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**Anu Kotha**

**Salesforce Administrator/Developer**

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**PROFESSIONAL SUMMARY**

* Over 7 years of experience in the IT industry.
* Experience in Development, Configuration, Customization, Administration and support on Salesforce.com Platform.
* Extended the system functionality to set the fields on Case and validate the process with custom logic using the **BREeze rules engine**.
* A **Salesforce Certified professional** with expertise in Requirement Gathering & Analysis, Estimation & planning, Solution Design, Hands-on Implementation, Testing, Support & Project management on Salesforce Platform.
* Experience in developing custom applications and solutions using SFDC Force.com platform using Apex, Visualforce, Force.com **IDE, SOSL, and SOQL**.
* Experience in working with various software Development Life Cycle (SDLC) including analysis, architecture design, development, enhancements, testing, and implementation.
* Expertise in SFDC Configurations/Customizations as Administrator and Developer.
* Highly proficient in designing **Apex** Classes, Custom **VisualForce Pages,** Custom **Controllers**, **Triggers**, **Custom and Visualforce Tabs**, **Custom** **Objects**, Standard and Custom **Reports**,and **Dashboards.**
* Excellent knowledge in customizing standard objects like Cases, Accounts, Contacts, Products, Leads and Campaigns.
* Proficiency in Administrative tasks like **Creating Profiles, Roles, Users, Permission Sets, Email Services, Approvals, and Activities.**
* Experience on Salesforce CRM platform and Worked on different environments of SFDC such as **Sales Cloud** and **Service Cloud.**
* Worked on creating relationships, junction objects like master-detail, lookup, rollup summary fields, validation rules.
* Expertise in creating different email templates and inbound emails using Visualforce for the users.
* Hands on experience in querying the SFDC database using **SOQL** and **SOSL** queries, and **governor limits.**
* Worked in **MVC** design pattern where Model includes Objects, Fields, Relationships; Controller Includes Workflow, Apex Classes and triggers; and view includes Visualforce pages, Layouts and Tabs.
* Expertise in creating and executing a suite of **Test classes** and Apex **Test Triggers** and creating **Test data** for Apex Class Testing and worked on achieving high code coverage based on organizations.
* Good knowledge in migrating Classic to **Salesforce Lightning** to support business processes with new environments.
* Experience in Building **Lightning Components** and **Process Builders.**
* Good working knowledge on different tools used for Data Management and Data Migration like **Data Loader, Informatica, Demand Tools**.
* Experienced with Salesforce.com Web Services APIs Force.com SOAP and REST based Web services, the Bulk API and the Metadata API.
* Experience in developing **Partner** portals and **Customer Community** portals.
* Worked efficiently on Object Oriented Languages like Java, J2EE, JSP and other Java Technologies.
* Expertise in Web Technologies **like HTML, XML, CSS, JavaScript** and **jQuery.**
* Experienced with different tools for deploying projects using standard **Change** **Sets** and **Force.com** **Migration** Tool.
* Involved in various stages of software development life cycle including –analysis, requirement gathering, design, Development, testing and deployment
* Good team player with ability to adapt quickly in any environment.
* Excellent interpersonal skills towards building relationships at all organizational levels.

**TECHNICAL SKILLS**

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| --- | --- |
| CRM Tools | Salesforce.com |
| Salesforce Technologies | Test Classes, Apex Classes, SOQL, SOSL, VisualForce Pages/Components/ Controllers, ETL, S-Controls, Triggers, Custom Objects, Web Services, Work Flows & Approvals, Validation Rules, Reports, Dashboards, Sandbox Development and Testing, Lightning. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Apex Explorer, Data Loader, Force.com Platform |
| Programming Languages | C, C++, JAVA, APEX, Ajax |
| Web Technologies | Web Services, HTML5, XHTML, XML, CSS3, JavaScript, jQuery, OOD |
| IDE’s and Tools | Eclipse IDE, Force.com Eclipse IDE Plug-in, Net Beans, SQL Query Analyzer |
| Development Environment | Developer Console |
| Version Control Tools | Version One, Share point, Subversion, Microsoft Visio, Microsoft project, MS Visual Studio, JIRA |
| Databases | MySQL, PL/SQL, MS Access Oracle |
| CRM Modules | Sales Cloud, Service Cloud, Lightning |
| Methodologies | Agile, Waterfall Methodology |

**CERTIFICATIONS:**

**Certified Salesforce Administrator (201)**

**Certified Salesforce Developer PDI (401)**

**Certified Salesforce Developer PD II**

**Certified Salesforce Platform App Builder**

**Neo4j Certified Professional**

**PROFESSIONAL EXPERIENCE:**

**Client: Amgen Inc, Thousand Oaks, CA April 2020 - Present**

**Role:** Salesforce Developer/Administrator

**Description:**

Amgen Inc. (originally Applied Molecular Genetics) is a multinational biopharmaceutical company headquartered in Thousand Oaks, CA. Established in 1980, it is one of the world's largest independent biotechnology companies. Focused on molecular biology and biochemistry, its goal is to provide a healthcare business based on recombinant DNA technology.

**Responsibilities:**

* Supporting the development of the patient data connections between Amgen's patient Customer Relationship Management solution, the Patient Master, the Consent Management system, and all patient websites, mobile apps, support services (copay, call center, nurse programs, etc.), and fulfillment vendors.
* Experienced with AppExchange marketplace apps like **DocuSign, Conga composer** and the **BREeze rule engine app**
* Customized the Case assignments using the **BREeze rule engine** for managing the Cases within the system. Also, implemented complex assignment logic, and tested our rules, to set additional fields beyond owner and leveraged the logic using Process Builder.With the help of this BREeze app admins were able to change the logics without the help of the IT developers which is scalable and easy to maintain, this allowed us to meet the challenges.
* Created and updated thousands of patient records using the **workbench** and the **data loader**.
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Supported the development of the patient data connections between Amgen's patient Customer Relationship Management solution, the Patient Master, the Consent Management system, and all patient websites, mobile apps, support services (copay, call center, nurse programs, etc.), and fulfillment vendors.
* Handled day to day development activities on the salesforce.com platform using **Apex, VisualForce, Lightning Web Components and Aura**.
* Supported the creation of customizations and integrations required to solution delivery.
* Configured the Salesforce.com application based on the business requirements.
* Created new **custom objects and fields** to support business requirements.
* Developed custom applications using **APEX, JavaScript, VisualForce, AJAX, HTML, CSS.**
* Understanding Salesforce security and applied the Organization Wide Default, sharing patterns, profiles or permissions to the applications.
* Involved in SFDC Administrative tasks like creating **Profiles, Roles, Users, and Custom Permissions.**
* Developed Test classes and automated to validate business logic and avoid production issues.
* Working closely with other developers in the team including business analyst, QA analyst and project managers.

**Environment: Salesforce.com platform, Apex, VisualForce Pages/Controllers, Roles, Profile Access, Custom Objects, Custom fields and permissions, Page Layout set up, Record Types on Case Object, Custom Validation Rules on different objects, Meta data, import and export on Data Loader for bulk data, JIRA.**

**Client: Ally Financial, Charlotte, NC Jan 2019 – April 2020**

**Role:** Salesforce Developer/Administrator

**Description:**

Ally Financial is a bank holding company which provides digital financial to consumers, businesses, automotive dealers including car finance, online banking via a direct bank corporate lending , vehicle insurance, mortgage loans, and an electronic trading platform to trade financial assets. Implemented a Single Sign On application and provided the solutions of different Fraud groups into a single platform and delivered the consolidated data through combination of core Salesforce.com functionality and customized pages.

**Responsibilities:**

* Performing administrative responsibilities to include **validation rules,** **custom fields, workflows, custom objects, fields,** and **formulas** on Standard Salesforce **Case Object** and **Custom Objects**.
* Created **picklist, dependent picklists, lookups, master detail relationships**, and Record Types to enforce data quality Setup Auto Response Rules and assignment rules.
* Customized **User Roles, new User Accounts and assigned profiles, Role hierarchies, Profiles, Page layouts** and **Sharing settings** to ensure that the protected data is available only to the authorized users.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Working on the integration of components by consuming **soap API**. Integrating the web services for extracting the data from external systems to display in pages of salesforce.com.
* Involved in creating **workflow rules** for **automated alerts, field updates** according to the business criteria and built VisualForce Email Templates and Field updates for sending Email notifications to the internal users.
* Responsible for writing **SOQL** & **SOSL** queries with consideration to Governor limits for data manipulation needs of the application using the platform database objects.
* **Export, update, delete**, **insert and bulk import or export of** data in development sandboxes using Data Loader from salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Work closely with Team Lead or Project Manager to develop solutions in accordance to the system design.
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Interacting with various business groups to gather the requirements for salesforce implementation and documenting the business and software requirements.
* Designing and **developing apex classes, controller classes, extensions, web services and Apex triggers** for various functional needs.
* Created customized UI on **Service cloud** as per the client and application requirements using Visualforce.
* Used the Force.com plugin for Eclipse IDE to develop enhance, test, deploy applications on the Salesforce platform.
* Analysing the Scenarios for switching between salesforce classic and the Lightning Experience.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Writing new stories during **Lightning upgrade**, translate requirements into clearly defined technical tasks.
* Strong experience in deploying Salesforce components across various Sandbox and production instances using Change Sets.
* Working on creating **Test Classes** for the Custom codes in the system and deployed it to the production to satisfy code coverage.
* Worked with salesforce system administrators and support teams for critical application production issues troubleshooting.
* Monitoring performance and providing responsive action to issues, maintaining high-level internal customer satisfaction through the successful resolution of customer requests/issues/change requests.
* Understanding the solution designs and implementing programmatic changes and configuration in salesforce and working with the technical lead to build code as per the recommendation.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Attended technical review sessions and training with the assistance from architects.
* Identifying areas of continuous improvement to reduce overall support requirements.
* Created test scenarios on **Sandbox** environment and migrated code to deployment upon successful testing.
* Involved in **testing and deploying** the application in UAT and performed production fixes.
* Working with the user group for requirement gathering throughout the planning and implementation.
* Create user manuals for new applications and troubleshoot user issues, manage incoming tickets relating to field and record accessibility.
* Working with developers to transfer knowledge of Salesforce.

**Environment: Salesforce.com platform, Apex, VisualForce Pages/Controllers, Security Controls, Roles, Profile Access, Custom Objects, Custom fields and permissions, Page Layout set up, Record Types on Case Object, Custom Validation Rules on different objects, Work flows, Assignment Rules, Meta data, import and export on Data Loader for bulk data, Change sets deploy, Eclipse subversion control, JIRA.**

**Client: Omnicell, CA June 2018-Dec 2018**

**Role:** Salesforce Developer/Administrator

**Description:**

Omnicell focuses on changing the primary care delivery model to drastically improve results and lower costs. Through the vision of the autonomous pharmacy, a combination of automation, intelligence, and expert services, powered by a cloud data platform, Omnicell supports more efficient ways to manage medications in all care settings. Omnicell’s creative medicine adherence and population health solutions to improve persistent commitment (patient engagement) and adherence to prescriptions, helping to decrease expensive clinic readmissions.

**Responsibilities:**

* Developed **Lightning** Component Framework and built **Lightning**component using aura framework.
* Created multiple **Lightning Components**, **added CSS** and Design Parameters that makes the Lightning component look and feel better.
* Worked on **Salesforce Lightning** Components based on different business requirements.
* Upgraded from Legacy environment (**Salesforce Classic)** to **Salesforce Lightning**.
* Created Dashboard and Reports for the business users with respect to the requirements.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets.
* Worked on creating Test Classes for the Custom codes in the system and deployed it to the Production to satisfy code coverage.
* Involved in creating Workflow rules according to the business criteria and built VisualForce Email templates and Field updates for sending Email Notifications to the internal users.
* Involved working in the integration components by consuming Restful API.
* Worked as an enhancement team member and performed the roles of Salesforce.com Developer and Administrator.
* Created **templates, approval processes, approval page layouts,** and defined approval actions on them to automate the processes.
* Developed **Lightning apps** using **Lightning Components** and made them compatible with salesforce1 mobile app.
* Worked on building Lightning Components by applying **SLDS** (Salesforce Lightning Design System) and embed these components in **Visualforce pages**.
* Created various **Reports (Summary reports, Matrix reports, pie charts, Dashboards,** and **Graphics).**
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and **custom objects** in Lightning experience.
* Developed **Visualforce Pages** using different **components** and using **HTML5, CSS3.**
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Skilled in understanding and implementing the **new salesforce Lightning Experience.**
* Implemented Salesforce Lightning Components for a small set of users for customizing **reports** and **dashboards**.
* Defined objects and **field level security** for different objects.
* Worked on Community cloud to connect with customers and employees with each other.
* Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists** and **page layout** customization to support vital business functions.
* Worked on converting Salesforce classic VF pages into Lighting using **Lightning components** and Lightning App builder.
* Involved in **security levels and privileges** by customizing Salesforce.com Profiles and Roles.
* Designed Workflow rules, Approval process and its associated actions like time **triggered tasks, email alerts, field updates** to implement the business logic.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Implemented visual force pages with **custom controller, standard controller, controller extension** and **standard set controller**.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes.**
* Designed, set up and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Responsible for writing **SOQL & SOSL queries** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Configured **Products, Catalog, Catalog Hierarchies, Bundles, Bundles** within Bundle, **Price Lists** across all products.
* Involved in end to end QA and UAT testing and validation of **CPQ** including **Products, Pricing, quoting** etc.
* Experience in moving code across various sandbox using Change Sets.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Managed UAT live support and production fixes.
* Developed different Visualforce Pages to suit the needs of the application using different Visualforce components.

**Environment: Salesforce.com platform, Security Controls, Data Loader, Record types, Custom Objects, Apex, Visualforce Pages, Workflow & Approvals, Reports, HTML, Lightning, JavaScript, Sandbox data loading, Workbench, JIRA, Eclipse.**

**Client: Legal Zoom, CA Jan 2016 - June 2018**

**Role:** Salesforce Administrator

**Description:**

LegalZoom is an online legal technology organization that enables its customers to create an array of legal documents without having to essentially procure an attorney.This project is developed to fulfil their business needs in Sales, Marketing, and Call Centre. Salesforce CRM Call Centre was deployed for customer and operational support users in the field. Salesforce CRM made it easy to develop unique customer cases and its own set of rules for escalations, notifications, and approvals.

**Responsibilities:**

* Interacted with various business team members and document the requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Created new **User Accounts and assigned Profiles** as per their role in role hierarchy.
* Created various **Profiles, Roles, Page Layouts** and **configured** the Permissions based on the Organization hierarchy requirements.
* Worked on Standard and **custom objects, created new picklist fields** and set Field-Level security based on the requirement.
* Created and maintained the email templates to be used in the **Workflows, Auto Assignment Rules** and **Auto Response Rules** related to Lead Management module in Sales Cloud.
* Customized **Marketing cloud** for applications internal to the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various Salesforce.com objects like **Cases, Accounts, Reports, Dashboards.**
* Developed and deployed workflows and approval processes for opportunities and products/assets management.
* Defined **Org wide default** to restrict access from users.
* Worked on **SOQL** and **SOSL** for querying required data sets from different custom objects and performed DML operations with consideration of **Governor Limits.**
* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Worked as administrator to maintain **Application Level Security** and involved in discussions to implement **System Level Security** configured **Single Sign-on.**
* Developed various **Custom Reports**, Report Types, **Dashboards** and Analytic snapshots for different lines of business on **Standard** and **Custom Objects.**
* Used S-Docs to generate a variety of outputs to merge salesforce data from both the standard and custom objects.
* Participated in solving day to day **production issues** and training sessions provided by Team.
* Involved in configuration, test and implementation phases of Software Development Life Cycle and Agile Development using **JIRA** with focus in Object Oriented Programming.
* Closely worked with Salesforce.com consultants while implementing the solutions for the requirements.

**Environment: Salesforce.com platform, Security Controls, Data Loader, Record types, Custom Objects, Workflow & Approvals, Reports, HTML, Sandbox data loading, Workbench, JIRA.**

**Client: Paxten Technologies, India June 2013-July 2015**

**Role:** **Java Developer**

**Description:** Paxten Technologies is an Indian IT service company engaged in offering Outsourcing and Infrastructure services. The project was to build software that is being used in-house to generate, manage and process E-Orders of company & various profitable multi-category clients**.** Develop and support utilities used with the software configuration management tools. Deployment of source control capabilities to live environments, including maintaining source and data branches in version control, and debugging issues related to deployment.

**Responsibilities:**

* Analysed the requirements based on business data and user requirements. Worked with business and user groups to identify and implement functional enhancements and new requirements.
* Involved in various stages of the project life cycle primarily **design, implementation, testing, deployment** and enhancement of the application.
* Involved in design, coding, testing, and documentation, and followed **Agile** methodology.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition
* Designed and developed the **Web-based User Interfaces**, **JavaScript**, **HTML** and **CSS**.
* Developed server-side applications using Servlets and JDBC.
* Consumed **Web Services (WSDL**, **SOAP)** from third parties for authorizing payments to/from customers.
* Deployed the application on to **Apache Tomcat** application server.
* Used **SQL** statements and procedures to fetch the data from the database.
* Used JDBC for communicating with the database.
* CVS is used to store the backup files and to maintain version control.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.
* Involved in design, development, test and implementation phases of Software Development Life Cycle and Agile Development using **JIRA** with focus in Object Oriented Programming.
* Played an active role in testing the application by writing test cases for different scenarios.

**Environment:** Java, J2EE, Java, JSP, JavaScript, HTML, CSS, XML, Windows-XP, WSDL, SOAP, Apache Tomcat, CVS.