Ankitha Konanki

konankiankitha@gmail.com

+1 617-444-9026

**SUMMARY**

* Around 6 years of experience in **analysis, design, development, testing, delivery and production support of application software. Experience in Salesforce.com CRM Platform and Apex technologies, Sales Cloud, Service Cloud, Marketing cloud,Lightning.**
* Highly proficient on **Apex development in creating Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.**
* Extensive work experience in defining and **managing custom Objects, creating page layouts, designing of custom fields, role-based page layouts, custom Tabs, custom reports, report extractions** to various formats and various other components as per the client and application requirements.
* Implemented requirements on**Salesforce Lightning UI, lightning app builder, Lightning component framework, Lightning process builder.**
* Experience in working with Eclipse IDE with Force.com Plug-in and Mavens Mate environment for writing Business logic in Apex Programming Language.
* Working knowledge on **ETL tools like Informatica Power center, SSIS and Reporting tools like OBIEE**
* Hands on experience with web 3.0 technologies like **JavaScript, jQuery, Angular JS, HTML5 and CSS 3.0.**
* Using**Apttus CPQ to oversee design, estimating, citing, rebates, motivating forces**, and recommendations on any gadget.
* Proficient in **data migration and integration** using tools like Informatica on Demand, Data Loader, and Force.com migration Tool.
* Created team specific **agile process flow in JIRA** to move tasks from one activity to another
* Developed enterprise applications using Java technologies such as JSP, Servlets, Spring MVC, XML, JDBC and CSS.
* Good exposure to **RDBMS, SQL and PLSQL, writing SQL** scripts for efficient report generation.
* Worked on designing **SOAP/REST APIs integration** architecture to provide the programming interface to interact with Force.com.
* Highly motivatedwith working in teams implementing **Agile Methodologies.**

**TECHNICAL SKILLS**

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| --- | --- |
| Salesforce Technologies | Apex, Visual force, Triggers, SOQL, SOSL, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Apex Data Loader and Web Services |
| Salesforce Tools | Force.com API tools (Data Loader), Force.com Excel Connector, Data loader, Developer Console |
| Web Technologies | HTML, XHTML, XML, CSS3, AJAX, XRX, Java Script |
| Languages | Apex, C, C++, Java, PL/SQL, VB, UML |
| Databases | Oracle, MS SQL Server, MySQL, MS Access |
| Office Tools  | MS Excel, MS Word, Outlook, One Note. |

**CERTIFICATIONS**

* **Certified Salesforce Platform Developer 1**

**PROFESSIONAL EXPERIENCE**

**BNSF Railway Co, (Remote)** Dec 2019 – Till Date

Sr. Salesforce Developer

BNSF Railway Company provides railroad transportation services. The Company provides freight transportation services to industrial and commercial clients, including transportation of consumer, coal, industrial, and agricultural products. BNSF Railway serves customers in the United States. Created various Lightning components, Lightning pages and worked on Salesforce1 platform and SKUID.

**Responsibilities:**

* Worked with Business System Analyst to provide recommendation and designed the Best Solutions for implementing new business ideas.
* 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.
* Acquiring Steel Brick, [Salesforce demoed the new CPQ application](https://searchsalesforce.techtarget.com/news/4500272716/Salesforce-Lightning-upgrade-may-create-winners-and-losers) on top of Sales Cloud. Users can now configure pricing directly in Sales Cloud.
* IBM Rational CLM covers requirements management, quality management, change and configuration management, project planning and tracking all on one platform.
* SteelBrick is a vendor that offers configure-price-quote (CPQ) functionality. Essentially what that means is that it allows organizations to offer highly customized pricing and quoting to different customers.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Integrated Salesforce CRM and the legacy system using Cast IronIntegration Systems
* Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Built CTI adapters with Salesforce CRM call center uses to integrate with their Salesforce Softphone.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* Creating Campaigns, Automation Rules, Dynamic Lists, Completion Actions in Pardot.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.

**Environment:**

Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, SOQL, SOSL, Sales Cloud, Service Cloud, Lightning, HTML, JavaScript, jQuery,

CSS, Ajax, IDE, API, CTI Tool Kit, Cast Iron, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Sherwin-Williams, Cleveland, OH** Apr 2018 – Nov 2019

Sr. Salesforce Developer

The Sherwin-Williams Company manufactures, distributes, and sells paints, coatings, and related products. The Company's products are sold to professional, industrial, commercial, and retail customers primarily in North and South America. Create all sales related campaigns in Salesforce.com. Procedures include detailed analysis of target markets, matching lists to Salesforce.com, creating new campaign masters, accounts, members, contacts, contact roles, and opportunities. Also involves creating campaign monitoring dashboard charts and reports in Salesforce.com.

**Responsibilities:**

* Manage blitz initiatives. Coordinate with marketing on mailer and email blasts and launch campaigns.
* Execute complex data analysis requiring advanced database management skills. Complete analyses by creating easy to understand executive summaries. Routinely collect and analyze data from multiple databases and sources to evaluate current and historical trends.
* Manage ROI tracking on Sales campaigns. Ensure sales activities and call execution is focused on the principles that will net the largest revenue growth. Utilize Salesforce. com for data points, historical data and forecasting information.
* Efficiently and effectively manipulate large amounts of data into easily understood executive summaries for mid to senior level management. Write multi-level queries employing all necessary quality control techniques ensuring each report is complete and accurate.
* Create analytical tools designed to drive effective revenue-based business decisions. Prepare multi-level sales reports, charts, and statistical revenue analysis in support of the sales department.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Experienced in integration Jenkins and GitHub to automate deployment. Where I have integrated the code into repository frequently. I have used plugins like GitHub Authentication plugin for authentication purposes.
* Implemented integration many times and reduced errors in code, delivered faster to the client.
* Experienced in working with Custom Profiles and public Groups creation and user management.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Price book, Activities, Cases.
* Created email templates in both HTML and the Text templates.
* Used 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 a comma-separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Created various Dashboards for managers to check the various scales of performance at different levels of the stream.
* Work with business stakeholders to understand current and future business priorities, strategic roadmaps and reporting needs.

**Environment:**

Salesforce CRM, Force.com, Apex Language, Visualforce, Custom Component, Aura, SLDS, Lightning Component, Service Cloud, Custom Controllers, Workflow & Approvals, Custom Objects &Tabs, Page Layouts, Email Services, Security Controls, HTML, Journey builder, Web Services, Salesforce Marketing cloud E2, Reports, Sandbox, Eclipse IDE Plug-in, Jira, Bit Bucket, Source tree Workbench.

**Delta Dental, San Francisco, CA** Nov 2016 – Mar 2018

Salesforce Developer

Delta Dental of California Holding Company provides dental coverage. The Company offers dental coverage through health maintenance organizations, preferred provider plans, and government programs. The main purpose of the project is to get the Historical Data from EADS into the Salesforce by using Jitterbit Harmony. Worked mostly on Application enhancements

**Responsibilities:**

* Worked as enhancement developer, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Executed SOQL queries in workbench and Data loader to verify Product/Pricing staging data in SFDC.
* Administrated SFDC communities, created Case Management Process including creating support process, record types.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Worked on Apttus products when interfacing with engineering and product development team members.
* Developed Visualforce pages which rendered based on Salesforce1 App or Web.
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and S-Controls HTML & JavaScript.
* Worked on Exact target/Marketing cloud.
* Managed user accounts and security - including new user account creation, profile and role management, sharing rules and security controls.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Involved in deploying the AppExchange applications and integrating with third-party applications.
* Support the Email Marketing Manager in the development of new business requirements.
* Implemented CPQ solution using Apttus CPQ and Contract Management (CLM) for various customers in industries
* Designed and developed Service cloud and integration.
* Using Apex Data Loader and Import Wizard for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:**

Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Cast Iron, Custom objects, Tabs, Roles, Pick lists, Apttus CPQ, Dashboards, Data Loader, Data Migration, Sandbox, Windows.

**Celgene pharmaceuticals, India** Jan 2015 – Oct 2016

Salesforce Developer

Celgene Corporation is a pharmaceutical company that makes cancer and immunology drugs. Its major product is Revlimid, which is used in the treatment of multiple myeloma, and also in certain anemias. The company is incorporated in Delaware, headquartered in Summit, New Jersey

Responsibilities:

* Involved in development, testing and maintenance process of the application.
* Experience in resolving the issues that customers are facing.
* Worked in development and used to write Apex classes, triggers, validation rules.
* Experience in using Data loader to insert, update the data into the applications.
* Developed the Triggers to implement complex business logics that are not supported by validation rules.
* Worked with Lightning Process builder to overcome complex workflows.
* Developed the SOQL Queries to get the Data.
* Created multiple Lightning Components.
* Worked with workflows and validation rules (which will prevent user not to close a page without filling mandatory fields), Process builder, Page Layout, Field Level Security, triggers, visual force pages, Apex classes, reports, dashboards, data loader, page layouts, formula fields.
* Worked with Apex classes where it is used to create Email services, web services, perform complex validation rules over multiple objects, to create complex business processes that are not supported by workflows.
* Worked on cascading style sheets which are used for styling the page like fonts, color in the code, SOQL queries.
* Worked on automation of the application, which helped clients to save their time and work.
* Supported the application through debugging, fixing, production, support and maintenance releases.

**Environment:**

Full Sandbox, Development Sandbox, Production, Salesforce Classic, Salesforce Lightning, Developer console, Visualforce pages, Pages, Data Loader, T-SQL databases, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services,