 shiva koralla

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HIghlights

* 6 years of hands-on experience as a Salesforce Developer and Administrator, with domain experience including analysis, requirement gathering, design, development, enhancements, testing, deployment, and maintenance of standalone object-oriented enterprise applications.
* Experienced in creating, maintaining, and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Well-versed at configuration and maintenance of security settings such as implementing organization wide defaults, role hierarchies, criteria and owner-based sharing rules, profiles and permissions, and IP ranges in compliance with organizational needs.
* Performed extensive work on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, and Campaigns.
* Developed rich user interfaces using Visualforce pages with standard components, CSS, JavaScript, and Custom Visualforce Components.
* Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.
* Built reusable UI components with Lightning component framework.
* Well-versed at obtaining data from external systems using Salesforce Connect. Experienced in Salesforce.com MVC architecture. Designed and developed Salesforce customizations using Apex Classes, Triggers, and Visualforce pages with Standard, Custom, and Extension Controllers.
* Skilled in integrating external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.

SKILLSET

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| Salesforce | Force.com |
| Apex, Apex Language, Apex Trigger, Apex Classes, Visualforce, Email Template, User Management, Data Management, Domain Management, Workbench, Lightning, Sales Cloud, Service Cloud | Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com Eclipse IDE Plug-in, Apttus CPQ, Salesforce DX |

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| Custom Integration & Management Tools | Relational DB |
| JIRA, Visual Studio, WinSCP, XML Builder, SAP, Microsoft SQL Server, Confluence, Bamboo, Copado, GIT, IntelliJ, SonarQube, Bit Bucket, Postman, DB Visualizer | SOQL, SOSL |

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| Web Technologies & Services | Programming Languages |
| HTML, CSS, JSON,JavaScript, SOAP, REST | Java/J2EE, C++, SQL, APEX, Python |

Certifications

* Salesforce.com Certified Administrator
* Salesforce.com Certified Platform Developer I
* Microsoft Technology Associate in Database Administration Fundamentals
* Oracle PL/SQL Developer Certified Associate

Education

* **Master of Science***, Computer Science*, 2017: Wright State University, Dayton, Ohio

Work Experience

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| Liberty Mutual Insurance | | April 2020 - Current |
| Role | Salesforce Developer | |
| Key Skills | Salesforce.com, Apex language, Lightning Web Components, Java, HTML, CSS, Java Script, Salesforce DX, SonarQube, Bamboo, Bit Bucket, GIT, Web Services, IntelliJ, DB Visualizer, MySQL, Spring Boot | |
| Responsibilities | * Participate in technical oversight, decision making and the delivery of solutions to streamline data across various systems. * Design, Configure, and Develop solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals. * Built Lightning Web Components in compliance with organizational needs. * Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. * Designed, developed, and deployed Apex Classes, Apex Triggers, Lightning components, Batch Apex classes for various functional needs in the application using the Visual Studio Code. * Created page layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages. * Created custom objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects. * Worked on Importing, Exporting data from Salesforce. * Managing Salesforce testing and validation efforts to ensure that the Salesforce configuration and development meets the business requirements and solution design * Push the code to the higher environment using the version control tool such as GIT and Build tool Bamboo. * Integrate Salesforce with third party applications, establish connection and configure web services APIs. | |

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| PROS Holding | | July 2019 – Mar 2020 |
| Role | Salesforce Developer | |
| Key Skills | Salesforce.com, APTTUS CPQ, Workflows & Approval, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visualforce Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader, Workbench, Postman | |
| Responsibilities | * Worked in Agile environment with Sprint and Scrum based methodologies. * Made enhancements to APTTUS CPQ (Configure Price Quote) tool shopping cart by adding new features. * Responsible for APTTUS Product Configuration, Pricing Configuration with advanced functionality of SFDC. * Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visualforce Pages to develop custom business logic. * Created Quotes through automation process by using Apttus CPQ functionalities. * Created Product setup, using pricing rules and Assets to configure the Quotes. * Managed the Salesforce data with Informatica and SAP. Integrated with the Third-Party Applications, DocuSign and Adobe Experience Manager (AEM). * Integrated Salesforce with Adobe Experience Manager to provide user interface. * Utilized Copado, GIT for version control, and Eclipse IDE and change sets for Integration and deployment. * Managed Salesforce testing and validation efforts to ensure that the Salesforce configuration and development met the business requirements and solution design. * Created page layouts to organize fields, custom links, related lists, and other components on record pages. * Created Scheduled and Batch apex jobs to meet business requirements. * Executed Unit Testing, User acceptance, and Operational acceptance testing to prove that the system conformed to specifications of business and quality requirements. | |

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| Thomson Reuters | | Oct 2017 – July 2019 |
| Role | Salesforce Developer | |
| Key Skills | Salesforce.com, Workflows & Approval, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visualforce Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Workbench, Postman | |
| Responsibilities | * Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC). * Developed APEX triggers, classes, and Visualforce pages. * Used Agile methodology to achieve high performance. * Documented test cases, test results, test procedures, and reported to client, also coordinated with development team for defect remediation. * Involved in system integration using Call Outs, Triggers, and outbound messaging. * Performed data migration into Salesforce application using Apex data loader through CSV files. * Created custom controllers, implementing complex code for retrieval from Salesforce to Visualforce pages. * Completed work on Salesforce API’s. * Extensively used REST APIs for integration between Salesforce and on-premise systems. * Developed and maintained SFDC analytical reports and dashboards for management review. * Involved in Configuring Campaign Management and Lead Conversion Process. * Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer. * Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Created various profiles and configured the permissions based on the organizational hierarchy. * Created Price books and migrated the active Products from these Price books. * Created Workflows and Approval processes and developed validation rules. | |

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| Internet Brands | | June 2017 – Oct 2017 |
| Role | Salesforce Developer | |
| Key Skills | Salesforce.com, Service Cloud, Marketing Cloud, Apex Language, Visualforce, Apttus CPQ, Custom Objects,Workflows & Approval Process, Web Services, Eclipse IDE plug-in, Reports, Dashboards,Data Loader, JavaScript, HTML, CSS, Force.com IDE, Sandbox, Agile | |
| Responsibilities | * Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. * Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of the organization. * Agile methodologies were implemented that included daily Scrum with team. * Created record types and assigned page layouts based on the profile to the record type. * Developed Reports and Dashboards for various business users on Opportunities, Cases, and Accounts. * Worked on importing existing information into Salesforce Knowledge. * Created User profiles with the appropriate User permissions and then assigned to User profiles. * Worked on Search Highlights and Snippets, Synonyms, prompted terms, topics, and Keywords from cases to improve article search. * Worked on deploying Salesforce components across various Sandbox to production instances by using ANT Migration Tool. * Deployed application from Sandbox to different other Sandbox as well as into production environment using change set, Eclipse and Force.com Migration tool. * Created custom objects and defined lookup and master-detail relationship on the objects. Created junction objects to establish connectivity among objects. * Integration experience on Salesforce.com using Apex language, Web services, Visualforce Pages, Components, Tabs, Custom Objects, Reports, Analytic snapshots and dashboards. * Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic. * Integrated Apex with External Services using REST API. | |

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| ViTech Systems, India | | June 2014 – Oct 2015 |
| Roles | Salesforce Administrator and Developer | |
| Key Skills | Salesforce.com Unlimited Edition, Apex Classes, Apex Triggers, Custom Controllers, Batch Classes, Scheduler Classes, Test Classes, Visualforce Pages, Force.com IDE, Change Sets, Force.com, Apex Data Loader and Workbench | |
| Responsibilities | * Accomplished Salesforce.com administration, configuration, daily support and maintenance, and reporting analytics for Sales and Support teams. * Designed, developed, and maintained complex user roles, security, profiles, workflow rules, validation rules and, custom workflows, queues, licenses, capacity, and storage management. * Managed and implemented customization requests including creating workflow triggers, workflow alerts, and more. * Created APEX triggers, classes, batch classes, schedule classes, test methods and Visualforce pages to implement custom functionality. * Configured Data Loader, uploading data in CSV files into salesforce.com, checking for integrity of the data. * Used SOSL and SOQL queries during the data migration and custom development. * Customized page layouts for Salesforce standard and custom objects. * Configured Reports for custom objects and associated them to a complex Dashboard. * Collaborated on and­ informed cross-functional teams of new feature technical design, technical requirements, limitations, and implementation. * Performed unit testing, integration testing, and performance testing of new application functionality. * Analyzed and mitigated issues identified during testing. * Identified opportunities for application optimization, redesign, or development within the Sales and Support teams. * Collaborated with management and internal stakeholders to ensure that the configuration supported both the enterprise and individual business unit requirements. | |