

**Achyutha Ch**

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### Professional Summary:

- 6+ years of IT experience in Salesforce **CRM** Application including with Java/J2ee Experience Software Designing, Development, Testing and Implementation including **Business analysis**, requirement gathering. This involved hands-on design and development using Force.com Platform.
- Experienced in creating the **Lightning** components and Lightning Applications. Embedding Lightning Components into classic to make it display in Lightning Look for few classic Tabs. Hands-on front-end development experience using the **Java Script, HTML and CSS Stylesheets**.
- In-depth experience in CRM business processes like entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationship.
- Proficient in working on **Eclipse IDE** with Force.com Plug-in for writing business logic in **Apex programming** language.
- Extensive experience in designing various Webpages in Visualforce. Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for data migration and management in bulk.
- Strong Experience in SFDC development using Apex classes and Triggers, **Visual Force, Force.com IDE, SOQL, SOSL, SOAP** and **REST** API Integrations to integrate data between salesforce and various applications.
- Hands-on experience in developing Android enterprise applications for mobiles and tablets using IDE's like Eclipse, Android Studio, Android SDK and ADT development tools in Java environment.
- Extensive business knowledge and customization experience on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting. Proficiency in SFDC Administrative tasks like creating Page Layouts, Approvals, Dashboards, Actions, Tasks and Events. Good knowledge in Unit Testing, Test Coverage and Code Review.
- Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.

### Technical Skills:

<b>Salesforce Technologies</b>	Salesforce CRM, Big Machines, <b>Apex Classes</b> & Apex Triggers, S-Controls, Visualforce Pages / Components, <b>Lightning</b> , SOQL, SOSL, HTML, XML Case Management Automation, Apex Web Services, AJAX, <b>JavaScript</b> and CSS. Workflow & Approvals, Custom Objects, Dashboards, Analytic Snapshots.
<b>Force.com Tools</b>	Apex Data Loader, Force.com Eclipse IDE plug-in, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Workbench & ETL Tools, Force.com Platform (Sandbox, and Production) QTP.
<b>Languages</b>	Java, CSS, JavaScript, C#, HTML, Apex.

<b>Database</b>	Force.com, SOQL, SOSL.
<b>Configuration Skills</b>	Workflow: time-dependent actions, field updates, email alerts, task Creation and Custom Object development; Field creation, Page Layout Creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, SFDC.
<b>Project Management</b>	Agile

#### **Education:**

- Master's in Computers and Information sciences from Kent State University (Aug 2015 – Dec 2016).
- Bachelor's Degree (BTech) in EEE from Sri Venkateshwara Institute of Science and Technology – JNTUA (Sep 2009 – June 2013)

#### **Certifications:**

- Certified Salesforce Administrator (201).
- Certified Salesforce Developer (401).

#### **Work Experience:**

**Client: ATGE – Chicago, IL**

**Feb 2021 – Till Date**

**Role: Salesforce Developer**

#### **Responsibilities:**

- Configured B2B commerce installed package in sales cloud to create new store front for Becker ecommerce application.
- Designed REST and SOAP Integrations to calculate Tax and to refund Taxes for returned orders in ecommerce.
- Created APIs to be invoked by different third-party applications for sending data to sales cloud.
- Implemented VF pages by embedding Lightning components in it and worked on CSS.
- Developed asynchronous apex for several backend business logics and third-party integrations such as future/batch/queueable/Scheduled batch apex.
- Worked with GIT to created pull requests and merge the latest changes into repository for better version controlling and to maintain sync between all the environments.
- Worked on process builder to perform day to day activities such as Inserting/Updating/Deleting using business driven criteria.

- Understanding business requirements by involving in grooming sessions and worked closely with product owners for delivering applications with accuracy.
- Involved in team meetings for production issues and quick bug fixes.
- Worked with sharing rules, case assignment rules, workflow rules, validation rules, custom email templates, approval process.
- Worked with partner community and designed VF Components to embed them as tabs inside communities.
- Implemented force.com sites for public users to view VF pages and developed sites to perform callouts to trusted third party sites.
- Involved in production deployment meetings to accommodate smooth release during business hours and to stand by for any issues.
- Implemented Test Classes for covering apex codes using test data setup in utility class for maintaining coding standards and to ease of writing test cases.
- Worked with triggers for DML operations using business logic in real time and making async callouts to different applications in the backend for other business operations such as credit card refunds/ transactions.
- Worked with managed objects from cloud craze package which is also B2B in sales cloud and created custom fields inside managed objects to perform business requirements.

**Environment:** Salesforce.com platform, Apex, Visual Force, VF Components, Data Loader, Workflow amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, B2B Commerce, Communities, Lightning.

**Client:** Bank of America (Merrill Lynch) – Pennington, NJ

**May 2019 – Feb 2021**

**Role:** Salesforce Developer

**Responsibilities:**

- Involved in integrating different applications to salesforce for live data feed creation in salesforce via SOAP or REST API calls.
- Designed apex class for custom web service call via SOAP to get the payloads from various applications and save the real time data in salesforce using DML operations.
- Involved in production support to fix the bugs after every release like configuration fixes and coding fixes.
- Developed apex triggers and asynchronous jobs to accommodate business process to perform real time/nightly data create/update.
- Developed lightning pages to show standard Tasks and Events in lightning look and feel with responsive drop downs using SLDS model.
- Worked on lightning project for various applications to migrate classic version to lightning.
- Designed and implemented lightning components in such a way to use in various containers where other relative applications other than salesforce resides.
- Performed various configuration activities like mobile layout modifications for various objects (Account, Activity, and Opportunities), Permission set assignments, Custom settings changes.

- Involved in implementing third party application called LinkPoint360 to sync data between outlook and salesforce such as calendar events and tasks, contacts.
- Worked with bit bucket to maintain code deployments based on various releases and to maintain respective branches for future deployments.
- Implemented nightly apex batch jobs to perform update operation on user's role and public groups every day if any role changes on user during the day to control sharing rules on various objects.
- Worked with GIT Bash to perform code commits and merges from lower lanes to higher lanes (Sand box to Sand box or Sand box to Production)
- Developed MSI using visual studio to perform various salesforce desktop application activities.
- Worked on reports and dashboard implementations both standard and custom report types.
- Involved in grooming and sprint planning sessions to understand business implementation and design to recreate project in agile methodology by following short stories under epics in JIRA tool.
- Involved in daily stand ups to track and update status of each story assigned to respective individual.
- Performed all the manual tests after development and implemented test classes to perform unit testing as well.
- Generated Enterprise WSDL and wrote business logic for integrating attachments (pdf, text) from external web services to the salesforce for functional needs.
- Worked on MC integrations to create Trigger Sends and to connect Marketing Cloud to Sales Cloud environment to automate emails with good previews. Make REST and SOAP callouts to MC with preview content data.
- Optimizing asynchronous class to avoid flex queue limitations, API call limitations per 24 hours and SOQL Limitations.

**Environment:** Salesforce.com platform, Apex, Visualforce, SF Lightning, Workflows, Sharing Model, Public groups, Batch and queue able implementations, SOAP API's, Integrations, Custom settings role hierarchy, SF1 Mobile activities.

**Client:** NBC Universal - New York, NY

**June 2017 - April 2019**

**Role:** Salesforce Developer

**Responsibilities:**

- Involved in Daily Standup meetings, scrum. This results to bring good solution to the business requirement.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. This results to bring good solution to the business requirement.
- Upgraded some apps from salesforce classic to lightning experience to develop rich User Interface and better interaction of pages.
- Enabled aura framework, by adding attributes and aura handlers for events to focus on logic and interaction in lightning application.

- Designed and Developed picklist components, multi-picklist components Lookup components as reusable components to use common attributes for all picklist, multi-picklist and lookup fields in all Lightning components.
- Created reusable lightning components. Java script logic in helper and calling helper method from different lightning components. Calling server methods through helper.
- Usage of SLDS (Standard Lightning Design System) to leverage the CSS Styles.
- Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
- Responsible in customization of service cloud
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Worked on SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
- Developed and deployed workflows and approval processes for opportunities and products/assets management.
- Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
- Followed Agile Scrum methodology that included iterative application development, Monthly Sprints, and standup meetings.
- Integrated SOAP Web Services for extracting the data from external systems to display in the pages of salesforce.com.
- Handled Complex Business logics and Optimized the code by following Salesforce best practices and limitations to avoid Overflow of queries, View state errors.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Developed Apex Classes, Controller Classes and Apex Triggers in accordance with the governor limits for various functional needs in the application.
- Integrated DocuSign for Salesforce tool to send the agreements for e-signature (Electronic Signature).
- Embedded the tableau into classic VF pages to display the Real Time Tableau reports using Iframes.
- Worked on GIT to merge the codes from Eclipse and deploy into higher Sandboxes/Production Using Ubuild and Udeploy by creating Package.xml Files.
- Created and used Email templates in HTML and Visual force.

**Environment:** Salesforce.com platform, Apex, Visualforce (Pages, Component & Controllers), SF Lightning, Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, HTML, Java Script, CSS.

**Global InfoTech - Hyderabad, Andhra Pradesh**  
**Role: Jr. Salesforce Admin & Developer**

**Aug 2013 – Mar 2015**

**Responsibilities:**

- Authored Systems Requirement Specification (SRS), Use case, System Requirement Change Request, and Data Dictionary to Delta's SFDC implementations such as Sales Cloud, Marketing Cloud and Salesforce Chatter.
- Built relationship across multiple technology, operations, services, sales, program and product team to accomplish end goal. Facilitated requirements gathering cross multiple vendors and organization.
- Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
- Analyze the requirements of any tickets under enhancements and prepare the Impact analysis document.
- Developed the Visual force pages using HTML and jQuery, Apex. Validate and analyze the code to debug and provide the RCA Documents.
- Worked on apex triggers to automate DML logic based on business requirements
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Implemented pick lists, dependent pick lists, validation and formula fields to the custom objects. Used field level security along with page layouts to manage access to certain fields.
- Customize the reports in embed the standard reports into VF pages. Designed and implemented the asynchronous classes to Insert/Update data from back end Using batch class and schedule class to run in specified time.
- Implemented the validation rules on the objects and tabs, Page layouts, Custom tabs, and Components to suit to the needs of the application. Implemented the workflows and approvals for various functional requirements.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- 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.
- Managed tasks like unlocking/resetting passwords, modifying data and created ad hoc reports.

**Environment:** Salesforce.com platform, Apex, Visual Force, VF Components, Data Loader, Workflow and Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls.