
* Supported users in view creation and customization of reports
* Used Batch Apex to automatically reassign thousands of Account records depending on the requirements.
* Developed Apex Triggers to automatically create Contact records for each and every location associated with an Account
* Participated in the identification and evaluation of third-party applications from AppExchange to support a multi-year implementation roadmap
* Salesforce.com configuration and design of service cloud, sales cloud, marketing cloud and force.com solutions, with an emphasis on service cloud solutions.
* Experienced in using Exact Target API for marketing cloud.
* Created email templates and merge them for different standard and custom objects.
* Worked on various AppExchange products according to the needs of organization.
* Worked on mapping the fields between the current reporting system and salesforce using Data loader.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed business logic in Apex programming using Eclipse IDE.
* Created Executive and other Dashboards using wave Analytics.
* Experience in data migration activities for migration of data from various business sources with the support of Salesforce.com.
* Created test scenarios on Sandbox environment and used Force.com components Deployment wizard for migrating data between Force.com IDE and Sandbox environment.
* Participated in unit and regression testing during every release.

**Environment:** Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, Sales cloud, Marketing cloud.

**Education:**

* Master of Engineering, University of Cincinnati, Cincinnati, OH.
* Bachelor of Technology, JNTU, Hyderabad, India.