**Prathap Nalabolu**

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**Salesforce Developer**

Summary:

**7+** years of working experience in **IT industry which includes 5+ years** in salesforce.com Development and Administration on force.com platform including analysis, modeling, design, coding, testing and implementation on various business domains like Health Care, Financial, Insurance and Manufacturing.

* Experienced in Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow.**
* Hands on experience in salesforce.com **CRM integration**, developing and deploying custom integration solutions.
* Experience in working on Sales Cloud as well as Service Cloud.
* Worked on Salesforce Service cloud and Marketing Cloud integrations.
* Customized page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages as per the business needs.
* **Lightning experience** on Reports, Dashboards and Visualforce.
* Upgraded some objects from **Salesforce Classic** to **Lightning Experience** to develop better interaction of pages.
* Worked extensively on various salesforce.com standard objects like **accounts, contacts, opportunities, products, price books, contracts, cases, leads, campaigns, reports** and **dashboards**.
* Extensive experience in lead, case management, **web-to-lead**, **Web-to case, Email-to-case.**
* Developed **Salesforce Lightning Apps, Components, Controllers, and Events.**
* Developed **Lightning apps** using **Lightning Components** and made them compatible with **salesforce1** mobile app.
* Experience in working with Salesforce.com sandbox and production environments.
* Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard and Data Loader Utility.**
* Used Salesforce Explorer to select data and to test in **SOQL** and search in **SOSL**.
* Good experience in working on **Eclipse IDE** with Force.com Plug-in for writing business logic in Apex programming language.
* Strong Experience working with **Apex classes, Triggers**, Controllers & Controller Extensions, Components, Test Methods, Application Design and Development on Multitenant Force.com platform.
* Experience in front-end development using **HTML, Java Script, CSS**.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed Salesforce apex **SOAP** and **REST** web service classes. Experience working on **XML** and **JSON** formats also by creating Parsers.
* Used **Jenkins** continuous integration tool to do the deployments.
* Experience in working with Agile/Scrum environment, Iterative software development methodologies.
* Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.

**Technical Skills:**

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| **Sales force Administration**  | Reports, Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Lightening Process Builder, Visual Flows, App Exchange, Sandbox, Apex Data Loader, Import Wizards, Data Security, Process Automation, Sales force Connect, Lightning App builder, Salesforce1 Mobile Basics, Chatter. |
| **Salesforce Development**  |  Apex Language, Apex Trigger, Apex Class & Apex Web Service, SOQL, SOSL, Visual Force (Page, Component & Controllers), Data Loader, HTML, XML |
| **SFDC Tools** | Eclipse, Force.com IDE, Git, Jenkins, ANT, Sales Cloud, Service Cloud, Marketing Cloud |
| **Web Technologies** | HTML, Java script, XML, CSS |
| **Office Tools** | Microsoft Excel, Visio, MS Access. |

Professional Experience:

**DXC Technologies (Indiana Medicare), Indianapolis, IN Feb 2019 - Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects and Custom Objects.
* Implemented/Implementing Security Settings and configured profiles and permission sets.
* Developed applications visually using custom-built Lightning components.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the lightning framework.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Integrated the API and Web Services for extracting the data from external systems to display in the pages of Salesforce.com using the SOAP and REST services.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Deployed Salesforce components from Sandbox to Production using Force.com ANT migration tool and change sets.
* Managing Repositories using Jenkins and GitHub.
* Working knowledge in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Scheduling deployments in the Salesforce Marketing Cloud application and providing completion communications to the client.
* Developed Test cases for Unit Testing of the Mappings, and also was involved in the Integration Testing.
* Worked with Salesforce Senior architect to learn and suggest Solutions for Lightning bugs and work around.
* Involved in fallout analysis and fixing the issues.
* Used the sandbox for testing and migrated the code to the Production environment after testing.
* Build marketing camping reports in Salesforce and utilize it as a main source of data to integrate with marketing cloud.
* Proficient in using Eclipse based Salesforce.com IDE to develop and deploy force.com software.

**Environment:** Saleforce.com platform, APEX Language, Visual Force (Pages, Component & Controllers),Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java, Web Services, Sandbox.

**Harman Inc, Vernon Hills, IL Nov 2017 – Jan 2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Effectively interacted with the Business Users to understand the Business Flow and Organization Structure of the Firm.
* Worked on translating several Visual Force pages to lightning framework.
* Customized Lightning component for Look up, Pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Experience in Building Lightning Components and Process Builder.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Worked on force.com, developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed and deployed Salesforce.com Unlimited edition.
* Re-structured custom objects, Master-detail relationships between objects to better suit the organization's business needs
* Created and used Email templates in HTML and Visualforce.
* Experienced in SFDC Service and Sales cloud.
* Presented the Salesforce Marketing Cloud suite of solutions to customers on a daily basis both over the phone and in person.
* Worked on Salesforce Service cloud and Marketing Cloud integrations.
* Integrated the API and Web Services for extracting the data from external systems to display in the pages of Salesforce.com using the SOAP and REST services.
* Deployment different sandbox org using Jenkins.
* Managing Repositories using Jenkins and GitHub.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked with Apex Data loader for loading the Leads, Opportunities and their related activities into [salesforce.com](http://salesforce.com).

**Environment:** Saleforce.com platform, Platform security, Assignment rules, APEX Language, Visual Force, Data Loader,Custom Objects, Custom Tabs, Security Controls, HTML.

**Verizon, Alpharetta, GA Jan 2015 - Nov 2017**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, APEX Language, Visual Force, Data Loader, Custom Objects, Custom Tabs, Security Controls, SOQL, SOSL.

**Techno Facts, India May 2013 – Aug 2014**

**Role: Java Developer**

**Responsibilities:**

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* 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.
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.
* Involved in writing JDBC code to get data base connectivity.
* Involved in the Database structuring and Tables creation needed for the project.
* Design and development of User Interfaces using JSP, HTML, and CSS.
* Developed an own realm for Apache Tomcat Server for authenticating the users.
* Configure the Eclipse IDE with Web Sphere Application Server for Entire Application.
* Analyzed the specification documents to come up with the design and classes in UML for the modules that I am involved in using Rational Rose.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies. Solid understanding in Object-Oriented analysis and design.
* Worked on various Design Patterns, UML and Enterprise Application Integration Responsible for maintenance and production support of the application documented design and functional aspects of the application.

**Environment:** Java, JSP, Struts, EJB, XML, JavaScript, CSS, Oracle, UML, SQL, Eclipse, Apache Tomcat, Rational Rose, SQL Server.

**Education**

* Bachelor of Technology in Electronics and Communication Engineering, 2013.
* Masters in Electrical Engineering, 2015.