**SR SALESFORCE DEVELOPER**

**Sai Teja**

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**SUMMARY**

* With 9+ years of professional experience in IT industry, maintaining a cutting edge of technical and management skills with up-to-date industrial knowledge, including Salesforce CRM Administrator, Developer and Consultant, Data Validation and Utilities, Analytics, Sales, Marketing, Financial, Banking, Health Care, Telecom, Customer Service and Support Administration.
* Experienced in implementing Visual force pages, S-control, Web Services, Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards to achieve complex business functionalities.
* Involved in working with Waterfall, Agile Scrum Methodologies.
* Demonstrated expertise in Sales cloud, Service cloud, Marketing cloud, Health Cloud, Partner portal and Customer portal.
* Extensive experience in designing of custom objects, custom fields, Picklist, role-based page layouts, Workflow Alerts & Actions, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Record Types, Dashboards, and Email generation according to application requirements.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Experience in working with Salesforce.com sandbox and production environments.
* Hands on experience in customization, configuring, deploying and integrating Salesforce.com CRM solutions.
* Implemented security and sharing rules at object, field and record level for different users at various levels of the organization.
* Experienced in Web technologies like HTML, CSS, Java Scripts and Java technologies like JDK, J2EE, JSP, and Servlets.
* After Working on Database Tables, Constraints and Stored Procedures using SQL Server 2000 / 2005 helped me gain more experience in the field of Database.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Good understanding of Software Development Lifecycle (SDLC) with expertise in Requirement Gathering, Analysis, Designing, Development, and testing.
* A skilled problem solver and an efficient team player. Can effectively work in both independent and collaborative work environments, with Excellent communication and inter-personal skills.
* Expertise and extensive experience with Salesforce Lightning development. This includes development of Lightning Components. Experience developing Lightning Components using the Aura-based framework and basic knowledge of newer Lightning Web Components framework.

**TECHNICAL SKILLS**

**Salesforce :** Apex Language, Apex Classes, Apex Triggers, Apex

Schedulers, Batch Jobs, Dynamic Apex, SOQL, SOSL

Visualforce (Pages, Components &amp; Controllers),

Apex Web Services, AJAX, Workflow &amp; Approvals,

Validation Rules &amp; Formulas, Dashboards, Reports,

Analytic Snapshots, Custom Workflows, Custom Objects, Force.com IDE, Eclipse IDE, Force.com Explorer, Force.com Data Loader, Force.comMigrationTool, Salesforce Lightning, Jitterbit Data Loader.

**IDE's and Tools :** Eclipse IDE, Force.com Eclipse IDE Plug-in, JSFiddle,

Sublime text, Perforce for SFDC Adobe Flash, Adobe,

NetBeans, Visual Studio Code, Aside. IDE,

**Programming Languages :** Java, C#, C++, C, PL/SQL

**Web Technologies :** HTML, XHTML, CSS, XML, Java Scripts

**Operating Systems :** Windows 7/2003/XP/Vista/200/NT/98, UNIX

**Databases :** SQL Server, MYSQL, Oracle 10g/9i, MS Access

**Methodologies :** SDLC, Agile, Waterfall

**Tools :** Eclipse, SQL Query Analyzer, MS Visio, Sublime.

**PROFESSIONAL EXPERIENCE**

**Pinnacol Assurance, Denver, CO Jan 2020 – Present**

**Sr Salesforce Developer/Admin**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, Community Builder and Lightning Component features. Developed Lightning Component Framework and also built Lightning component using aura framework & Salesforce Lightning Design System (SLDS). Supported Claim and Case Management, Workers’ compensation claim data integration and coordination.
* Developed 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.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Worked on to prioritize tasks across all their medical bills, Provider Authorization Services of the patients’ needs with health cloud. Mapped personal and professional caregiver networks with salesforce health cloud.
* Developed a timeline representation of the object for Medical bills and Provider Authorization services.
* Implemented Salesforce Service Cloud from Business case to operation. Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Constructed Batch Apex for the asynchronous data updates. Work on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Developed Visualforce Pages to customize the view and functionality of the Knowledge Articles that were required by the Organization. Created APIs, Service classes, triggers and Custom publish and sync button for Knowledge Article Migration.
* Used Force.com, Visual Studio Code, Developer console IDEs for development of Apex classes, Lightning Web components, Visualforce pages, Triggers and changing meta-data. Accomplish tasks which has salesforce Classic/lightning flows which enables as all-around team player.
* Created new User Interface using JavaScript, JavaScript Remoting, HTML and CSS in Visual Force Pages, Node JS to structure JavaScript code in an MVC.
* Implemented Test Classes to cover positive and negative use cases for Classes and Triggers and achieved close to 100 coverage.
* Developed Validation rules on various objects. Also created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Developed Apex Classes, Controller Classes and Apex Triggers based on functional needs.
* Constantly participated in code reviews which built a strong foundation to efficiently handle bugs fixes.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment. Performed a software build using a build system, execute a shell script using Jenkins.
* Implemented Salesforce solutions that adhere to platform best practices. Typical Salesforce implementations include custom platform development (Apex, Visualforce, Lightning Components), integrations with back-office systems (often through the use of middleware tools) and complex data migrations. Assist in the estimation of work effort and set a realistic schedule for development.
* Developed apex web service SOAP and REST classes for external application to consume data from Salesforce. Also integrated salesforce.com applications with third party systems using SOAP API, REST API, REST Callouts and Salesforce Connect.
* Configured Connected App for OAuth based Authentication of salesforce for external applications.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Developed Apex Action Functions and java scripts for remote action methods and future developed callouts as per need.
* Experienced with functionalities related to sales cloud
* Experienced with version control in GitHub, GitLab and coding best practices. Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control. Followed CI/CD process for deployments using Force.com Migration Tool, GitLab and Snapshot.

**Environment:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers. Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML, Health cloud, Service Cloud, Sales Cloud, Apex, Ajax, Java, JSP, XML, HTML, Java Script, CSS, NodeJS, Jenkins, GitLab, JIRA, Visual Studio Code, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).

**Charter Communications, Inc., St. Louis, MO Oct 2017 – Dec2019**

**Sr Salesforce Developer/Admin**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and heavily customized the apps to match the functional needs of the organization.
* Developed and refactored Triggers to handle bulk records within the governor limits to automate business logic.
* Implemented Test Classes to cover positive and negative use cases for Classes and Triggers and achieved close to 100 coverage.
* Managing multiple user Setup, profiles and roles, record types, customization of objects, fields, page layouts and validations. Converted workflows into Apex code to reduce the number of SOQL queries executed.
* Developed Validation rules on various objects. Also created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Developed Apex Classes, Controller Classes and Apex Triggers based on functional needs.
* Constantly participated in code reviews which built a strong foundation to efficiently handle bugs fixes.
* Developed apex web service SOAP and REST classes for external application to consume data from Salesforce.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Worked on Standard Account and Account Team Member objects and achieved very granular experience on Standard Teams, worked with Salesforce Support teams to resolve any outstanding issues.
* Developed custom Visual Force pages that match with the requirement and appropriate style sheets to match the standard Salesforce look and feel.
* Worked on the Technical Design Documentation.
* Developed Triggers on the object with rules for data synchronization with the system of record and applying future callouts where applicable and needed. Also used asynchronous programming – batchable, schedulable, @future, etc.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Developed Apex Action Functions and java scripts for remote action methods and future developed callouts as per need.
* Developed Lightning Component Framework and also built Lightning component using aura framework & Salesforce Lightning Design System (SLDS)
* Experience with version control in Git and coding best practices. Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control.

**Environment:** Salesforce.com, SQL Server, SOAPUI, Apex Language, Visual Force (Pages, Component & Controllers), Eclipse IDE Plug-in, Force.com Migration Tool(ANT), Demand Tools, Data loader, Workflow & Approvals, Custom Objects, Sandbox data loading, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Mavens Mate, Eclipse IDE with Force.com plugin.

**Boston Private, Boston, MA Feb 2017 – Aug 2017**

**Sr Salesforce Developer/Admin**

**Responsibilities:**

* Acquired Consolidation experience and Expert in writing custom apex controllers, triggers and components as per business requirements provided
* Created custom Visual force pages for extending standard salesforce.com functionality or for creating brand new set of functionalities.
* Managed existing data transfer jobs that are set up using command line data loader and internal job scheduling application
* Created additional data transfer jobs using command line data loader or ETL mapping and test documentation for data transfer jobs
* Created custom integration between internal systems of record and salesforce.com as per business and technical requirements provided.
* Worked on Salesforce.com tickets related to custom coding or data transfer jobs
* Assisted the administrator with complex workflow rules and approval processes
* Configured AppExchange apps that require any changes to the custom components to adapt use cases
* Performed database queries and created objects needed to facilitate data transfer to and from Salesforce.com Administration responsibilities include:
* Assisted IT and local administrators with customization requests
* Assisted IT with proper feature usage by providing best practice guidance and redirecting the users to additional help options
* Gathered customization requirements for new deployments and major enhancement requests and perform the corresponding customization of standard objects and add new custom fields/objects as needed
* Performed report, dashboards and analytic snapshots on behalf of IT .
* Prepared new release communication guide for internal distribution
* Assisted with user management and security settings (sharing rules, roles, profiles etc.)
* Prepared training materials or job aids as directed
* Assisted with mass data management (insert/update/deletion).
* Participated in the Salesforce Lightning environment and carried out different lightning components to work on the Visualforce Pages (VF Pages).
* Develop portal solution using Lightning Components.
* Documented all customizations to Salesforce.com in form of business requirements, technical design and test documentation.

**Environment:** Salesforce.com, SQL Server, SOAPUI, Apex Language, Visual Force (Pages, Component & Controllers), Eclipse IDE Plug-in, Force.com Migration Tool (ANT), Demand Tools, Data loader, Workflow & Approvals, Custom Objects, Sandbox data loading.

**Willis Towers Watson, Chicago, IL Feb 2016 – Jan 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Intel may be known for their processors, but they have much to do and invent boundaries of technology to grow by an extensive experience possible for business and society, for every person on earth. With Internet of things and capability of cloud, we can advance with latest memory and programming solutions with greater connectivity and global challenges.
* Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking, and solutions company that help clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries.
* Design and developed the Salesforce instances to communicate with Internal Applications using SOAP based web services in Real Time and using Informatica Middle layer in Near Real Time and synchronize the data with multiple applications and maintain a Single System of Record across all businesses and customizing each instance on the Line of Business Salesforce object schema.
* Responsibilities:
* Created Architecture and development design for integrating Salesforce instances with the internal applications, including the communication with middle layers.
* Analyzed, designed and developed 28 Apex classes, 8 Triggers, 11 Visualforce pages as required for performing data integration
* Analyzed Web services, parsed and implemented SOAP based WSDL into APEX classes.
* Performed sample callouts using SoapUI and callouts via Apex classes using XML formats.
* Worked with Demand Tools for performing Bulk data related operations up to 300000 records at one instance using Bulk Update.
* Worked on Standard Account and Account Team Member objects and achieved very granular experience on Standard Teams, worked with Salesforce Support teams to resolve any outstanding issues.
* Worked on Configuring and Enabling Standard States and country \picklists in Salesforce instances across the board.
* Performed data related operations and web service callouts from Apex classes.
* Developed Apex Action Functions and java scripts for remote action methods and future developed callouts as per need.
* Developed custom Visual Force pages that match with the requirement and appropriate style sheets to match the standard Salesforce look and feel.
* Developed Custom Merge tool which is capable of performing Apex callout during the Merge with complete standard Salesforce look and feel.
* Developed Triggers on the object with rules for data synchronization with the system of record and applying future callouts where applicable and needed.
* Developed 42 Test Classes to cover the overall Test coverage above 75% for deployment to Production.
* Full Administrative access to Production instances and created and refreshed sandboxes as per the need.
* Actively participated and worked with Quality and Regression Testing Teams to assure a quality product.
* Performed deployments across all instances using ANT based Force.com Migration Tool and Change Sets.
* Developed a companion maven plugin Camel Salesforce Plugin that generates these DTOs. The Component supports three Salesforce APIs - REST API, REST Bulk API, REST Streaming API.
* Actively analyzed to compare different Open Source ESBs available in the market and helping the client with the comparative analysis.

**Environment:**  Salesforce.com, Informatica, SQL Server, Biztalk, SOAPUI, Apex Language, Visual Force (Pages, Component & Controllers), Eclipse IDE Plug-in, Force.com Migration Tool (ANT), Demand Tools, Data loader, Jitterbit, Subversion (SVN), clouding Studio.

**ExxonMobil Orlando, FL May 2014 - Dec 2015**

**Salesforce Developer/Admin**

**Responsibilities:**

* Deloitte, involving 80,000 professionals with great focus and subsidiaries in the United States, serves best and descent clients in helping them to solve tough tasks. Deloitte has a descent and largest Salesforce client with over 18+ unlimited instance across the board.
* Responsibilities:
* Worked with force.com developer toolkit including visual force pages, Apex classes, Apex controllers and apex triggers to develop custom business logic.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages and Custom Approval Processes.
* Created Custom fields, pick lists, dependent picklists, Custom Settings and validation formulas to the custom objects.
* Added Budget object to the Campaign resulting in the ability of managers to allocate budgets and review based on budget reporting effectively.
* Added, configured workflow rules, time triggered workflows, email templates leading to the effective web to lead communication with customers and partner hotels.
* Created page layouts, search layouts to organize fields, custom links, detailed lists, and other components on a record detail and edit pages.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Worked on Apex Data Loader to migrate data such as accounts, campaigns from legacy system ACT.
* Configured User Roles, Profiles, sharing settings, organization-wide defaults based on updated hierarchical requirements.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Provided support ongoing salesforce.com maintenance and administration services including custom objects, workflow, campaign management and triggers.
* Effectively created the pick lists, dependent picklists, and junction objects to establish the connectivity among objects.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Involved in migration from Salesforce Classic to Lightning Experience, with reports and dashboards automatically viewable and inheriting all permissions and sharing settings defined in Salesforce Classic.
* Followed Agile/Scrum based methodology based on sprint-based releases.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in.

**Douglas County School District, Castle Rock, CO Oct 2012 - Apr 2014**

**Salesforce Developer/Admin**

**Responsibilities:**

* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Worked on CTI Computer Telephony integration with Salesforce.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs of the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on the application of Service Cloud.
* Involved in Strategic Planning, Design, Support and Solution Alignment.
* Extracted the data from salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatica Power Center.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Worked on Dimensional Modeling, Data Cleansing and Data Staging of operational sources using ETL processes.
* Created ETL test data for all ETL mapping rules to test the functionality of the Informatica mappings
* Tuned ETL jobs/procedures/scripts, SQL queries, PL/SQL procedures to improve the system performance.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from homegrown applications by using the homegrown web services.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked as onsite and offshore support for the clients.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, JavaScript, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Informatica, SQL queries, PL/SQL procedures, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**TechMahindra, Hyderabad, India Nov 2010- Sep 2012**

**Salesforce Developer/Admin**

**Responsibilities:**

Tech Mahindra Limited is an Indian multinational provider of information technology (IT), networking technology solutions and Business Process Outsourcing (BPO) to the telecommunications industry. It is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world.

**Responsibilities:**

* **I**nteracted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Created user Roles and Profiles and sharing settings.
* Used field level security along with page layouts to manage access to certain areas.
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Downloaded and installed AppExchange packages like Google Ad words for campaigns and UPS for shipping.
* Developed a web-to-lead functionality to vertrue.com site which directs leads to Salesforce CRM.
* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Familiar with SyntellectPhonelink CTI Salesforce application which is used to provide agents with click-to-dial and screen pop capabilities.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Conducted GAP Analysis and enhanced business process by integration.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
* Implemented pick lists, dependent picklists, lookups, master-detail relationships, validation and formula fields to the custom objects.

**Environment:** Salesforce.com, Visualforce, Security Controls, Escalation Rules, Assignment rules, Record types, Custom Objects and Fields, Time-based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex.

**EDUCATIONAL QUALIFICATIONS**

Bachelor of Technology in Computer Science, JNT University, India.

**CERTIFICATION**

Salesforce.com Certified Administrator - Maintained up to date till Spring ‘20.

Salesforce.com Certified Platform Developer I - Maintained up to date till Winter ’21