**Anusha Reddy Pailla**

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**Professional Summary:**

* **8+ years** of experience in the **IT Industry** with 7+ years in **Salesforce application development, Integration and Configuration.**
* **Certified Salesforce developer** and **Admin** with good understanding of **CRM** and experience in **apex** **programming**.
* Expertise in configuration, customization, integration, deployment and **Converting Classic apps to lightening.**
* Experience in Integration of **Salesforce** with in-house legacy **ERP** systems using **Apex Web services, WSDL** and outbound messaging. Worked on integrating external web systems with **salesforce** using **REST** and **SOAP** **web** **services**.
* Created **Custom Apps, Custom fields, Profiles, Applying Sharing Rules**, **Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.**
* Worked in **SFDC** **Development** using **Lightning Application**, have good knowledge in designing of custom objects, custom fields, custom page layouts, workflows, dependent pick lists, and role-based page layouts, workflow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, record types, formula fields and email generation using **Lightning** Components.
* Enabled **Aura Framework,** by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Created **Apex Classes, Apex Triggers**, **Visual Force pages** using standard, custom and extension controllers.
* Experienced in designing Junction objects and implemented various advanced fields like **Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Familiar in **SFDC administrative** tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in working with **salesforce.com sandbox** and production environments, also with **Eclipse IDE Plug-in environments** and querying **Salesforce.com database** using **SOQL** & **SOSL** queries using **Force.com Explorer**.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also **created various profiles and configured** the permissions based on the organizational hierarchy.
* Understand all aspects of Salesforce configurations, created modern Enterprise **Lightning** Apps combining **Lightning** Design System, **Lightning** App Builder and **Lightning** Component features.
* Experienced with **Salesforce Service Cloud** with **Agile Development methodology.**
* Created test scenarios on **Sandbox** **environment** and used **Force.com** Component Deployment Wizard for migrating data **between Force.com IDE** **and Sandbox environment.**
* Understand **Sandbox architecture** and **Salesforce application** release management.
* Good understanding of Project life cycle and **Development** methodologies.

**Education:**

**Bachelor of** **Computer Science and Engineering from JNTU Hyderabad, India**

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies:** | Apex Language, Classes, Triggers, Apex Scheduler, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, Dashboards, Custom Objects.  |
| **Salesforce Tools:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **Integration Tools** | Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports. |
| **Programming Languages:** | Apex, OOPS, Core Java |
| **Web Technologies:** | XML, HTML, JavaScript, CSS |
| **Operating Systems:** | MS Windows,Mac OS |
| **Databases:** | MySQL |
| **Office Tools** | MS Office. |
| **Methodologies:** | Agile, Scrum, SDLC. |

**Professional Experience:**

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| --- | --- | --- | --- | --- |
| **Employer** | **Location** | **Designation** | **Start Date** | **End Date** |
| Humana | California | Senior Software Engineer | January, 2019 | Till date |
| Accenture India | Hyderabad | Application Development Senior Analyst | August 14, 2017 | August 8, 2018 |
| Tech Mahindra | Hyderabad | Software Engineer | January 3,2014 | August 11, 2017 |

**Client: Humana, California Jan 2019- Present**

**Role: Salesforce Developer**

Humana Inc. is **a health and well-being company**. The Company's segments include Retail, Group and Specialty and Healthcare Services. The Retail segment consists of Medicare benefits, marketed to individuals or via group Medicare accounts.

**Responsibilities:**

* Performed the role of **Salesforce Developer** in the Organization.
* Build customization code using **Apex Classes, Triggers, Visualforce pages using JavaScript, lightning pages used Visualforce components like Page Block, Command Buttons.**
* Created reports, tabs, objects and dashboards in **Salesforce lightning** and implemented **lightning components.**
* Involved in **SFDC** **application** setup and customization to match the functional needs of the Company.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created **Lightning Component** **Tabs** and **Visualforce** Tabs.
* Created workflow rules, process builders and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created reports, tabs, objects and dashboards in **Salesforce lightning**.
* Involved in security levels and privileges by customizing **Salesforce**.**com** Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.

**Environment**: **Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.**

**Client: Google,** **Hyderabad, India April 2018-Aug 2018**

**Role: Salesforce Developer**

 **Google Nest** is a brand of **Google** LLC used to market smart home products including smart speakers, smart displays, streaming devices, thermostats, smoke detectors, routers and security systems including smart doorbells, cameras and smart locks. Salesforce Application is used to provide service to their customers.

**Responsibilities:**

* Analyzed the existing client **Salesforce application** and have done enhancements in the **User Interface** and created **Salesforce** Objects for storing the data
* Created record types and picklists for different services offered for the products
* Worked on permission sets to provide field security based on the users
* Participated in the business meetings for a better understanding of user requirements.
* **Made Enhancements to the**.
* Mastered implementations of multiple **uses of Apex, SOQL queries, SOSL,** custom object design & management, and the creation of **Visual** **Force** Pages.
* Developed and researched ways to improve productivity within and outside the **Salesforce platform**, with multiple companies worldwide.
* Worked cohesively with **cross-functional departments to test and integrate Salesforce Application**
* Created and executed complex test cases, test plans, and manual and automated test procedures, also embed **Lightning**Components in Visual force page by using new **Lightning**Out feature by event-driven programming.
* **Coordinated with the onshore team** to improve the overall process of resolving issues.

**Environment: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.**

**Client: Talent Rover, Hyderabad, India Aug 2017-Mar 2018**

**Role: Salesforce Developer**

**Talent Rover** is a Staffing and Recruiting Company that uses Salesforce CRM to provide Solutions to their Customer needs and stores the client data, candidate data, Job and Job Application data. Project Involved Integrating Salesforce application with LinkedIn RSC

**Responsibilities:**

* Studied the existing **salesforce** **Talent Rover application** and **Integration** needs of the Company.
* Attended business meetings with LinkedIn to better understand the flow in order to Integrate client system with LinkedIn
* Analyzed the **Client System** and **LinkedIn architecture** for **Integrating** both the systems.
* Configured the LinkedIn middleware for making callouts from Client system.
* Sync Jobs, Applications, and Candidate info via **Middleware Platform**.
* Configured the **Script** to display the **LinkedIn profile** in client system.
* Developed Batch classes and Setup **Salesforce** to **Salesforce** connection and integrated candidate information flow between the client system and **LinkedIn**
* Set up Single Sign On using **OAuth** Provider and integrated **SFDC** org with LinkedIn using **REST API.**
* Created custom metadata and custom settings to store the Integration related authentication **Data**.
* **Developed APEX Classes,** **Controller Classes and APEX Triggers** for various functional needs in the application.
* **Created Visualforce** Pages to display candidate data and embedded the **LinkedIn** **Profile** in it by performing Integration using the Candidate details as Input.
* Involved in writing Test Methods for covering all the services developed as part of the integration.
* Involved in deployment activities from **sandbox** to production environment.

**Environment**: **Saleforce.com platform, Force.com Sites, Apex, Flex, Visual force, Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Data Loader, Eclipse IDE Plug-in.**

**Client: Roche- Rexis, Hyderabad, India Jan 2015-Jan 2016**

**Role: Salesforce Developer/ Administrator**

Roche Diagnostics is a company which manufactures medical devices and equipment’s for various healthcare needs for the healthcare organizations. This Project Involves developing salesforce application for sales and service of their products.

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Created new application for the second level support of the Case Object.
* Created record types, picklists and fields to store the case related data
* Designed and **deployed Custom tabs,** validation rules and Auto-Response Rules for sending automated emails to the Case Owners.
* 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
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
* Created Email t**emplates, approval processes, approval** page layouts and defined approval actions on them to automate the processes.
* **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.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application
* Used **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields
* Used **Force.com developer** toolkit including **Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic**
* **Created custom Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people
* Involved in **Unit Testing**, for the customizations and developments
* Used the sandbox for testing and migrated the code to the deployment instance after **testing**
* Involved with **Salesforce**.**com** Premier Support and handled the support cases with the help Salesforce.com support

**Environment: Salesforce.com platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, Workflow & Approvals, Custom Reports.**

**Client: Roche- Redwood, Hyderabad, India July 2014-Dec 2015**

**Role: Salesforce Developer**

Roche Diagnostics is a company which manufactures medical devices and equipment’s for various healthcare needs for Individual customers. This Project Involves developing salesforce application for sales and service of their products.

**Responsibilities:**

* Involved in requirements gathering meetings to understand the business needs.
* Designed custom objects, tabs, records, and views within **SFDC** to support workflow processes.
* Designed and developed **Apex** Standard Classes, extensions, **triggers**
* Customized **page layouts** for case objects for storing different types of data.
* Implemented Time-Based workflows to automatically update fields based on the provided criteria.
* Configured profile level settings for standard and custom objects.
* Involved in writing Test Methods for all the **apex** classes created.
* Involved in **deployment** activities.
* Involved in **data loading** activities using Import Wizard

**Environment: Salesforce.Com Platform, Custom Objects, Apex Classes, Controllers, Triggers, Visualforce, SOQL, Workflows, Email alerts.**

**Client: Amdocs, Hyderabad, India Jan 2014-Jul 2014**

**Role: Java Developer**

Intelecable™ (henceforth referred as ITC) is a leading-edge customer management and open billing system that supports video, voice, data, and interactive services from a single, integrated database. This Project involves enhancements in the existing Billing application developed in java.

**Responsibilities:**

* Responsible for Developing user interface using **Client-side framework (ASCF)**
* Responsible for analyzing the requirements and developing the assigned **modules** and **unit** **testing**.
* Had good understanding of media and entertainment domain
* Involved in **Bug Fixing** and enhancements.
* Had experience in preparing release documents**.**
* Involved in preparing solution documents.

**Environment: ASCF framework, oops, Java, SQL, Eclipse IDE.**