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| |  | | --- | | Mounika C:\Users\Luke5\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\74B3E33D.tmp C:\Users\Luke5\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\97B91A17.tmp |   .  **Contact**     |  |  |  |  | | --- | --- | --- | --- | |  |  | **Irving ,Tx** |  | |  |  | **(803) 412-4334** |  | |  |  | **mkanumuri523@gmail.com** |  |      |  | | --- | |  |   **Skills**   * **Salesforce Technologies:**   Visual Force (Pages, Component & Controllers), Velocity, Lightning Webcomponents **(LWC)** , Triggers, Apex Classes and Test Classes, SOQL, SOSL, S Controls, Lightning, Validation Rules, Workflows, Approval process, Dashboards, Reports, Custom Report Types, Batch and Scheduled Apex, Custom Settings, Anonymous Apex, Change Sets deployment   * **Salesforce Tools:**   Journey Builder, Content Builder, Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Platform (Sandbox and Production), Apex Explorer, App Exchange, JitterBit, Data Loader, REST, Force.com Ant migration Tool, SOAP API   * **Web Technologies:**   XML, HTML, CSS, JavaScript   * **GUI and Tools:**   Eclipse, Visual Studio, Force.com IDE, Apex Data Loader, Workbench   * **Operating Systems:**   Windows, UNIX, Linux   * **Testing Tools:** * HP Quality Center/ ALM, JIRA, Microsoft Test Manager, Quick Time Professional (QTP), Load Runner, Selenium IDE, Selenium Web driver 2.0, Test Director, TOAD, SYNON, Turnover * **Databases:** * Oracle, SQL, MySQL, MS Access, RDBMS/DB2 |  | **Profile Summary**:   * 7 years of professional experience as a Sr. Software Salesforce Developer/Administrator. * Experience in SFDC Development implementing the APEX classes, Triggers, Velocity, S-Controls, Lightning Web Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in. * Experience across various SFDC implementations with Sales Cloud, Service Cloud, Marketing, Chatter and AppExchange applications. * Experienced in using Salesforce Marketing tools such as Journey Builder, Content Builder, Email Studio. * Responsible for technical coordination in writing SQL queries, AMPScript logic, email QA in html to build and deploy email campaigns. * Experience using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. * Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform. * Experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts. * Extensive experience in designing of custom fields, Picklist, role-based page layouts, Workflow Alerts & Actions, Approval Workflows, Approval Processes, Custom reports, Report folders, report extractions to various formats, and case management. * Expert in dealing with the functionalities related to the Service cloud, Sales Cloud, Call center, Chatter and App-exchange applications. * Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language. * Worked with business owners to understand their requirements for Salesforce Marketing Cloud application. * Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization. * Developed and worked on different Salesforce.com environments such as production and sandbox by employing the Force.com Migration Tool and Eclipse. * Strong experience in working with Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.  |  | | --- | |  |   **Professional Experience:**  **CareFirst BCBS, Washington DC**  **Jun 2021 to till date**  **Salesforce Admin/Developer**  **Responsibilities:**   * Managing Salesforce Production and sandbox instances: Creation, customization, configuration and maintenance of standard and custom objects Platform Workflow & Approvals, Reports, Standard & Custom objects, Tabs, Security Controls. * Created email templates in content builder and worked on email tracking. * Implemented data loader to load data into service cloud from marketing cloud. * Worked with clients to understand the salesforce marketing business requirements. * Worked on service contract integration from salesforce GUI to oracle by using soap API. * Created validation rules on standard and custom objects for resource over usage and for resource allocation. * Created flows for automating different functionalities and actions within the project workflow. * Have experience in creating password lockout rules within the salesforce. * Enabled multiple currency for different regions. * Involved in developing Salesforce Lightning Apps, lightening web components as per business requirement. * Setup and maintain structuring user roles, security profiles and workflow rules. * Experience in automating customer invoice and billing event generation. * Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists, dependent pick list and page layout customization to support vital business functions. * Creation, implementation, and maintenance of dashboards. * Created trigger on case and solution object to perform business requirements on Sales cloud. * Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users by chatter. * Configured SFDC workflow rules, Approval process, Custom Objects. * Managing subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries Used automation studio for performing actions such as imports, extracts and SQL query activities. * Written Apex batch Classes and Test Classes to automate deletions to help maintain healthy Data in the Salesforce instance. * Worked as Salesforce Analyst by taking part in Requirement Gathering meetings and gathering requirements from the stakeholders. * Migrated Change sets across different Sandboxes and production instance for monthly Releases.   **Environment:**  **Salesforce.com, Visualforce, Marketing Cloud, Service Cloud, Service, Velocity, Console, MVC, Lightning WebComponents and Controllers, Custom Objects, Custom Tabs, Email Handler, CSS, REST, Eclipse IDE, CSS, ERP, Oracle, JAVASCRIPT API.**  **Aetna, CT**  **Oct 2020 to May 2021**  **Salesforce Developer/Admin**  **Responsibilities:**     * Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements. * Designed and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application. * Identified and documented bugs and feature requests in the products; determined workarounds for the software defects; worked closely with software engineers and customers to implement effective solutions along business-appropriate timelines. * Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.   **Environment:**  **Marketing Cloud, Saleforce.com platform, Apex Language,**  **Soap API, Rest API, Visual Force (Pages, Components,**  **Controllers & Extensions), Salesforce.com Data Loader, Sales**  **cloud, APPTUS, Apex Triggers, Reports, Custom Objects,**  **Custom Tabs, Email Services, Security Controls, HTML, Java**  **Script, Apttus CLM&CPQ, SFDC Sandbox, Eclipse IDE Plug-in.**  **Medtronic, MN**  **Nov 2019 to Oct 2020**  **Salesforce Developer/admin**  **Responsibilities:**   * Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks. * Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic. * Created workflow rules and defined related tasks, email alerts, and field updates. * Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects. * Experienced with Data loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma-separated values (CSV), implanted Automation of their loads.   **Environment:**  **Sales Cloud, Service Cloud, Data loader and Data**  **management, Workflow rules and 9Approval processes,**  **sandbox, workflows, Custom objects, Reports and**  **Dashboards, Partner Portal, Custom Profiles, Page Layouts,**  **Security Settings, Data Sharing Rules.**  **CarMax, VA**  **Feb 2018 to Oct 2019**  **Salesforce Admin/Developer**  **Responsibilities:**   * Used Force.com Developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic. * Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the Visualforce pages. * Built and customizing profiles, roles, security, workflows, validation rules, custom objects, reports, and dashboards. * Worked on creating the users and assigning the roles, profiles for different users in the organization. * Migrated data from csv files to SFDC using data loader. * Involved from complete components deployment to Production.   **Environment:**  **Saleforce.com platform, Apex, Visualforce, Data Loader,**  **Workflow & Approvals, Reports, Custom Objects, Custom**  **Tabs, SOQL, SOSL, Email Services, Security Controls,**  **Visualforce Controllers, Visualforce pages, Sandbox data**  **loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL**  **& RESTful Web Services**  **CTS, Chennai, India**  **Dec 2015 to Jan 2018**  **Salesforce Admin/Developer**  **Responsibilities:**   * Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services. * Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages. * Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities. * Designed and developed SFA based Application on force.com platform in salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface. * Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail and edit page * Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer and within Apex code for display and DML operations.   **Environment:**  **Salesforce.com platform, Apex, Visualforce, Data Loader,**  **Workflow & Approvals, Reports, Custom Objects, Custom**  **Tabs, SOQL, SOSL, Email Services, Security Controls,**  **Visualforce Controllers, Visualforce pages, Sandbox data**  **loading, SQL.**   |  | | --- | |  |   **Educational Details**  Bachelor of Engineering from JNTU, Kakinada, India. |  |

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