

ARZA SAI NITHIN

Phone:703-627-7000

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Address: 38935 Gar Terrace, Fremont,CA 94536



TECHNICAL KNOWLEDGE:

Salesforce.com Technologies	Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, DLRS(declarative lookup rollup summaries), Apex Web Services, Apex Data Loader, Dashboards, Reports, Lightning Components and Handlers, Custom Objects, Force.com Eclipse IDE Plug-in, Workflow rule, Approvals.
Web Services	WSDL, SOAP/REST API
Databases	Oracle 10g, 11g, MySQL, Microsoft Access, SQL Server 2000/2005/2008
ETL/Integration Tools	Apex Data Loader, Jitterbit, Force.com workbench, Demand Tools, Job Builder and Declarative Lookup Rollup Summaries (DLRS).

EDUCATION:

Stratford University, Falls church, Virginia.
Masters in Computer Software Engineering

Sep 2014 - Dec 2015

Jawaharlal Nehru Technological University, Hyderabad, India
Bachelors of technology in Information Technology

Sep 2008 – May 2012

CERTIFICATIONS:

Salesforce Certified Platform Developer I
Salesforce Certified Administrator

Professional Experience

University of California San Francisco
Salesforce Developer/Administrator

1st April 2017 – Present

Responsibilities:

- Developer/Administrator with 5 plus Years of experience **in Salesforce.com** CRM Platform.
- Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- Experience is Salesforce Round Corner(rC) Managed package, Non-Profit Success Pack(NPSP), Affinaquest managed package.
- Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
- Worked on Lightning Process builder flows, complex Flow Builder automation scenarios, Connect API, Chatter and quick Action.
- Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud).
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons and Validation Rules.
- Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Demand Tools, and Job Builder.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
- Experience in Conga composer to compare data in salesforce database to Advance database.

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- Onsite point of contact for salesforce for the inside sales team.
- Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures
- Managed ongoing support request and administrative needs of users
- Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
- Involve in migration of data from existing Advance Oracle tool to Salesforce CRM system with Jitterbit.
- Utilize commercial application developing experience with a focus on serving enterprise customers and building highly scalable solutions.
- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
- Use apex-testing framework to write unit tests and have code coverage results.
- Keep documentation up to date.

Prologix Solutions Inc, Herndon, VA
Salesforce Developer

5th May 2016 – 31st March 2017

Responsibilities

- Involve in migration of data from existing Advance Oracle tool to Salesforce CRM system and developing similar functionalities in salesforce environment.
- Utilize commercial application developing experience with a focus on serving enterprise customers and building highly scalable solutions.
- Standardize processes related to Account Management, Contact Management, Opportunity Management and Customer Life Cycle.
- Develop and test unit code to meet business requirements for Salesforce applications.
- Design, develop and deploy Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Java Scripts, Apex classes and Triggers to suit to the needs of the application.
- Design various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers.
- Involve in migration of data from existing Advance Oracle tool to Salesforce CRM system and developing similar functionalities in Salesforce environment.
- Use SOQL & SOSL queries in the Apex Classes and Triggers and through Development Console.
- Provide estimates of development effort for project deliverables and provide considerations for development requests.
- Provide technical reviews for solutions and Utilize commercial application development experience, with a focus on serving enterprise customers and building highly scalable solutions.
- Follow software development standards and best practices and suggest improvements and Standardize processes related to Account Management, Contact Management, Opportunity Management, and Customer Life Cycle.
- Involved in migration of data from existing Advance Oracle tool to Salesforce CRM system and developing similar functionalities in Salesforce environment.
- Enabling Lightning to various user profiles and Create Lightning record pages, compact pages, mini layouts and lightning components.
- Perform data cleanup and/or Data migration to/from Salesforce.com.
- Follow defined processes such as change control, time tracking, and weekly status reports.
- Create Reports and Dashboards track Opportunity pipeline/Stage reports with Salesforce for management visibility.
- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
- Troubleshoot, code and test bug fixes.
- Use apex-testing framework to write unit tests and have code coverage results.

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- Keep documentation up to date.

Kargo Tech, Hyderabad
Salesforce Administrator

4th June 2012 – 30th Sept 2014

Responsibilities:

- Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
- Agile Development Methodology was followed for the implementation.
- Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
- Created Workflow rules and defined related tasks, email alerts, and field updates.
- Experience on S controls, Visualforce pages and Page layouts per the Business requirements.
- Installed the Call Centre Applications and allowed the end users to maintain a track history of customers' complaints.
- Created email templates and inbound emails using Visual Force for clients and customers.
- Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
- Implementation of Data Loader for loading the data.
- Performed data cleanup and/or Data migration to/from salesforce.com.
- Developed business documents for Salesforce.com Custom objects.
- Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
- Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
- Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
- Provided the training to Business users about the system.