**Vasanta Janyavula  **

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### EXPERIENCE SUMMARY:

* A Certified Salesforce Administrator and Developer with over 6 **years** of IT experience with Salesforce.com and Force.com platform as a **Administrator** and **Developer** involving in **Administration, Development, Configuration, Customization, Integration** and **Testing.**
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Commerce Cloud** and **AppExchange** applications.
* Sound knowledge in designing, development, testing and customization of applications using the **Apex Classes, Apex Controllers, Anonymous Apex, SOQL, SOSL, DML, Triggers, Test Classes, Visualforce pages and Lightning Components**.
* Proficient in working on development and implementation of **Asynchronous Apex** using Future Methods, Batch Apex, Schedulable Apex and Queueable Apex approaches.
* Experience in using **Salesforce Lightning UI** and created multiple **Lightning Components** and **Apps combining Lightning Design System, Lightning Data Service, Lightning Events, Lightning Bundle, Lightning App Builder and Lightning Component Features.**
* Developed Lightning Components using **Aura Framework**, LWC and used **Salesforce Lightning Design System** (SLDS) to convert existing Visualforce pages to Lightning Components.
* Developed many **custom Lightning Applications** using SLDS, Components, Aura tags, JavaScript (Client-Side Controller), Apex (Server-Side Controller), Events and used custom CSS in the components.
* Good knowledge and understanding of Salesforce.com **Web Service APIs** which includes REST API, SOAP API, Bulk API and Metadata API.
* Worked on multiple Integrations to consume APIs of external systems and perform Callouts.
* In-Depth understanding of **CRM Business Process** that include Forecasting, Campaign Management, Lead Management, Order Management, Account Management and Case Management.
* Worked on different data migration tools like Apex Data Loader, Ant Migration tool, Salesforce Data Import Wizard, **Command Line Data Loader,** Informatica Data Loader and Workbench.
* Able to configure and manage Salesforce CPQ (Configure Price Quote) managed package app.
* Experience on **Setting up Field Service features**based on client unique business requirements, including installation of the**Field Service Lightning managed package**and**Field Service Lightning mobile app.**
* Knowledge in setting up Service Cloud features like **OMNI Channel** and Queue routing for Inbound and Outbound Customer Support groups.
* Hands on Experience in **Data Management, Data Security, Data Modeling using Users, Profile, Permission Sets, OWD, Role Hierarchy, Sharing Rules, Custom Objects, Custom fields, Page layouts, Compact layouts, Tabs, Record types, List views, Related lists, Custom settings, Custom labels, Static Resources, Email templates, Email alerts** etc.
* Extensively worked on Process Automation using Validation rules, Assignment rules, Escalation rules, Workflows, Approval process, Process builders and Lightning flows.
* Created and deployed **Report folders, Reports and Dashboards** on Salesforce Platform for user.
* Good experience and knowledge of Deployment, CI/CD using Copado, Jenkins, Salesforce DX, and Change Sets.
* Knowledge in Change Management, Application Lifecycle Management using Sandbox Environments.
* Excellent analytical, De-bugging skills and Documentation skills.
* Worked with various **SDLC like Agile and Waterfall methodologies.**

### CERTIFICATIONS: Vasanta.janyavula@gmail.com (https://trailblazer.me/id/vjanyavula2)

* **Certified Salesforce Platform Developer I – ID - 22452958**
* **Certified Salesforce Administrator - ID - 2641584**

### EDUCATION:

* **Bachelors in Information Technology from Andhra University, Andhra Pradesh, India – 2016**
* **Post Graduate in Supply Chain and management Logistics From Montreal College of information Technology, Quebec, Canada - 2021**

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| **CRM** | Salesforce.com. |
| **Administration** | Users, Roles and Profiles, Standard Objects, Custom Objects, Custom Metadata, Email Alerts, Case Management, Analytic Snapshots, Assignment Rules, Escalation Rules, Import Wizard, Workflow Rules, Approval Process, Validation Rules, Assignment Rules, Sharing Rules, Chatter, OMNI Channel, Portals (Customer and Partner) Salesforce CPQ, Salesforce CPQ(Steelbrick) DocuSign, Field Service Lightning, Sandbox Configuration & Management, Sandbox Refreshments, Data Scrubbing, Deployments (Change sets). |
| **Development** | Apex Language, Java, Apex Classes/Controllers, Apex Triggers, Test Classes Asynchronous Apex, Apex Web Services, SOQL, SOSL, DML, Visualforce Pages, Lightning Components. |
| **Lightning Experience:** | Lightning Component Framework, Lightning App Builder, Lightning Connect, Lightning Flow, Lightning Process Builder, Lightning Flow Builder, Lightning Schema Builder, Salesforce1 Mobile App. |
| **ETL/Integration Tools** | Data Loader, Workbench, Salesforce Inspector, Informatica Data Loader, SAP-MDM, Informatica-MDM. |
| **Web Technologies** | HTML, CSS, JavaScript, SQL, Visualforce, Aura Framework. |
| **Web Services** | REST, SOAP, JSON, XML, WSDL. |
| **IDEs** | Salesforce Developer Console, Eclipse, Microsoft VS Code Salesforce DX. |
| **CI/CD** | Copado, Jenkins. |
| **Version Control Tools** | Git, Subversion (SVN). |
| **SDLC** | Agile Methodology / Scrum. |
| **Operating Systems** | Mac OS, Windows 10/8/XP, LINUX. |

### PROFESSIONAL EXPERIENCE:

### Keystone Strategy, Mar2022- Till Date

**Role: Salesforce Administrator/ Developer**
**Responsibilities**:

* Implemented Salesforce.com environment with **Apex programming language** at backend and Visualforce pages as user interface.
* Integrated **Web-to – Lead, Email-to-Case, and Web-to- Case functions** in **Visual Workflow.**
* Handled **DML, XML** query exceptions and List exceptions.
* Developed various Custom Objects using **Schema Builder, configured validation rules** on the **objects, tabs, Components and Custom links.**
* Worked with various Salesforce Data tools such as **Data loader** and **Demand tools** toexport data into **Oracle 10g** to generate large data reports.
* Customized Visualforce pages with implementing **Controller Extensions** on **Standard** **Controllers** and **Custom Controllers** toextend thestandard functionality and modify based on the organization needs.
* Integrated **Web-to – Lead, Email-to-Case, and Web-to- Case functions** in **Visual Workflow.**
* Developed **Apex triggers** using **Bulk API** and designed the Apex classes and **methods** in Apex Programming language to achieve custom functionality.
* Deployed the components in **metadata API** using change sets in Sandbox Environment.
* Imported Comma Separated Values (CSV) files using the data loader and built reports (summary, tabular and matrix reports) and configured reports in report folders based on the data.
* In charge of the deployment and complete setup in 2 production instances, used Eclipse IDE and Change Set for deploying.
* Processed **validation rules, workflow rules** and **defined email alerts, field updates** and tasks on the fields of Contacts, Accounts.
* Designed **approval processes** and **auto response rules** to automate the email responses to leads and cases by **creating email templates.**
* Implemented **look up and master detail relationship** using junction objects between various custom objects and designed custom dependent pick lists by **formula fields** and **validation rules.**
* Implemented collaborationusing GitHub.
* Worked on integrating Service Cloud, supporting cases, and monitored escalation rules, triggers to see unresolved cases.
* **Worked closely with inside, outside sales teams and business analysts to perform detailed analysis and technical requirements and to design the solution by customizing various standard objects of SFDC.**
* **Performed developer and admin role for this project and working with functional team of business analysts and QA testers.**

**Environment:** Salesforce Chatter, Salesforce Knowledge Base, Bulk Restful API, Apex Programming Language, Force.com platform, Visualforce framework, Change sets, Service Cloud, Case Escalation Rules, Apex Triggers, Classes, Standard and Custom objects, Exceptions.

### Cognizant Technology Solutions, Montreal, QC, Canada, May 2020 – Mar2022

**Role: Salesforce Administrator/ Developer**

**Responsibilities:**

* Gathered business requirements, designed, and implemented business process.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Build CPQ Quoting & Product Configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* As, there were many configurators, build an apex program to load the CPQ configurators. Used the Pricing rules to build the discounting logic and reduce the complexity of existing process.
* Project requires implementing Salesforce Sales Cloud, Financial Force for Cisco Advance Services team. Integration requires integration with oracle project, Document Management, Other Cisco Applications.
* Involved in Salesforce.com Application Setup activities and created the custom apps to match the functional needs of the organization.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Having experience on Sales cloud in opportunity management, account management.
* Created Lightning Components and server-side controllers to meet the business requirements.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Application from Sandbox to Production.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Created a custom community using community builder and used lighting component to build custom user Interface.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Move code from lower sandboxes to production environment using Change Sets.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked on S-doc app to generate PPTX and PDF documents from the custom application.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment: Salesforce.com platform, Lightning Component, Lightning Design System, Force.com migration Tool (ANT), Process builder, Workflow and Approvals, Change sets, Reports, Custom Objects, Tabs, Visual Force, Apex Language, Triggers, Components and Controller, Data Loader, Change Set, Force.com, Community Builder, Roles and Security, Jenkins, SOQL and S-docs.**

### CGI, Montreal, QC, Canada July 2018 - May 2020

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Updating Model (Attributes, Attribute Links, Valid Object Types etc) using Talented process to read from Excel.
* Develop Business rules and workflows for process management/approvals.
* Analyze requirements for new data attribution of Products.
* Propose solution for new attributes mapping old attributes.
* Created Workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on Bhoomi ETL tool to extract data from one application, transform it into the desired format, and then load into another application or database.
* Implemented SFDC Sales Cloud, Web Services, Created Groups.
* Created Multiple lightning Web components and added Css and design parameters that makes lightning look better.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards
* Involved in deploying the CRM tool Salesforce.com to include: business requirement development, dashboard development, report & list view development, process flows and documentation.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on trigger handler class and moved all the existing triggers to their respective classes.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads, and Campaigns, Cases.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Customized Dashboards to track project status and performance of business centers.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistic.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
* Integrated the Web Services for extracting the data from external systems.
* Involved in Bug Fixing being the support team during the regression testing.

**Environment: Saleforce.com platform,Stibo-MDM, Apex Language, Visual Force Pages, Data Loader, HTML, Workflow & Approvals, Change sets, Reports, Custom Objects, Email Services, Email Campaigning, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.**

### Mphasis, Hyderabad, India June 2016 – July 2018

**Role: Salesforce Administrator**

**Responsibilities:**

* Assisted in design and implementation of data collection within Salesforce.com including page layouts, permission sets, and custom fields.
* Worked with database team to identify data needs for each work group.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Assisted in configuration and maintenance of user security permissions including user hierarchy rules, roles, and permission sets.
* Created Workflow Rules and defined Related Tasks, Time Triggered Tasks, Email Alerts, Filed Updates to implement business logic.
* Hands on experience in Administration setup like manage Users, Profiles and Security Controls.
* Provided support ongoing salesforce.com maintenance and administration services including Custom Objects, Workflows and Triggers.
* Used Data Loader for insert, update, and bulk import or export of data from salesforce.com objects.
* Created reports and dashboards for different objects based on the user requirements.
* Created documentation regarding processes within Salesforce.com.

**Environment**: **Salesforce.com platform, Apex, Workflow and Approvals, Change sets, Reports, Custom Objects, Tabs, Data loaders, Email Services, SOQL, Sandbox, Visual Force Pages, JavaScript.**