VENKATA NAGA SAI RAMU

Email: evenkatanagasairamu@gmail.com   **Mobile:** +917675871632

Professional summary:

Over 4+ Years of experience in IT industry in various stages of Software Development which includes 3+ years of experience as Salesforce CRM Developer which involves Administrator, Development, Integration, communities, and lightning like classic to lightning migration and lightning component development and 1+ Years of experience on Java technologies.

- Good domain knowledge in CRM, Insurance, Health, Financial verticals.
- Excellent project life cycle experience (SDLC) in all aspects of requirements specifications, analysis, design, code, test, deploy, maintaining and have implemented projects in AGILE/SCRUM.
- Good knowledge in Release/Change Management, Continuous Integration, Continuous Delivery and performing detailed analysis of business and gathering technical requirements.
- Proficient with salesforce data model and features Objects (Standard & Custom), creating relationships One-to-many (Look-up, Master-Detail), Many-to-Many (Junction objects), Workflow rules, Process Builder, Flows, Validation Rules, Apex classes, Lightning components, Triggers, Salesforce Lighting Design System, etc.
- Good knowledge with salesforce architecture and Governor limits and implemented best practices, design patterns in Apex Classes, Triggers and SOQL.
- Good experience on writing Test Classes for the Apex Classes and Apex Triggers.
- Worked on building reusable lightning components using salesforce lightning design system.
- Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.
- Enabled Aura Framework and added Aura Attributes/Handlers for Events/Logic & Interactions.
- Good Understanding on Salesforce-to-Salesforce Integration and Salesforce to third party Integrations.
- Written Rest Resource Apex Classes for Third party to salesforce Integration.
- Good Experience in data migration using Data Loader, Import Wizard, Lightning inspector and Workbench.
- Knowledge on person accounts and health cloud setup.
- Good understanding on different service cloud features such as case management, omni-channel case routing.

Technical Skills:

Salesforce technologies	Apex, SOQL, SOSL, Email template, formula, Validation rules, Apex Classes, apex trigger, workflow and approvals, App exchange, sales force.com IDE, Apex

	data loader, web services, call outs, Custom Objects, Lightning Components, Lightning flows, Process Builder.
Salesforce Tools	Eclipse, Force.com, Eclipse IDE plug-in, Force.com Explorer, Visual studio code, Force.com Data Loader, Force.com Platform (Sandbox, and Production).
DataMigration Tools	Data Loader, Workbench, Data Import Wizard, Lightning Inspector
Programming Languages	Java, C, C++, C#, HTML, CSS, JavaScript, Apex, PL/SQL.
Project Management	Waterfall, Safe Agile.

Professional Experience:

- Working as a Salesforce Developer in Accenture from Jun 2018 to till date

Project Details

Project #1

Client: Confidential (USA Client)

Description: The client is Big Training Academy and Placement services agency. They have Trained and placed 1000's of aspirants. The client wants to migrate from the oracle database to Salesforce to deal with time changes. It includes custom validations, Workflow, and Approval process, etc. This project has information like various training programs, faculty proficiency, preferred placement location, and student details.

Project #2

Client: Confidential (USA Client)

Description: The project was Online Insurance format on the Salesforce platform. It had objects like Policy agent details, Policy Holder Data, Life Insurance, Motor Insurance, payments, etc. Used standard features like lead management, case management to ensure quick solutions to the customer as well as business growth and also using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Customization, Automation and custom code used like APEX, VFP did for the look and feel. I worked on setting project data modeling relationship. I created the table structure and worked. Purpose to maintain and track insurance details of policy.

Roles & Responsibilities:

- Design and implement solutions using standard Salesforce functionality and using the custom code.
- Worked in this project with an Agile Methodology having both Onshore and Offshore team members involved.
- Strongly participating in the PI- Planning sessions and providing the estimates on the stories and interacting with the Architects and the Product Owner.
- Also participating in the creation of the Commit labels for the deployment to the Higher instance and used GIT and Auto Rabit for Deployment activities.

- Participate in the initiative on the production release activities of a team and maintaining all the Post-deployment activities and helping the team on the successful deployment or release to production.
- Maintaining the code standards using Lightning Lint extension enabled and Apex class code coverage maintenance.
- Worked on Lightning web components(LWC) using Visual studio code.
- Worked on the Secure Messaging functionality which is kind of the two-way communication between the CSR(customer service representative) and the Customer in the form of the chat.
- Establishing Integration to Customer Portal from salesforce using connected app.
- Created a lightning flexi page and added lightning components to it for providing an overview of a patient information to a user. And fetched the information from various third-party systems.
- Used third party libraries for graphical representation of information.
- Used Lightning continuation integration framework to make callouts to the third-party systems.
- Preparing technical documentation for any new implements and Proof of Concepts.
- Built reusable lightning components with the help of Lightning data Service and as well as Apex Controllers.
- Worked on enabling the person accounts in one of our sandboxes to make use of health cloud.
- Worked on creating the patient card and timeline view configuration in health cloud. Have done a POC on flex card and omni scripts.
- Developed an application to enable the CSR to register the user for a class based on their eligibility to the class.
- Interacted with business users for requirements, analysis, design, and development.
- Customized various Salesforce.com Standard Objects Case, Case History, Activities and custom objects, Associations and Relationships etc.
- Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Record Type, Picklist, Dependent Picklists, List views.
- Worked on setting up Omni-Channel handling customer cases from various channels, Prioritizing work items based on the channel like Email-to Case, Web to Case, Live Agent and Soft Phone calls (I3 Genesys Integration.
- Worked on setting up Live Agent to enable the customers to chat with Agents and the live agent is routed through Omni Channel. The chat transcript is linked to case, Chat transfer which is possible in the live agent has been implemented in the lightning omnichannel and agents upon checking the case which is irrelevant can transfer to the appropriate agent.
- Worked and customized Omni supervisor to show the agents presence status, Queues, work items and capacity consumed by agents to manager.
- Created an Apex Trigger on Salesforce Attachment object to read the XML document using the XML Reader. Automatically inserting the records into salesforce custom object which are retrieved from the XML document.
- Worked on Salesforce to Box app Integration to move the documents from one folder to another folder.
- Have worked on sending the information from salesforce system to the third-party system using the batch class and scheduled apex.
- Worked on creating the shared plugin for generating the app level token.
- Experience in resolving the incidents which are raised through service now. Configuration changes and other issues

- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- For the operations of the data integrations and data management of the enterprise integration of the applications and for the ETL operations using Talend for the cloud storage and Big Data.
- Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes.
- Implemented SFDC Integration using REST Web Service API'S. Integrated the REST API based Web Services on Demand for extracting the data from external systems.
- Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
- Integrated a third-party tool MaritzCX for collecting the reviews from customers and storing it as records in salesforce to trigger email to the Manager and improving the product quality.
- Used SOAP UI and Postman to test the API responses.
- Salesforce to Salesforce Integration using connected apps and Named credentials.
- Worked on customer portals and communities administration.
- Worked on the campaigns to support the webinar for the customers on the product usage sessions.
- Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
- Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
- Conducted sessions with the management, different third-party vendors, users, commercial and other stakeholders for open and pending issues to develop specifications.
- Built relationships across multiple technology, operations, services, sales, program, and product teams to accomplish end goal.
- Worked extensively in customization of Sales Cloud by embedding Visualforce pages in custom console components, highlight panel and interaction log.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, and Components to suit to the needs of the application.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.