**Jyothirani Gudimella**

**Jyothira70@gmail.com**

**+1 443-832-8527**

=============================================================================================

**PROFESSIONAL SUMMARY:**

* Experienced Certified Salesforce professional with 7+year’s hands-on experience in Salesforce.com CRM as a Salesforce Developer/Administrator.
* Experience in all phases of Software Development Life Cycle (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation, and enhancement of projects in Salesforce.com.
* Experience in different clouds like Sales Cloud, Service Cloud, Community Cloud, chatter, Marketing Cloud (Beginner)
* Expertise in Omnistudio (Vlocity), Health Cloud
* Experience in CPQ, Apptus
* Expertise in SFDC Administrative tasks like creating Profiles, Roles, Users, Approvals Processes, Workflow Rules, Validation Rules, Reports, and Dashboards.
* Expertise in SFDC Development usingLightning Application
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Worked on customization of various salesforce.com standard objects that are a part of Sales Cloud and Service cloud like Accounts, Contacts, Opportunities, Cases, Leads and Campaign.
* Experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, Lookup Relationships, Master-Detail Relationships.
* Proficient in designing Custom Formula Fields, Roll up summary, Field Dependencies, Field Updates, and Email generation according to application requirements.
* Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application.
* Experience in automating the business processes using Workflows, Process Builder, Flows, Web-to-Case, Email-to-Case, Escalation Rules, and Auto-Response Rules.
* Good knowledge on Apex Trigger, Apex Class, Apex Test Methods, Visualforce Pages, SOQL, Web Services.
* Expertise in using tools like Apex Data Loader, Work Bench in migrating of data.
* Strong exposure to security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Experience in wide range of languages and technologies such as HTML, CSS.
* Capability of learning new technologies and implementing them in the project successfully.
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication, and problem-solving skills and accustomed to working in large and small team environment
* Experience working with Agile Methodology and GIT for project repository and versioning control.

**CERTIFICATIONS:**

## Salesforce Certified Administrator

## Salesforce Certified Platform Developer I

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies:** | Salesforce CRM,Apex Classes/Controllers, Apex Triggers, SOQL, Workflows, Validations, Visualforce Pages/Components, Lightning Pages, Custom objects, Process Builder, Flows, Reports & Dashboards. |
| **Salesforce Tools:** | Data Loader, Import Wizard, Developer Console. |
| **Programming & Data Analysis:** | C, C++, HTML, CSS, XML, JavaScript |
| **Databases:** | Microsoft SQL Server 2000/2005/ 2008, MS Access, Oracle 8i/ 9i/ 10g/ 11g |
| **Operating System:** | Windows Family, Linux |

**WORK EXPERIENCE:**

**Client Name: AT&T, WI**

## Salesforce Admin/Developer Sep 2019 – Present

**Responsibilities:**

* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud, Community Cloud, Marketing Cloud
* Responsible for day-to-day Salesforce Administration and Support, including but not limited to, User setup, Profiles and Roles, Custom Object and Fields creation, Page Layouts, Record Types, Workflows, and Validations.
* Created Custom Objects, Users, Custom Profiles, Page Layouts, and Record Types to meet Business guidelines.
* Implemented pick lists, dependent pick lists, validation, and formula fields to the custom objects.
* To track and solve customer issues implemented Web-to-Case and Email-to-Case, assignment rules, and setup auto-response rules upon submission for case management.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Wrote Escalation rules to escalate the cases.
* Created various Reports (summary reports, matrix reports), dashboards and Report Folders to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them.
* Created & maintained detailed documentation on changes in Salesforce.
* Managed multiple sandbox environments, deployed the changes set from sandbox to productions after the UAT.
* Working Experience on Configuration, Customization and Development with Salesforce.com on Service Cloud.
* Used Rest API for integration between Salesforce and external systems.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects.
* Developed custom Business logic using Apex Classes, Triggers and Visual force pages to meet the functional needs in the application.
* Worked on both Sales Cloud and Service Cloud Objects
* Developed and executed marketing campaigns using Marketing Cloud's Email Studio.
* Created journeys and implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
* Created Lightning Components, added CSS and Design Parameters which improves performance
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Built customized Lightning components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Implemented Service Cloud by setting up Service Cloud Console, Case Management, Web to case, Email to case, Knowledge Article Management, Solutions and CTI Integration, Live Chat
* Worked on OMNI Channel Fulfillment, Routed the cases using Omnichannel
* Working on sales cloud platform for all financial segments
* Customized sales cloud around price books, quotes and custom orders object.
* Worked on Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management for Salesforce Automation.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Created Community Pages and deployed components via Community Builder
* Configured Single Sign-On SSO for user authentication using SAML 2.0 and using my domains.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus.
* Experience on implementation of version control software GIT repositories.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, SOQL, SOSL, Force.com IDE.

**Client Name: Macy’s, WI**

## Salesforce Admin/Developer Jan 2018 to Aug 2019

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud, Community Cloud
* Created gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Leveraged and configured out of the box point and click features like Custom Objects, Custom Tabs, Custom Fields, Entity-Relationship, Validation Rules, Workflow Rules, Record Types, Email Templates, Auto-Response Rules, and Page Layouts as per the business specifications.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-level and Field-level security and configured their sharing settings.
* Developed Apex Classes, Apex Triggers to achieve users desired functionality.
* Developed Visual Force Pages using standard/custom controllers and extensions as applicable.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action
* Implemented Service Cloud by setting up Service Cloud Console, Case Management, Web to case, Email to case, Knowledge Article Management, Solutions, Live Chat
* Worked on OmniChannel Fulfillment, Routed the cases using OmniChannel
* Customized sales cloud around price books, quotes and custom orders object.
* Worked on Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management for Salesforce Automation.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Created Community Pages using Community Builder
* Configured Single Sign-On SSO for user authentication using SAML 2.0 and using my domains.
* Authored Test classes with code coverage of at least 85%.
* Worked on Data migration tasks using Data Loader.
* Created various reports and report folders to assist managers to better utilize Salesforce for reporting.
* Customized the Dashboards to track usage for productivity and performance of their sales teams.
* Actively involved in conducting End-User Training.

**Environment:** Salesforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, SOQL, SOSL, Sandbox, Force.com IDE.

**Client Name: Grainger, Chicago, IL**

## Salesforce Admin/Developer March 2016 to Dec 2017

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com.
* Managed security settings of the users, Created automatic ﬁeld updates via workﬂows. Agile Development Methodology was followed for the implementation.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Custom Buttons, Custom links and components.
* Created various proﬁles and roles and conﬁgured the permissions based on the organizational hierarchy requirements.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules, Speciﬁed user support and bug ﬁxing actions.
* Created Custom Objects and deﬁned lookup and master- detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked with Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.
* Developed and conﬁgured various Reports and Report Folders for diﬀerent user proﬁles based on the need of the organization.
* Used Force.com developer toolkit including Apex classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Actively involved in conducting End-User Training.

**Environment:** Salesforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workﬂow and Approvals, Reports, Security Controls, Force.com IDE, Windows.

## Client Name: Vonage, Holmdel, NJ

## Salesforce Admin Sep 2015 to Mar 2016

**Responsibilities:**

* Developed and customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Created various Custom Objects and Custom Fields
* Interacted with various business team members to gather and documented the requirements.
* Prepared technical documents and implemented the requirements on Salesforce.com platform.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Conducted internal training sessions for business users on Salesforce technology functionalities

**Environment:** Saleforce.com platform, Workﬂow& Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls.