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**AMRUTHA BODDU**

**SALESFORCE DEVELOPER**

Certified Salesforce Candidate (ADM-201, Platform Developer-1) with 6+ years of extensive IT experience in various stages of Software Development Life Cycle (SDLC), ability to independently perform Requirement analysis and gathering, Administration, Development, Testing, Classic to Lightening Migration, Deployment and Maintenance of Enterprise Level Applications including Techno-Functional experience in salesforce with proficiency as a Salesforce Developer & Administrator.

**Professional Summary:**

* **Salesforce.com** Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions.
* Hands on experience on **Salesforce.com** developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.
* Experienced in using the Force.com Explorer to browse **Data Model Schema, build and test SOQL queries.**
* Expertise in process integration (Synchronous and Asynchronous) with other platforms using REST Web services and Enterprise tools.
* Extensive experience in designing of custom objects, custom fields, master and lookup relationships, Record types, Validation rules, Page Layouts, Workflow Rule, Assignment rules and Approval Processes.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Involved in every phase of **Salesforce based CRM solution.**
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Configuration, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards
* Good exposure to AppExchange applications. Able to find appropriate applications, install and customize.
* Expertise in Data Migration using Import wizard, **Workbench and Apex Data Loader using BULK API**.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Good Knowledge on **Salesforce Lightning experience.** Worked on various lightning components for developing dynamic web apps for mobiles and desktop devices.
* Experienced in developing Lightening pages using Aura Framework.
* Expertise in developing UI components using Visualforce pages, Visualforce components, Apex controllers, HTML and CSS.
* Expertise in salesforce deployment process like Change set (inbound and outbound Change set).
* Responsible for unit, integration and regression testing and end to end user testing.
* Good knowledge on scrum process which is part of Agile methodology. Involved in developing the applications using agile methodology with daily meetings to keep track of the progress and Issues pertaining to the project.
* Worked closely with Business Users to enable business process using SFDC.
* Proven Interpersonal, Communicational, Organizational and Project Management skills.
* Ability to learn quickly and adapt to changing technologies, tools and environments based on project demands

**TECHNICAL SKILLS:**

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| Salesforce Technologies | Sales Cloud, Service Cloud |
| Business Processes | Service Requests and Activities, Opportunities, Quotes and Proposals, Campaign Management, Case Management, Approval, Data Cleansing and De-duplication. |
| Salesforce Concepts | Lightning, Communities, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Apex Web Services, Integration, Salesforce.com API, Deployment, Triggers, Batch Apex, Scheduled Apex, Future Methods, Data Loader, Validation rules, Workflow rules, Approval Process, Lightening Process builder. |
| Salesforce Tools | Data loader, Workbench, change set (inbound and outbound) |
| Configuration Skills | Standard Object Configuration, Custom Object development, Page Layout creation/editing, Record Types, Field Level and Object level security, Role hierarchies, Security and Sharing Model, Reports, Dashboards, Formula Fields and Cross Object Formula Fields, Overall User Management, Web to Lead, Web to Case, Customer Portal, Email and Document Templates |
| Integration | Third-party integration using Web services such as REST and SOAP API |
| Software Methodologies | Agile, Waterfall |
| Programming Languages | APEX, Apex Triggers and Visual Force Pages, Python |
| Database | ORACLE, SQL |
| Operating Systems | Windows, Linux |
| Web Languages | HTML, CSS, Java Script. |

**Project Experience:**

**The Irvine Company, Irvine, CA Jan 2020 – Till date**

**Salesforce Developer**

**Responsibilities:**

* Interacted with internal business customers to understand evolving business requirements.
* Implemented and created users with permissions on the **CRM** platform.
* Implemented **Salesforce Service cloud** and opportunity management (Case management, Entitlement management, product and price book, High volume customer portal, Partner portal, Visualforce sites) for business support and technical support for its channel customers.
* Also created **Web-to-Case, Email-to-Case and Omnichannel.**
* Developed reusable UI components and pages with Lightning component framework.
* Implemented Salesforce **Lightning** Components for small set of users for customizing reports and dashboards and processes to continuously monitor data quality and integrity.
* Working with management and end-users to create and manage workflow rules, data validation, processes, and flows.
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers, Lightning components**
* Developed Unit test class for Apex class and worked for improving code coverage.
* Cleaned data from org and import new data using Data Loader.
* Participated in planning meetings, analysis development, and other project meetings throughout project life cycle.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.

**Environment:** **Saleforce.com platform, Apex Language, AURA components, Lightning components, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse IDE Plug-in, SOQL, SOSL.**

**Texas Instruments, TX Feb 2018 -Dec 2019**

**Salesforce Developer**

**Responsibilities:**

* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Used **SOQL, SOSL** for data manipulation needs of the application using platform database objects.
* Provided support ongoing **Salesforce.com** maintenance and administration services including periodic Data cleansing, custom objects, workflow, and triggers.
* Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.
* Developed the view pages using HTML, JavaScript for development and validations.
* Worked with **Salesforce.com** Reports, Dashboards and deployed several Reports using Salesforce.com platform.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked with various **Salesforce.com** standard objects like Users, Contacts, Reports, and Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in Business Requirement meetings like gathering information for IT team and analyzing the information provided by Business users.
* Designed solutions to meet business needs mostly within Salesforce.com Service Cloud, Sales Cloud.
* Involved in creation and maintenance of custom objects, tabs, fields, Record types, page layout as per business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Automate processes and develop programs for departments within the company using Visual Studio, SQL, and Apex.
* Deploy the components from sandbox to production environment using Change Sets.
* Worked extensively in customization of Sales and Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Experience on **Apex Rest API and Bulk API,** building classes for synchronous/asynchronous integrations.
* Developed the view pages using **HTML, JavaScript** for client-side development and validations.
* Involved in customization of various **Visual Force Pages** for Salesforce users as per requirements.
* Created Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed triggers to support **business process and Custom Buttons.**
* Worked in Agile environment, as of solving the issues within deadlines.
* Deployment phase and usage of **Continuous Integration (CI/CD)** tools build configuration, automation, smoke test processes, managing, configuring, and maintaining source control management systems.

**Environment:** **Salesforce, Import Wizard, Data Loader, Visual Force Pages, Reports; Dashboards, SOQL, SOSL, Sandbox, Triggers, SalesForce.com, Microsoft Excel.**

**DIRECTV, TX Feb 2016 – Jan 2018**

**Salesforce Developer**

**Responsibilities:**

* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional

needs of the organization.

* Used **SOQL, SOSL** for data manipulation needs of the application using platform database objects.
* Provided support ongoing **Salesforce.com** maintenance and administration services including periodic

Data cleansing, custom objects, workflow, and triggers.

* Worked on standard and custom objects and Reports, and Dashboards.
* Involving in setting up users and their profiles set up with permission sets and sharing rules.
* **Implemented pick lists, dependent pick lists, and validation formula fields** to the custom objects.
* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional

needs.

* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Migrated data from Excel and **CSV files to SFDC** using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on **Process Builder** based on the requirements.
* Co-ordinate with the test team and provided the application flow demo before the test team starts Testing.

**Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, SOQL, SOSL**.

**Structures 18 ch Pvt Ltd, India April 2012 – Sep 2014**

**Associate**

**Responsibilities:**

* Functional testing and Systems administration
* Worked as developer and functional tester.
* Understanding of the requirements, writing test cases and execution of test cases
* Coordination with developers, business, and other stakeholders of project
* Providing status report on the test execution
* Creating defects and working with business, developers for closure of defects.
* Usage of SDLC methodologies and participating the requirement discussions, writing test cases, test plan, and execution.
* Multi-role in the team helped in understanding knowledge on both system administration and software life cycle execution concepts.

**Environment:** **Java, Windows, Oracle Database, HTML, CSS**

**Education:**

* **B.Tech(Computer Science Engineering) from JNTU, Hyderabad---2005**