**NAME: KIRAN VELLANKI** 

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**Sr. Salesforce developer**

**PROFESSIONAL SUMMARY:**

* Around 9 **years of experience** in the **IT industry** with 6+ **years** of experience as a **Salesforce developer/administrator** and force.com platform.
* Worked with various **CRM** applications like **Sales cloud, Service cloud**, and **Marketing cloud**.
* Strong experience in developing client- specific solutions on Force.com platform using **Apex classes, Apex Triggers, Visual Force** and **Force.com IDE**.
* Experience in Administration, Configuration, Implementation, **Lightning**, and support experience with Salesforce platform.
* Expertise in configuration and customization of salesforce.com application
* Worked on Process Builder to publish event messages from a Salesforce app as part of an automated process.
* Experience with **Sales Cloud** and **Service Cloud** Implementations with in-depth knowledge and understanding of business processes like **Campaign Management, Lead Management, Order Management, Account Management,** and **Case Management**.
* Designed, developed, and deployed **Apex Classes, Controller Classes, Batch Classes, Schedule classes and Apex Triggers** for various functional needs in the application.
* Strong hands on extending the **Lightning Platform using Apex, Visualforce, and Lightning Components.**
* Extensive experience in salesforce.com **Customizations**, **Data-loading**, **Integration,** and **deployment.**
* Writing **Apex batches, Schedule classes** by implementing interfaces to process large data sets
* Experience with **Visual Force** pages using Standard Controller, Custom Controller and Extension Controllers
* Developed re-usable UI Components with **the Lightning Framework** andBuilt Apps visually with **Lightning App Builder**
* Hands-on experiencein creating **AngularJS** factories for using **Angular services** like **$http** and **$resource to** make **RESTful API calls** to the **Java** based backend**.**
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Created many Lightning Components and **server-side controllers** to meet the business requirements. Experienced in migrating the **standard and custom objects** in **standard experience to lightning experience**.
* Minimized code in **JavaScript Controllers by adding reusable functions in Helper Component**.
* Created modern Enterprise **Lightning Apps combining Lightning Design System, Lightning App Builder, Aura Components** and **Lightning Component features**.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from **Third-Party API’s and displayed within the lightning component**.
* Created multiple **Lightning Components**, **added CSS and Design Parameters** that makes the Lightning component look and feel better.
* Experienced in working on **client-server framework of lightning components** enhancing better performance of apps and accelerate their development.
* Familiar with **Steel Brick CPQ** from **Quote to Cash.** Generated **Revenue recognition** status automatically with **Steel Brick CPQ.**
* Experienced working with various **AppExchange** products and **CPQ** products like **Salesforce CPQ (formerly SteelBrick CPQ)** and **APPTUS CPQ.**
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Developed solutions on the Force.com platform, strong understanding of **Apttus Contract L**ifecycle Management (CLM) and **Apttus Configure** Price Quote (CPQ).
* Experienced in Integrating Salesforce Data with 3rd Party Systems Using **SOAP and REST API Webservices**.
* Experienced on **Agile Methodology**, worked with Scrum Masters, IM PMs on requirements
* Involved in various stages Designed and developed **Test utility framework** and used annotations **@isTest, @testSetup** and ensured to meet 75% of code coverage.
* Experienced in Email-to-Case, **Web-to-Case, Web-to-Lead**, Tracking Field History, Set-up Logging History, Set-up Audit Trail & Data Migration.
* Experienced in Integrating the **Web Services** for extracting the data from external systems to display in the pages of Salesforce.com.
* Implemented data security/visibility rules using **Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules** across objects and sharing data to different set of roles.
* Assisted on various **CRM projects**, developing charts, dashboards, entities, fields, forms, and views to meet defined requirements.
* Articulating the Lightning Experience value proposition for developers, admins, and users.
* Interpreting the **Lightning Experience Readiness** Check and Salesforce Optimizer reports. Development of custom lightning components, Lightning Apps and Pages, migration of Visualforce pages.
* Experience as web developer with a strong background working on open-source technologies **HTML, CSS** and **JavaScript**.
* Created flows **to publish event** messages from a Salesforce app as part of some user interaction, an automated process, Apex, or workflow action.
* Expertise around a range of **Community** Cloud products including Journey Builder, Email studio, Social Studio and Automation Studio.
* Proficient in Data Migration from Traditional Applications to Salesforce **Community** Cloud.
* Expertise in deploying code from salesforce.com sandbox to production environments.
* Experience in customer support service cloud. Excellent understanding of salesforce.com Sales cloud, Service cloud, Lightning, Chatter and Force.com product offerings.
* Strong experience with **salesforce.com CRM** full implementation, migration of sales cloud, service cloud, marketing cloud and Force.com platform.
* Experience in modifying Visual Force Pages to be supported in **Lightning Experience** and good understanding of lightning mode and its features.
* A very good team player with the ability to work independently, a competent having excellent interpersonal, written and oral communicational skills.
* Experience in providing **production support (analysis, designing, development) and testing & analyzing**the cause and fixing it.

**TECHNICAL SKILLS:**

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| **Salesforce.com** | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, Formulas, Validation Rules, app exchange, Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Force.com tools** | Apex Data Loader, ETL, Data Extraction, Force.com Apex Explorer, Apttus, Force.com Migration Toll and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins |
| **Custom Integration and**  **Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Relational DB** | SQL, SOQL, SOSL |

**PROFESSIONAL EXPERIENCE:**

**Panera St. Louis, MO Dec 2019 --- Till Date**

**Sr. Salesforce Developer**

* Upgraded some Apps from Salesforce Classic to **Lightning** Experience to develop rich user interface and better interaction of pages.
* Created modern Enterprise Lightning Apps combining **Lightning** Design System, Lightning App Builder and Lightning Component features.
* Developed, Tested and Deployed Custom fields/objects, Forms, Workflows, Interfaces, Records, and user roles to meet business requirements. Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records.
* Performed Asynchronous Callouts using the Future Annotation and executed the future methods from a Trigger. Created flows to publish event messages from a Salesforce app as part of some user interaction, an automated process, Apex, or workflow action.
* Worked on **Lightning** Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Developed **Lightning** components and used **Lightning** App builder to use those components in Lightning pages.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Web Applications.
* 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.
* Leveraged Lightning Web Components (LWC). Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created Apex methods for the **lightning controller** and helper methods to perform DML operations on the case records.
* Configured knowledge article types, conflict management, knowledge actions and approval process for concurrent article development and publishing.

**Environment***: S*aleforce.com platform, Sales Cloud, Service Cloud, Deployments, Lightning Salesforce.com platform, CRM, Apex Classes, Apex Triggers, Visual Force, Email Marketing, Flows, Process Builders, Data Loader, API, Workflows Approvals, Reports, Custom, Service cloud.

**Cisco System. Inc, San Jose, CA Jan 2019 – Nov2019**

**Salesforce Lightning Developer**

**Description: Cisco** is a cloud platforms and applications, the company is best known for its customer relationship management (CRM) product, and networking with Telecommunication which is composed of Sales Cloud, Service Cloud, Marketing Cloud, Analytics Cloud, IoT Cloud, App Cloud, Force.com, and Chatter.

**Responsibilities:**

* Worked on designing development of Service Console for Customer Contact Center (Call center) and Customer service team (Email).
* Worked on Salesforce **Lightning** Components for building customized components replacing the existing ones. Also embed **Lightning** Components in Visual force page by using new Lightning Out feature by event-driven programming
* Experience in modifying Visualforce pages to be supported in **Lightning** Experience and good understanding of lightning mode and its features.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Used Salesforce **Lightning** Inspector to debug the **lightning** components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the **lightning** controller and helper methods to perform DML operations on the case records.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Used **Git** version control to manage the source code and integrating **Git** with **Jenkins** to support build automation and integrated with Jira to monitor the commits.
* Implemented **Git** for Branching, Merging, Tagging and maintaining the version across the environments on Linux platforms and, designed and implemented **Git** Metadata including elements, labels, attributes, triggers, hyperlinks.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Integrated using REST based Web service callouts to other external systems.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions
* Tested apps by appending multiple components to a **Lightning** Application thereby deployed Applications from Sandbox to Production.
* Participated in requirements gathering sessions with application developers and functional users.
* Involved in API design sessions to decide various resources within each API, message schemas, message formats and authentication.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Integrate of Application with Salesforce.com with using SOAP and REST web services API.

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visualforce, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Cast Iron, Data Loader, Data Migration, Dashboard, Informatica, Oracle, Windows. ANT TOOL

**NiSource Columbus, OH Dec 2017 --- Nov 2018**

**Sr. Salesforce Developer**

**Description**: Based in Columbus, Ohio Pacific Gas and Electric Company, a subsidiary of NiSource Corporation, is one of the largest combined natural gas and electric utilities in the United States. NiSource designs, develops, operates and maintains the systems and equipment that help make it possible for us to deliver efficient energy services to more than 15 million Californians.

**Responsibilities:**

* Developed Apex triggers, classes to achieve user's desired functionality and have written the dependent test classes.
* Worked on Salesforce **Lightning**Components for replacing the visual force pages as needed.
* Worked as an Admin/developer to identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Components.
* Performed administration tasks as needed, managing **custom fields**, **integration** and **data clean up.**
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports** and **dashboards**.
* Integrated and administered Salesforce for Outlook (SFO) for large end-user base
* Involved in estimation for migration from **classic** to lightning and documented the changes to be done as part of lightning transition.
* Invoked **apex trigger**s using apex data types, assignment statements, loops, locking statements, exception statements.
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation. Performed Unit, **Integration**, **Regression** and **User Acceptance Testing**.
* Recommended, designed, and implemented a Marketing process in Salesforce to automate communications between Sales and Marketing, associate campaign influence opportunities for ROI reporting, and to provide real- time status on campaign members.
* Leverage future methods, **Techniques** to develop **apex code** within **governor limits.**
* Managed the technical process of **layout customization**, navigation within the system, and translation of business user requests into application enhancements.
* Worked on various salesforce.com objects like Accounts, Contacts, Leads, Contracts, and Opportunities in the **Sales Cloud**.
* Involved in **Deployment**, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.

**Environment:** SalesForce.com platform, CRM, custom objects, Custom Tabs, Visual force (Pages, Component & amp; Controllers), Workflows, Governor Limits, SOQL, SOSL, Apex Classes/Triggers, Data Loader, HTML, Java Script, Eclipse IDE, service cloud, marketing cloud. Source Tree

**CUNA MUTUAL, Madison, WI Sep 2015– Nov 2017**

**Salesforce Developer**

**Description: Cuna Mutual** is a financial services corporation. Working on merchant list exchange in Cuna we have various types of lists for campaigning in Cuna we will provide SE s to downstream customers and this is legacy application migrating from DB2 to Couch base with camel as orchestrator instead of triggers will be writing eventing services.

**Responsibilities:**

* Worked as a legacy for creating new roles and profiles in the organization.
* Integrated salesforce data with external systems by writing salesforce rest web services for inbound classes and used http request methods to call external application Rest API endpoint.
* Installed and applied app exchange applications like market to enhance business requirements. Developed a landing page using the visual force.
* Created new user accounts and configure salesforce to fit security needs at the user and organization levels.
* Developed automated workflows and approval processes for sales opportunities and lead routing.
* Designed, implemented and deployed the custom objects, page layouts, custom tabs, controller classes, extensions, components to suit the needs of the application using eclipse.
* Worked extensively on visual force pages, visual force custom controllers' components for creating various user interfaces for different users and customers.
* Managed and supported the **daily, weekly, monthly administration activities** to support the org -- data integration, data quality & integrity, de-duplication, error logs, user administration, backups, manage the environments, patching/updates, etc.
* Setting up service cloud console, cases (web to case, email to case), solutions, case assignment and CTI integration.
* Created visual flows, workflow rules, validation rules, configuration and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed **change management** processes for documenting, communicating, and testing code releases from Sandboxes to Production environments.
* Customized objects and fields using master detail relationship, look up relationship depending on the requirements.
* Building package.xml and deploying components to sandbox and production instances using force.com ant migration tool, workbench and change sets.
* Responsible for all the activities related to configuring data loader, uploading data in csv files into salesforce.com, checking for the correctness of the data.

**Environment:** Saleforce.com platform, Apex Language, Visual force (Pages, Component &Controllers), Salesforce.com Data Loader, ANT, Integration, HTML 5, CSS, Bootstrap, Web Services, WSDL, SOAP/REST, Sandbox and production environment.

**Techy Red Software Solutions -- India May 2013 -- June 2015**

**Salesforce Consultant**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Triggers, and validation rules for various functional needs in the application. Worked as Enhancement Developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Sales force using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Good Knowledge on GIT technology for data integrity and support the user application
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects - comma separated values (CSV) files
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Deployment of code from Sandbox to production using Force.com IDE tool.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Environment:** Salesforce.com platform, Sales cloud, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**E-Aspire IT Americas – India May 2012 - April 2013**

**Java Intern/ Developer**

**Responsibilities:**

* Involved in requirement Analysis, documentation of high level and low-level design.
* Developed application using core java. J2ee and spring framework.
* Developed SOAP web services using Apache CXF and Axis2 framework and deployed on Tomcat.
* Implemented the presentation layer using JSP, HTML, JQUERY, JAVASCRIPT, AJAX and CSS.
* Modified current database design to accommodate required changes.
* Responsible for the delivery, system integration testing, go-live and post go-live phases of the project till the project sign off.
* Utilized existing STRUTS framework as well as written Action Dispatchers, JDBC Mappers, JSPs Custom Tags. Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
* Developed Session Façade with Stateless Session bean. Development of product which allows two-way communications, interaction and transactions between any application and any mobile device like WAP, palm, SMS, Voice Phones in real time.  Created DIV layer in the JSP which consists of all measure details.
* Involved in developing JSP pages & UI designing.

**Environment:** Core Java, J2EE, spring, Web services, SOAP, JAX-WS, CXF, AXIS2, JMS, JUNIT, ANT, Maven, XML, XSD, Eclipse, Spring Source Tool suite, SVN, Microsoft visual studio, Linux, Windows XP, Shell scripting, Tomcat, Web sphere, Hibernate, HSQLDB.

**EDUCATION:**

* Bachelor of Engineering in Computer Science from Osmania University, Hyderabad, India
* Masters in Management Information systems from Concordia University

**Certification: Salesforce Admin Certification (201), Platform developer PD1 (401)**