**Govardhana Rao Badisa**

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• Over 7.2 years of professional IT experience in the Salesforce Platform as a Developer and an Administrator.

• Worked on Salesforce Platform including System analysis, design, development, testing & deployment.

• Extensive Experience working on the Salesforce Products Sales Cloud, Service Cloud, and Community Cloud & Developing Custom Applications on the Salesforce Platform.

• Experience Working in CRM business processes Campaign Management, Lead Management, Territory Management, Order Management, Account Management, Case Management, and merging management in a multi-tier environment.

• Experience in Designing and Developing Data Models using Lookup, Master Detail, Self, Hierarchical & Many To Many Relationships.

• Experience in creating Custom Objects, Custom Fields, Custom Tabs, Page Layouts, Record Types & Business Processes.

• Experience in automating business logic using Auto Number Fields, Complex Formula Fields and Roll Up Summary Fields.

• Experience in validating Data using Duplicate Rules, Validation Rules & Triggers.

• Experience in Importing & Exporting Data using Tools Like Import Wizard and Data Loader.

• Experience in Automating Business Processes Using Workflow Rules, Visual Work Flows, Process Builder & Triggers.

• Experience in Automating Approvals using Approval Processes.

• Experience in creating reports and dashboards and customizing them as per user requirements.

• Experience in Creating Custom Report Types, Historical Trending Reports, Reporting Snapshots, Report Charts & Dynamic Dashboards.

• Experience in Implementing Security and Sharing rules at Object, Field and Record levels for different users in the organization.

• Experience in Creating Custom Settings to create a Custom Set of Data and use this Data in Formula Fields, Validation Rules, Flows, and Apex codes.

• Experience in Creating Custom Meta Data Types to define Mappings, Business Rules, Master Data, and Protected Information and refer them in Formula Fields, Validation rules, Flows, Process Builder, and Apex.

• Experience in Configuring Email to Case, Web to Case, Web to Lead, Assignment Rules,

 Escalation Rules, Auto-Response Rules, Queues, Live Agent Setup & Knowledge Base.

• Experience in Writing efficient SOQL and SOSL for Querying and Searching Data from the Lightning platform.

• Experience in Writing Apex Classes & Triggers following Best Practices to automate Business Processes.

• Experience in Writing Apex Unit Tests for Classes, Controllers, and Triggers to generate Code Coverage.

• Experience in Developing Visualforce Pages and Visualforce Components to build Dynamic User Interfaces.

• Worked in modifying Visualforce pages to be supported in Lightning Experience and good understanding of Lightning mode and its features.

• Experience in Developing Lightning Aura and Lightning Web Components.

• Experience in Using Salesforce DX Environment and having Good Knowledge of Salesforce CLI Commands.

• Experience in Using Salesforce Command Line Interface for creating & Configuring Scratch Orgs.

• Experience in Creating HTML and Visualforce Email Templates to Send Dynamic Email Notifications.

• Experience in Building Asynchronous Processes like Batch Apex, Schedule Apex, Future Methods, Queueable Apex, Asynchronous Triggers & Continuation Callouts.

• Experience in Integrating Salesforce with External Systems using SOAP, REST Based Web Services, SOAP, and HTTP-based Callouts.

• Experience in Configuring Outbound and Inbound Integration Security.

• Experience in Synchronizing Salesforce Data with External Systems and External system data with Salesforce.

• Experience in Authenticating Using Connected Applications and authenticating external services with Named Credentials.

• Experience in Testing Callouts using Mock Service Calls.

• Experience in Using Lightning Connect to connect and access data from external sources.

• Experience in deploying the Components through the Change Sets & ANT Tool.

• Experience utilizing Version Control Tools like Git, Github, Continuous Integration tools (e.g. Deployment Toolkit with ANT, Bamboo), and multi-sandbox environments.

• Experience with full life cycle implementation of business solutions, including requirement gathering, prototype designing, coding, database/data mart setup, report development, testing, UAT deployment, production, and ongoing product support.

• Great interpersonal and communication skills, focused, self-motivated, quick learner, and team-oriented.

• Continually provided value-added services to clients through thoughtful experience and excellent communication skills.

**Work Experience:**

* Working as a Senior Software Developer in Wipro from Feb-2021 to till
* Working as a Senior Software Analyst in Verizon India from Oct-2019 to Sep-2020.
* Worked as a Software Engineer in Infosys from June 2015 to Oct 2019.

**Certifications**:

**1) Salesforce Certified Administrator.**

**2) Salesforce Certified Platform Developer I**

**Role: Salesforce Developer**

**Client: Credit Suisse**

**Description:** At Credit Suisse, we are working in salesforce GM which is global markets. Previously it was built in some other build CRM called CMT now we are migrating CMT to salesforce and adding new features. This project is based on interactions(activities) on the basis of the user profile we have pages for every profile in which we are showing activities related to account and contact and all the dashboards showing monthly quarterly and yearly interactions data was built in Einstein analytics.

**Responsibilities:**

• Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app

• Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications

• Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the Lightning App.

• Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.

• Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.

• Experience in building new Applications with the Lightning App Builder and Lightning components

• Used Salesforce Lightning Inspector to debug the lightning components during development.

**Role: Salesforce Developer**

**Client: Atrenta India Pvt. Ltd**

**Description:** Atrenta is one of the leading suppliers of innovative products addressing early stage Integrated Circuits and system design aimed at improving design efficiency for the world's leading semiconductor and consumer electronics companies.

**Responsibilities:**

• Created Lightning Components, and added CSS and Design Parameters which improves performance

• Developed Lightning apps using Lightning Components and made them compatible with the salesforce1 mobile app

• Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications

• Experienced in setting up Environment by enabling My Domain, Decomposing the App in Components, and building the Lightning App.

• Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.

• Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.

• 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.

• Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.

• Worked on JIRA tool.

• Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.

• Created Salesforce sObjects and related metadata necessary to support customizations across instances.

• Developing complex customized solutions and simplifying the sales and service productive solutions including Territory management, product management, CPQ redesign, quotes and renewals management, channel management and SLA management and service cloud solutions.

• Manage SFDC releases, plan sandbox previews and CI/CD ANT release process

• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

• Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

• 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.

• Created page layouts to organize fields, custom links, related lists, stored procedures and other components on detail pages and designed Workflows, Validation rules, Approval Processes and Auto-Response Rules for automating business logic.

• Uploaded records using the Data Loader to cleanse and De-duplicating bulk loads, as well as and worked with Salesforce data tools such as Data Loader, Excel Connector, Demand Tools.

•Implemented designed and developed Standard and Custom Apex Classes, Controllers Classes, extensions and Apex Triggers to handle business logic and used debug logs to trace the execution and used Apex Data Loader to migrate data such as accounts, campaigns

• Created Force.com Sites for external users and configured public access to accommodate data access in visual force pages, and implemented Salesforce Chatter functionality for one to many business users

• Created Visual Force pages and components to rend data from associated controllers and embedded Java Script and DHTML as needed.

• Development of SOAP and REST based web services used for custom development and used WSDL to expose logic to clients.

• Interacted with various business team members to gather the requirements and documented the requirements in a test-driven and formal QA Development environment that included development, staging, and production deployment cycles

• Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.

• Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.

• Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.

• Used field level security along with page layouts in Lightning to manage access to certain fields.

• Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Role: Salesforce Developer**

**Client: TE Connectivity**

**Description:** TE Connectivity is a $12 billion global technology leader. The connectivity and sensor solutions are essential in today's increasingly connected world. They design and manufactures connectivity and sensor solutions for a variety of industries including automotive, industrial equipment, data communication systems, aerospace, defense, oil and gas and many other subsea communications.

**Responsibilities:**

• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

• Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

• 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.

• 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.

• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

• Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

• Used refined global search in Lightning by developing Apex classes and Controllers.

• Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.

• Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.

• Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.

• Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.

•Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.

•Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.

• Used field level security along with page layouts in Lightning to manage access to certain fields.

• Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.

• Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.

• Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Role: Salesforce Developer**

**Client: Cummins**

**Description:** Cummins Inc., a global power leader that designs, manufactures, distributes and services diesel & natural gas engines & engine-related component products, including filtration, after treatment, turbochargers, fuel systems, controls systems, air handling systems and electric power generation systems. Cummins Inc. selected Salesforce Cloud base CRM solution for their Sales team operating across the region to manage their Sales Process. Cummins Inc. expecting solution should support their Sales process and it should be flexible enough to manage the different Sales process from across Business verticals.

**Responsibilities:**

• Developed Apex Classes for Visual force pages. Developed required Triggers for application.

• Have written Batch Apex for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.

• Used Eclipse, Force.com, Developer console IDE's for development of Apex classes, Visualforce pages, Triggers and changing meta-data.

• Setup Email Services on Force.com platform to handle inbound emails.

• Implement Roll-up Summary fields to aggregate data from child records on the parent.

• Developed many Report Types and created various Reports (summary reports) using the Report Builder according to the need of the organization.

• Created many Lightning Components and server-side controllers to meet the business requirements.

• Developed rich UI using HTML5 and CSS3 in Visualforce pages and used JavaScript and JQuery to utilize the plug-ins.

• Experienced in migrating the standard and custom objects in standard experience to lightning experience.

• Handled ongoing customization/ alteration of Salesforce.com. to increase benefits and usability.

• Created custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.

• Used Single sign-on, SAML settings to enable the user to login to various applications.

• Written Apex Test classes to meet Unit testing before migrating from Sandbox to Production environment.

• Use SOQL & SOSL considering the Governor Limits for data manipulation using the apex code.

• Design, create and maintain user roles, profiles and hierarchies. Monitor application storage usage and archive data as needed.

• Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time, also worked on app-exchange tools for tracking orders.

• Developed Apex Triggers , Apex Classes and Test methods, Controllers & Extensions to support Visualforce pages , Test Classes for Unit testing as per the functional needs in application.

• Customized standard Sales force objects like Accounts, Contacts, Case management and Solutions. Developed and created customized reports and dashboards.

• Developed Test classes for all the Apex classes and Triggers with minimum 92% code coverage for triggers and classes.

• Implemented Salesforce.com web services client using sales force web services API, Java, XML and partner WSDL.

• Exported data from legacy system and imported into SFDC through Apex data loader for data Migration .

• Worked with admin team and management team to create users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users also involved in working with Admin in the business office to upgrade handoffs in production.

• Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.

• Used Source tree to move the code from one environment to other environment and Target Process to maintain sprint stories and defects.

**Role: Salesforce Developer**

**Client: Route One**

**Description**: Route One is a leading automotive financial services company powered by a top direct banking franchise. Route One automotive services business offers a full spectrum of financial products and services, including new and used vehicle inventory and consumer financing, leasing, vehicle service contracts, commercial loans and vehicle remarketing services, as well as a variety of insurance offerings, including inventory insurance, insurance consultative services for dealers and other ancillary products. Route One Corporate Finance unit provides financing to middle-market companies across a broad range of industries.

**Responsibilities:**

• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

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• 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.

• 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.

• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

• Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

• Used refined global search in Lightning by developing Apex classes and Controllers.

• Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.

• Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.

• Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.

• Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.

• Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.

• Used field level security along with page layouts in Lightning to manage access to certain fields.

• Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.

• Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.

• Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Role: Salesforce Administrator**

**Client : USAA Financial**

**Project Description:** Working as Salesforce Senior Admin for EIS, I am assigned to Day to Day task for the internal and External Salesforce request comes in through RTC and Service now tool(Consist of Adhoc , Deployment, Security, Release) Apart from the routine assignment actively involved and worked on Internal projects, also worked for Change management team for major migration in Enterprise org. Involve in Resource management and On call support Schedule, Managing and Directing team and Business need with Technical Aspects.

**Responsibilities:**

• Involved in Enterprise Infrastructure Administrative Salesforce Production Support team as level 2 support specialist and providing day to day support to multi-org environment for maintaining Salesforce.com new application initiatives and existing application assets.

• Experience handling 20K+ users in day to day support for the production or test environment issues and providing solution.

• Extensive experience with customize and configure Salesforce features including but not limited to Profiles, Roles, Users, Managed Public group, Queue, Delegations, Self-service training, Report Type, Record Type Page Layouts, Workflows, Reports, Dashboards, sharing settings, configuring sharing rules, assignment rule ,objects, Fields, Record Types, SSO, Validation Rules , App Exchange, Integration for 3rd party tool, Automation ,retiring and managing old application and sandbox etc.

• Assist user with data imports/exports, data integrity projects, Customization and configuration as well as deployment and release or other requests.

• Maintain high-level familiarity with other IT system /business application capabilities and scope definition to make recommendations about potential upstream/downstream integration or functionality intersection points.

• Create and maintain thorough, up to date, technical systems documentation.

• Working on Lightning and Classic UI.

• Managed all security settings and conduct regular security/configuration audits.

• Managed all new user set-ups and deactivation, including transferring ownership of accounts/contacts/opportunities for deactivated users.

• Performed mass data migration as requested by Business (using import wizard /Apex Data loader / Workbench).

• Proficient knowledge of Microsoft Office tools.

• Maintained updated system documentation and SFDC policies/process.

**Role: Salesforce Administrator**

**Client: IBC**

**Description:** IBC is the largest health insurer in the Philadelphia area, serving more than two million people in the region. IBC leverages the force.com platform and built a custom application. This application helps to automate and improve how individual coverage information is captured; services are delivered and prepare analytics.

**Responsibilities:**

• Skilled the roles of Salesforce.com Administrator in the organization.

• Employed Data Loader to read, extract, and load data from CSV files.

• Achieved comprehensive analysis of business practices and guided on ways to boost up the processes.

• Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.

• Skilled on Case Management, captured cases from the company's website and customer emails.

• Managed Auto response rules if customers approached beyond the business hours.

• Toiled on Record Types, Validation Rules, Triggers and Page Layouts.

• Designed workflow rules and specify related tasks, time triggered tasks, email alerts, filed updates to enable business logic.

• Generated sync of contacts, email alerts, events and tasks amidst Salesforce to Outlook and Outlook to Salesforce strongly.

• Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.

• Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.

• Described organization hierarchy and built profiles, roles accordingly in Salesforce; managed on visibility and security settings around them as required by the business.

• Implicated in mapping the fields amidst the current reporting system and Salesforce using data loader.

• Achieved import and export operations to load customer data and other master data adopting data loader.

• Interpret business requirements into SFDC system functionality. Identify, evaluate, test and deploy solutions that are cost-effective and meet business requirements.

• Generated several Reports and Report folders to support managers to better utilize Salesforce as a sales tool and organized various Reports for different user profiles based on the needs of the organization.

• Deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.

• Examined distinct business reports and governed the team on deployment and customization of those reports in Salesforce.

**Role: Salesforce Administrator**

**Client: Bain Capital**

**Description:** Bain Capital is the one which is a leading private invest firms under management. It is the type of consulting based approach for private equity investing with the various management teams. Building SFDC web services and Database map that constructs the complete Cloud Framework for facilitating the creation, updating, maintenance and querying of SFDC cloud-customer details records.

**Responsibilities:**

• Authored Systems Requirement Specification (SRS), Use case, System Requirement Change Request, and Data Dictionary to Delta's SFDC implementations such as Sales Cloud, Marketing Cloud and Salesforce Chatter.

• Built relationship across multiple technology, operations, services, sales, program and product team to accomplish end goal.

• Facilitated requirements gathering cross multiple vendors and organization.

• Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.

• 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.

• Implemented pick lists, dependent pick lists, validation and formula fields to the custom objects.

• Implemented the validation rules on the objects and tabs, Page layouts, Custom tabs, and Components to suit to the needs of the application.

• Implemented the workflows and approvals for various functional requirements.

• Implemented the searching and tagging functionality; developed various custom reports and dashboards for data analysis.

• Used field level security along with page layouts to manage access to certain fields.

**Role: Salesforce Administrator**

**Client: Dex Media**

**Description :** Dex Media is an advertising company, which helps many of the small and medium-sized business people in growing up their business levels. The company advertises its customers in industries, such as financial services, telecommunications, and healthcare, where reliable non-stop computing power is essential. The Dex Media keeps track of all their pre-sales and post sales operation in Salesforce.

**Responsibilities:**

• Interacted with various business user groups for gathering the requirements for SalesForce implementation and documented the Business and Software Requirements.

• Managed security settings of the users.

• Created business rules to ensure the data integrity of the alignment data.

• Created automatic field updates via workflows.

• Loading data extracted from Siebel into salesforce.com as a part of the weekly and major alignment.

• Created profiles and implemented Object and field level security to hide critical information on the profile users.

• Created users, roles, territories, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

• Interacted with Business Team on day-to-day basis to translate the business requirement into functional requirements.

• Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.

• Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

• Used SOQL & SOSL for data manipulation needs of the application using platform database objects.

• Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

• Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.

• Used the sandbox for testing and migrated the code to the deployment instance after testing.

• Automated weekly rep call reports of submitted, saved and planned calls.

• Automated weekly Synchronization report of the reps.

• Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

• Created Department dashboards to provide Department Head's an overview of the reps monthly performance.

• Writing customized SOQL queries to extract the data pertaining to the calls made by the reps.

• 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.

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