**Vamshi Krishna**

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**PROFESSIONAL SUMMARY:**

* **7 Years** of IT experience that includes **6 years** in **Salesforce.com CRM Platform** and **1+ years** on Development and Design of
* Integration, Customization, Administration, Development and Data Migration of CRM application **Salesforce.com (SFDC)** and **Force.com Platform.**
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Expertise in maintaining the Functional areas of **Case Management, Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports**.
* Expertise in Force.com technology stack: **APEX, Visualforce, SOQL, SOSL and experience in Apex Language, Apex Trigger, Apex Class & Apex Web Service, Visualforce (Page, Component & Controllers).**
* Experience in developing **Apex Classes, Triggers**, writing **Workflows**, CSS, **HTML** and DHTML, JavaScript. Familiar with AJAX.
* Designed and deployed the **Custom objects**, **Custom tabs**, Entity-Relationship data model, **Validation rules**, **Workflow Rules, Auto-Response Rules**, **Page layouts, Components**, **Visualforce Pages** to suit to the needs of the application.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com** subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and **Apttus CPQ**.
* Experienced working with various AppExchange products or **CPQ** products like Salesforce **CPQ**(formerly **SteelBrick** CPQ), IBM sterling CPQ, **APPTUS CPQ**, Conga Composer and DocuSign.
* The **SteelBrick** CPQ acquisition signaled change on a couple of levels: First, application development on top of Salesforce has become easier.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product.
* Integration across heterogeneous landscape including Salesforce based **SteelBrick** **CPQ** systems.
* Proficiency in programming with different Java IDE's like **Eclipse, IntelliJ, IBM RAD 6.x/7.x, WSAD**.
* Experience of working with diverse Database platforms including **Oracle**, **SQL**, **PL/SQL**, **DB2**, **Microsoft SQL server**, **MS Access**.
* Expertise in Salesforce and Outlook Integrations using **Salesforce for Outlook & Link Point.**
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.
* Extensive experience with **developing Apex Classes, Triggers and Visualforce Pages.** Extensive experience **with Force.com Sites, Partner and Customer Portals.**
* Proficient in using tools like Force.com IDE, **SOQL** and **SOSL**.
* Experience in Data Loading using both **Web based** and **Apex Data Loader.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader Utility** and **Informatics on Demand**.
* Experienced using **Web Services** using **WSDL**, **SOAP**, and **XML**. Extensive knowledge of **AJAX** toolkit.
* Experience in developing both front end & back end applications using **Java, Servlets, JSP, AJAX, EJB, Struts, Spring, Hibernate, JMS, JDBC, XML, Web Services.**
* Good working Knowledge in **OOA**&**OOD** using **UML** and designing use cases.
* Experience working in **Spring Framework, Struts Framework** and **Hibernate framework.**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders**
* Experience with customizing Visualforce to align with salesforce new **Lightning UI** experience.
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader** Utility**.** Experienced in working with integration tools like **Informatica Cloud MDM and Cast Iron**.
* Excellent communication skills, interpersonal skills, problem solving skills a very good team player along with a can do attitude and ability to effectively communicate with all levels of the organization such as technical, management and customers.
* Excellent communication, problem solving, debugging & programming skills, accustomed to working in both large and small team environments.
* Developed SFDC customized analytical reports and dashboards using data from SFDC data bases.
* Major strengths are familiarity with multiple software systems, ability to learn quickly new technologies, adapt to new environments, **self-motivated**, **team player**, focused adaptive and **quick learner** with excellent interpersonal, technical and communication skills.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Sales force Technologies** | Sales force CRM, Sales force SFA, Apex Language, SteelBrick CPQ Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Sales force Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Visual Workflows. |
| **Languages** | Apex, Java, C++, ASP.Net, VB.Net, C#, Python. |
| **Scripting Languages** | HTML, XHTML, PHP, JavaScript, XML, JSP, CSS. |
| **Database** | MySQL, SQL Server, Oracle 10g /11g, and PL/SQL. |
| **Platforms** | Windows, MAC, Linux. |
| **IDE** | NetBeans, Eclipse, Visual Studio. |
| **Software** | Microsoft Office7, Microsoft Visio, Open Office. |

**PROFESSIONAL EXPERIENCE:**

**Client: Kaiser Permanente, Pleasanton, CA Jan’19-Till Date**

**Role: Sr. Salesforce Developer/Admin**

**Project Description:** Kaiser Permanente is an integrated managed care consortium, based in Oakland, California. Kaiser Foundation Health Plans (KFHP) work with employers, employees, and individual members to offer prepaid health plans and insurance. The health plans are not-for-profit and provide infrastructure for and invest in Kaiser Foundation Hospitals and provide a tax-exempt shelter for the for-profit medical groups.

**Responsibilities:**

* Worked with Business System Analyst to provide recommendation and designed the Best Solutions for implementing new business ideas.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Experience in **aura framework, Lightning** Components and Salesforce Lightning Design System (SLDS).
* Acquiring **SteelBrick**, [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.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* **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.
* 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.
* Performed data migration from Microsoft CRM to Salesforce.com.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Development, implementation and update focusing on Sales cloud and **Service cloud.**
* Developed **SharePoint** site with number of pages and integrated with salesforce.
* Developed various **Custom Objects**, **Tabs, validation rules, Components**.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* It increases sales, service and marketing agility, operational efficiency, digital adoption, and simplicity at a faster time to value across the enterprise.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Managed ongoing support requests and Administrative needs of users.
* Integrated Salesforce CRM and the legacy system using Cast IronIntegration Systems
* Worked on **Salesforce.com** Standard Objects such as **Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.**
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key **business metrics.**
* 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.
* Implementation of **Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Wrote an **Apex Trigger** on Contact for cross-object field update for reporting purposes.
* Integrated Salesforce.com with external systems like **Oracle and SAP** using **SOAP API and REST API.**
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Case Assignment Rules to direct the case to appropriate group such as Stories & PCS Central Support.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Involved in Test configuration **Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, SOQL, SOSL, Sales Cloud, Service Cloud, 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.

**Client: American Life Insurance - Saint Charles, IL Aug’17-Dec’18**

**Role: Sr.Salesforce Developer/Admin**

**Project Description:** American Life Insurance Company provides life and health insurance. The company was formerly known as United Family Life Insurance Company. It changed its name in September 2008. IA American Life Insurance Company was incorporated in 1980 and is based in Scottsdale, Arizona. The company operates as a subsidiary of Industrial Alliance Insurance and Financial Services, Inc.

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (**SFDC**) and other Platform based technologies like **Visualforce, Force.com API, and Web Services.**
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using **APPTUS CPQ** within the exclusively developed framework.
* Extensively worked on Visual force Pages, Custom Controllers, Extension Controllers, **Apex Coding, Apex Classes, and Apex Triggers.**
* Customized Visual force pages and modified the code for restricting some countries, which they are not willing to do the business.
* Used **Salesforce Automation (SFA**) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Integrated **Salesforce CRM** and the legacy system using Cast IronIntegration Systems
* Worked on coding of **HTML** emails and landing pages using Exact Target Marketing Cloud Services proprietary scripting language (i.e. AMP Script) as well as automation and database tools to execute highly dynamic, data-driven campaigns.
* Worked on Web Service Integration**, SOAP APIs, and REST APIs and single-sign-on**.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an **Apex trigger.**
* Implemented OAuth 2.0 to access the protected API with Access Token by using Different OAuth2.0 Grant types.
* Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Created workflow rules, process builders, approval process and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Designed Custom application interface using **Visual force API and Apex Classes**.
* Used **Lightning** for formatting and migrating user data into LE.
* Modified Visual Force pages to be supported in **Lightning** Experience and good understanding of **lightning** mode and its features.
* Created **Visual force Pages** to provide UI to the custom objects.
* Developed **Apex Classes**, Controller Classes and Apex Triggers for various functional needs in the application.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Fully integrated Sales Cloud with all other critical systems (**CRM, marketing automation, order management, quoting,** etc.) leveraging our proven integration expertise and tools.
* Integration of Sales Cloud with external information systems using **SOAP API** web services.
* Maintained CPQ tool updated with latest functionality by Installing **Apttus CPQ** releases.
* Developed Quote Documents using **X-AUTHOR** for Word, also developed Customized login screen for community user and functionality to redirect users from Salesforce to APTTUS CPQ Quote creation using **APTTUS API's, APEX, Visual Force and Trigger**.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in **SFDC/CPQ.**
* Worked on tasks involving loading of data using Data Loader and migration of data from Data warehouse into **Sales force CRM** using **ETL tools** like **Informatica.**
* Worked on Salesforce Workbench to perform **SOQL** and other **DML** operations similar to Data Loader and Query Editor in Developer console.
* Worked with several App exchange tools like Action Plans, Strike Address verification, Conga Composer.

 **Environment:** Salesforce.com, Force.com, Apex classes, Apex Triggers, Profiles, Page layouts, Role hierarchy, Workflow & Approval processes, Data Loader, Reports, Custom Objects, Custom Tabs, Data Management, Lead processes, Record types, SOQL, SOSL, WSDL.

**Client: Humana Healthcare - Louisville, KY Oct’15-Jul’17**

**Role: Salesforce Developer/Admin**

**Project Description:** Humana Inc. is a for-profit American health insurance company based in Louisville, Kentucky. As of 2014 Humana has had over 13 million customers in the U.S. In 2013, the company ranked 73 on the Fortune 500 list, which made it the highest ranked (by revenues) company based in Kentucky. It has been the third largest health insurance in the nation.

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and other Platform based technologies like **Visualforce, Force.com API, and Web Services.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upsert, export** operations on millions of records.
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, field updates** to implement business logic.
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.
* Worked on various Salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Worked extensively using **Cast Iron** as an integration tool.
* Worked extensively in customization of Sales and Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log
* Integrated **Salesforce CRM** and the legacy system using Cast Iron Integration Systems.
* **SOAP API** to create, retrieve, update or delete records, such as accounts, leads, and custom objects
* Developed user interface applications using **JSP, HTML, JavaScript, Jquery** to simplify the complexities of the Salesforce application.
* Integrated on premise Mainframe Case, CPQ and Reporting systems with Salesforce REST APIs.
* Experience in Aura framework, Lightning Components and **Salesforce Lightning Design System** (**SLDS**)
* Used SalesForce.com **Ajax Toolkit** to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
* Develop **Visualforce pages** and **controllers** and **customize** the look and feel of the page components.
* Migrating from Salesforce Classic to Lightning and created Lightning Components.
* Used Force.com IDE to perform programming and migrate code from production to sandbox environment and vice versa.
* Extensively used **Web Service API** to integrate home grown Checkout service system (Developed on java) with Force.com sites.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
* Involved in **Data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Developed various **Custom Objects**, **Tabs, Components** and **Visualforce Pages** and Controllers.
* Worked on various **Salesforce.com** standard objects like Case **Management, Accounts, Contacts**, **Content, Reports** and **Workspaces**.
* Used **Data Loader** to transfer the data to production and **Full sandboxes**, used **Eclipse IDE for** complete **Apex Programming.**
* Responsible for writing **SOQL** & **SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Used (Java-Ant based) Force.com migration tool to deploy metadata between local Sandbox environment, Production and other Salesforce organization.
* Integrated Microsoft Outlook with Salesforce.com CRM
* Installed App Exchange application Vertical Response to integrate Salesforce.com with email marketing.

 **Environment:** Saleforce.com platform, Apex, Agile Methodology, Visua force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Visual force Controllers, Visual force pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL & RESTful Web Services.

**Client: BOSTON SCIENTIFIC - Minneapolis, MN Dec’13-Sep’15**

**Role: Salesforce Developer**

**Project Description:** The Boston Scientific Corporation is a Manufacturer, developer and marketer of medical devices whose produce are used in interventional medical specialties, including radiology, cardiology, cardiac surgery, endoscopy, oncology, gynecology, etc.

**Responsibilities**:

* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed, and Implementing the **Custom** **Business objects, Entity-Relationship data model, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Designed & Deployed the **Custom objects, Custom tabs, Validation rules, Auto-Response Rules, Page layouts**, to suit to the needs of the application.
* Developed **Apex classes**, **Apex triggers** and Controller classes for various functional needs in the application
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components** on a record detail.
* Developed and deployed **workflows and approval processes** for opportunities and products/ assets management.
* Provided administrative level support for users of the **Salesforce** application.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation** and **formula fields** to the custom objects.
* Created **custom links, formulas, Layouts, workflow and approval processes**. Set both **object-level and record level security.**
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Integrated Microsoft Outlook with **Salesforce CRM** which syncs email, calendar, tasks and reminders.
* Developed a web-to-lead functionality to Companies website which directs leads to **Salesforce CRM.**
* Developed and configured **Dashboards**, **Ad ho**c **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom **Profiles, Public Groups, and Sharing Rules.**
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Created and customized detailed reports with filters, conditional highlighting, custom subtotals and charts.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Created outbound messages and generated WSDL files for multiple end points. Consumed WSDL files into java platform by generating java API using axis tool.
* Developed custom UI using CSS, HTML, Visualforce components and used jQuery, Java Script for front-end validation.

**Environment:** SalesforceForce.com Platform, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Service Cloud, Sales Cloud, SalesForce.com Sandbox, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, SRS, WSDL, SOAP.

**Client: Infinite Computer Solutions - India Dec’12-’Nov’13**

**Role: Java Developer**

**Project Description:** Infinite Computer Solutions Ltd. provides technology based business process solutions, next-gen mobility solutions and product engineering services, specializing in the Healthcare, Banking & Finance, Telecommunications & Technology and Media & Publishing industries, for Fortune 1000 companies. Their solutions build on proprietary industrial frameworks that significantly reduce work effort and cost while providing faster go-to-market speeds and nimble responses to market dynamics, a solution they call Platformization. Infinite has over 5,000 employees and 8 global delivery centers.

**Responsibilities**:

* Implemented the project according to the **Software Development Life Cycle (SDLC)**.
* Involved in analysis and design of the application architecture based on MVC Architecture, used open source Struts framework and Database with new field updates added to the legacy system.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side&server-side validations.
* JavaBeans have been developed for using them among various modules of the application.
* Created front-end screens for the module by using JSP's.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, Participated in database tuning.

**Environment:** J Java 1.5, HTML, CSS, Struts MVC, Maven, Spring, EJB, WebLogic, XML, JavaScript, Soap, Oracle, HTML, SVN, JUnit, RAD, LDAP, Apache Commons Libraries, Eclipse, Web Sphere Application Server.