 

**Avani Kandukuri**

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**SUMMARY**

* Around **8** Years of professional experience with Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration.
* Experienced with **Administration, Configuration, Customization and Development** on Salesforce Force.com platform.
* Proficient in performing Administrative tasks like creating Custom **Profiles**, **Roles**, Users, Approvals processes, enabling Email Services, and setting up record **Sharing** **Rules** using Organization Wide Defaults.
* Experience in developing **Apex Classes, Triggers, Workflow Rules, Visual Force Pages, SOQL and SOSL**.
* Experience on Lightning Web components (LWC).
* Working knowledge in SFDC Integration using **Web Service (SOAP & REST API) and Apex Programming, Service Cloud, Sales Cloud**.
* Extensive experience in developing **Salesforce Lightning Applications** using **Aura Framework.**
* Experience in **Administration**, **Configuration**, and **Implementation** of Salesforce CRM and Salesforce SFA applications based on **Apex Language** and Force.com Platform.
* Excellent debugging and documentation skills to achieve the complex business functionality.
* Proficient in **cloud-based business** applications, experience with **data management and reporting**, in combination with strong analytical skills.
* Worked on Lightning Components with Lightning **Locker** **service** enabled.
* Experience in developing Controllers, Helper classes and **Events** in lightning and creating custom CSS in the components and SLDS.
* Working knowledge in **Salesforce Community Cloud** and implementing custom lightning components.
* Good understanding in using **Cloud Craze Rest APIs** andConfiguring **CC Admin** settings.
* Hands-on experience in setting up the **default storefront** and developing customized solutions in **B2B Commerce Cloud**, overriding the templates by using **Handlebar JS**.
* Extensive Hands-on experience working in designing **User Interface (UI) applications and Professional web applications**.
* Configured **Vlocity** in Salesforce and Vlocity environment
* Did the **Vlocity** Development as per the business requirement.
* Strong working knowledge in Web Technologies in **HTML, CSS, BOOTSTRAP, JQUERY, JAVASCRIPT, AJAX, ANGULAR.**
* Expertise in using **XML / JSON and AJAX** to link with back-end applications.
* Experienced in using version control systems **SVN and GIT**.
* An enthusiastic and goal-oriented team player possessing good communication and interpersonal skills.

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**TECHNICAL SKILLS & TOOLS**

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| Web technologies | HTML5, CSS3, JavaScript, jQuery, Ajax, Boot Strap, JSP. |
| Salesforce.com | Apex, Lightning Applications, Component and Events, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Web Services, Formulas, Validation Rules, App Exchange, Eclipse, Salesforce.com, Salesforce Lightning, Force.com IDE, Apex Data Loader, Cloud Craze. |
| Servers  | JBoss, Web Logic, Apache Tomcat |
| Tools/IDEs | Eclipse IDE, Force.com IDE |
| Operating Systems | Windows, Unix, Mac OS. |

**PROFESSIONAL EXPERIENCE**

**Citi Bank, Dallas, TX (Mar2020 –Present)**

**Role: Salesforce Lightning Developer/Marketing cloud**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend, **Visual Force pages and Salesforce Lightning Experience** as user interface.
* Implementation of Lightning components using the **Lightning Design System (LDS)** in Aura Framework and **Lightning Web Components (LWC)**
* Developed complex **workflows** and approval processes for automating business logic.
* Used **Force.com** platform for developing feature rich and user-friendly Visual force pages for enhancing **Salesforce UI**.
* Developed various **Custom Objects**, **Tabs**, **validation rules** on the objects and tabs, Components and **Custom links**.
* Experience in integrating with external systems using **Rest API**.
* Used Salesforce.com developer toolkit including **Apex Classes**, **Controllers and Triggers**, Visual force pages, **Force.com IDE**, **Migration Tool**.
* Building Complex and Reusable Components in **Vlocity**.
* Created Apex test coverage classes for some email services. Attentive knowledge on developing Salesforce1 mobile, **Lightning User Interface** and Process Builder.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Involved on creating Lightning Pages Inside **Lightning Community Builder**.
* Good understanding in combining custom and standard components with help of salesforce Lightning.
* Optimize and improve the overall runtime of Omniscripts, DataRaptors and **Vlocity** Integration Procedures using best practices.
* Knowledge on Lightning which includes the Lightning Component Framework and involved in building **lightning component** using the **aura framework** and experienced with Locker Service **with Lightning Components**.
* Created Lightning Component tabs and visual force tabs.
* Built **customized Lightning components** replacing the existing ones using JavaScript on the client side and Apex on the server side.
* Used GIT as the VCS which seamlessly integrates with **JIRA**.
* Used **SFDX CLI, Mavens mate with Visual Studio** Code to create **Apex Classes**, **Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Deployments were done using changesets, package managers and **SFDX CLI**.

**Environment:** Saleforce.com platform, Lightning Components, Lightning Web Components, Visual Force (Pages, Component, Controllers), Visual Studio, Apex Language, DML statements, SOQL, SOSL, Data Loader, HTML, Workflow, Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Charter Communications, St. Louis, MO (Oct2019 –Feb 2020)**

**Role: Salesforce Developer**

**Responsibilities:**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* As part of the Form framework, developed **Abstract** and **Extendable Lightning Components** which could be leveraged by Client specific lighting components.
* Developed **Events** and **Lightning Components** for custom Modal (flow) framework to move through the steps using custom object to create **Dynamic Lightning Components** on the fly.
* Created multiple **Lightning Components** leveraging custom SLDS CSS framework designed to be client specific.
* Created a **Dynamic Data table with Pagination** which leverages custom lightning components to build table row, column and cells. Each cell could have its own lightning component specified in the server side response.
* Developed a **File upload** Component for **Community** **Guest Users** which could attach the file to any parent record or send the file as attachment through Email.
* Designed, and developed **Apex Classes**, **Controller Classes**, and extensions for various functional needs in the application.
* Developed **Abstract Classes**, **Interfaces** and **Test methods** to implement the generic functionality for custom framework.
* Built a customized **Date Picker Component** which could enable features including Disabling past, current, future, weekends or specific dates specified or Enable Specific dates in a year.
* Created a flow diagram for the **DevOps Process** only for developers working through Eclipse IDE to push metadata to **GERRIT** for code Review via GIT.
* Supporting Offshore team with changes or enhancements in the framework and fixing bugs on the existing framework design.

**Environment:** Apex Language, Visualforce, Lightning, Force.com Eclipse IDE, SOQL, SOSL, HTML, CSS, SLDS Framework, JavaScript, JQuery, Custom Objects,Custom Tabs, Developer Sandbox, momemt.js, Salesforce Communities, GIT, GERRIT, Jenkins, EsLint, Sales force CLI.

**Staples, Boston, MA (March2019 –Sep 2019)**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in SFDC **application** **setup** and customization to match the functional needs of the Company.
* **Integrating Microsoft SQL** server to Salesforce using **MuleSoft.**
* Worked with various **salesforce.com** standard objects like **Cases,** **Accounts, Contacts, Assets and Products.**
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.

Created Visual force Pages to provide UI to the custom objects and customized page layouts for Salesforce.com standard and custom objects.

* Developed and deployed **workflows** and approval process for opportunities and products/assets management.
* Created and used email templates in **HTML** and **Visual force**.
* Worked with **Developer Sandbox** and **Force.com IDE** to migrate written classes.
* Handled administration, maintenance and support of Salesforce modules for 35 user’s services including periodic data cleansing, custom objects, workflow, campaign management, triggers.
* Involved in running scheduled jobs which includes running daily reports, dashboards, and batch classes and did SDFC application support for end users.

**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**Wi-tronix, Chicago, IL (March 2018 –Feb2019)**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Involved in SFDC **application** **setup** and customization to match the functional needs of the Company.
* **Integrating Microsoft SQL** server to Salesforce using **MuleSoft.**
* Worked with various **salesforce.com** standard objects like **Cases,** **Accounts, Contacts, Assets and Products.**
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Created Visual force Pages to provide UI to the custom objects and customized page layouts for Salesforce.com standard and custom objects.
* Developed and deployed **workflows** and approval process for opportunities and products/assets management.
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**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**Direct Energy, Houston, TX (Jan 2015 –Feb2018)**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Provided development, **implementation**, and updating focusing on **Sales cloud** and **Service cloud**.
* Worked on Salesforce.com **Standard Objects** such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, **custom links**, **related lists**, and other components on **record pages**.
* Implemented various advanced fields like Picklist Fields, **Master-Detail** Fields, **Custom Formula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Implemented **Case** Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and **Field Level Security** for different profiles.
* Wrote an Apex Trigger on Contact for **cross object** field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Provided **Case Management** by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Created and configured **Email templates** which were used by PCS Central users for approval processes and other field updates.
* 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.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.

**Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Nihar Solutions Pvt Ltd, HYD, IND (Mar2012 –Dec2014)**

**Role: Java Developer**

**Responsibilities:**

* Developed necessary interfaces, modules and functions to satisfy all requirements.
* Developed some of the modules for the whole system based on Model View Controller (MVC)
* using the Struts framework extensively.
* Extensively developed supporting Java Beans Components.
* Developed the front-end screens using JSP, XSL, and HTML.
* Extensively used several J2EE features for the development of Application.
* Extensively used Design patterns such as Singleton, Factory, and MVC.
* Written JSP Custom Tags for view layer of the application.
* In-depth knowledge and experience in implementing Service Oriented Architecture (SOA) using
* XML based SOAP/RESTful web services.
* Extensively used Ant tool to get all the class files in the MVC pattern at a time.
* Written Unit Test Cases.

**Environment**: J2EE (JSP, JDBC, Servlets, Struts Framework), java-script, SOAP/REST Web Services, Web logic, Tomcat 5.0, Apache Ant, Oracle, MySQL, XML, Ajax, Jabber Protocols (for IM Interface), WAP