****

 **Mail: Susanthi.salesforce@gmail.com PH: 614-697-4334**

 **LinkedIn: www.linkedin.com/in/sushanthi-dantuluri-sf Visa: H4-EAD**

 **­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Summary**

* 7+ years of experience in information technology with experience in all the phases of **SDLC** (**Analysis, Design, Development, Administration, Testing, Implementation and Support) in various software Applications using Salesforce (CRM**)
* 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 analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Experienced in admin modifications like **Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visu**al force pages and Integrating with external sources by developing **SOAP, RESTful** Apex Web Services for inbound calls to Salesforce.
* Experience in Veeva implementation and functionalities like cycle plan, call management, Sample management, Accounts management, Multichannel activities, Product management, Territory management etc.
* Experience in working with **Marketing Tools Apttus, DocuSign** and **Draw loop**
* Experience customizing **Sales Cloud, Service Cloud** and **FinancialForce**.
* Worked on customization of **Sales Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Good experience in working on **Eclipse IDE** with Force.com Plug-in for writing business logic in Apex programming language.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Experience in web technologies including **HTML, XML, CSS**, **JavaScript** and **SOAP.**
* Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Involved in Developing Lightning pages using Aura, implemented lightning Controllers, Components using Lightning Design system (**LDS**) for **Lightning Community builder**.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Installed Apps from App Exchange, Configured and maintained user Security Permissions in compliance with organizational needs.

**Technical Skills**

|  |  |
| --- | --- |
| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Visual force (Pages, Components and Controllers), Veeva CRM, Import Wizard and Data Loader |
| **ETL/ Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in, Talend 5.4.1, Talend MDM |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, WSDL, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, Rational Rose, SharePoint. |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access  |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**Professional Experience**

**Client: Humana, Louisville, KY June 2019 – Till Date**

**Role: Salesforce Developer**

**Responsibilities**

* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.
* Worked on various **Salesforce.com** Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Designed, Developed & deployed various **APEX Classes, Triggers, Test methods, Visualforce pages & also various Schedule, Batch** and Future based **Apex** classes to implement the custom functionality. Developed triggers which added automatic templates to fire to the respective users.
* Developed custom Business logic using **Apex Classes, Visual force pages** and **Lightning** components. Used Visual force components like **Page Block**, **Command Buttons,** **Action support, Action Function.**
* Involved in deploying the **AppExchange** applications and integrating with third party applications.
* Integrated external financial systems for synching data in Salesforce.
* Provide **SME** support for **Veeva** and **SFDC** related implementations
* Administrated and monitored the company's **Salesforce CRM** application.
* Worked closely with senior management on a Specific track to meet goals and Documented process work flows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Involved in development of search input field in lightning and leveraging the component in different places.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Extensively used **Salesforce Lightning Design Systems (SLDS)** components in the Lightning Application.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in Working with Standard Salesforce features like Objects, **Workflows,** **Record Types**, Page layouts, **Validation rules**, **Profiles, Roles, Reports, Dashboards**, etc.
* Created Apex methods for the Lightning controller to perform DML operations.
* Created custom Reports based on business need and associated them to Dashboard.
* Worked on developing various lightning components, events and lightning applications.
* Built Apex Classes implementing **SOSL & SOQL** statements within Eclipse to manage interaction with the database.
* Worked as Veeva Vault technical **SME** for integrations with external applications
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Designed and developed **Service cloud** and integration.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* 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.
* Worked on setting up Veeva features like Engage meeting, Group Calls, Surveys through Approved emails etc.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.

**Environment**: Salesforce.com, Force.com Explorer, Lightning, Apex Triggers, FinancialForce PSA, Visual force Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Veeva CRM, Data Migration, Oracle EBS, Apttus CPQ, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs.

**Client: T-Mobile Atlanta, GA July 2018- June 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in various activities of the project, like **information gathering**, **analyzing** the information, and **documenting** the **functional** and **non-functional requirements.**
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* **Communicating** regularly with the **SFDC designated super users** to support them in their role and provide information and training on new features and functionality.
* Designed and developed SFA based Application on Force.com Platform in **Salesforce.com** environment
* Configured the **User permissions** based on the organizational hierarchy.
* Created **custom objects, validation rules, Visualforce pages**, and triggers by using **Apex** as per Customer requirement.
* Developed various Tabs, Components and Visualforce Pages and Controllers.
* Worked closely with prospects/clients to **identify technical requirements** and technical infrastructure for CRM based enterprise solutions.
* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** in the organization.
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom **Profiles, Public Groups, and Sharing Rules.**
* Designed & Deployed the **Custom objects, Custom tabs, Validation rules, Auto-Response Rules, Page layouts**, to suit to the needs of the application.
* Designed junction objects and implemented various advanced fields like **Picklist**, **Custom Formula Fields**, **Field Dependencies**, **Validation Rules, Work Flows**, **Security levels**, **Sharing rules** and **Approval Processes** for **automated alerts**, **field updates**, and **Email generation** according to application requirements.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* **Conducted training sessions** to the **UAT** users to use the **Salesforce** Knowledge application and developed a feedback custom report.
* Involved with **Salesforce.com** Premier Support and handled the support cases with the help Salesforce.com support.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Implemented **Salesforce Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visualforce sites) for business support and technical support for its channel customers.
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of **Salesforce.com**.

**Environment:** Salesforce.com, Apex Classes, Triggers, Visualforce pages, SOSL, SOQL, Service Cloud, Sales Cloud, Data Migration, Data Loader, Cast Iron, Custom Objects, Custom Tabs, Roles, Reports, Picklists, Accounts, Email Alerts and Windows.

**Client: Blueprint Technologies, Hyderabad, India May 2014 – April 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Performing both the roles of **Salesforce Developer** and **Administrator** in the organization.
* Involving in meetings with the team members to discuss the progress of the Project, Milestones Achievements and Work Delegation.
* Working on various Objects like Accounts, Contacts, Leads, Opportunities, Reports and Custom Objects based on Business requirements.
* Providing Administrative level support for the users of **Salesforce Application.**
* Developing various Custom Objects, Components, **Visualforce Pages** and **Components.**
* For various functionalities in the organization performed **Batch Apex, Apex Triggers and Apex Custom Controller Extension, List Controller classes.**
* Creating **Custom Links, Formulas, Page Layouts, Record Types, Workflow** and **Approval Processes** and performed **Record Level** and **Object Level Security**.
* Working on **Web Services apex classes,** using **XML** parser passed input request and mapped the **XML r**equest to Salesforce object.
* Integrating **REST API** web services to extract data from internal applications and displayed in the **UI.**
* Working on portals like Service Portal and Partner Portal and had a good knowledge on Customer Portal.
* Working on data migration tasks to move data from a different business source to salesforce.com.
* Involving in user support and bug fixing activities according to the **SLA.**
* Using SOQL and SOSL statements properly in custom controllers, extensions and triggers to avoid Governor Limits.
* Involving in migrating the records to the sources and loaded data into different application using Apex Data Loader and Import Wizard.
* Working in **Agile** Methodology Procedure and Sprint System, attended daily scrum meetings.

Environment: - Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, cloud9, Email Services, Security Controls, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, ETL tools, Eclipse IDE Plug-in.

**Education:** Bachelor’s degree in electronics and communication engineering. 2015