**Nikhil Reddy**

**Salesforce Developer**

**nrvundyala@gmail.com**

**(972) 836 –7006**

**Professional Summary**

* **Certified Salesforce Developer** - 401(Platform Dev.1) with 5+ Years of IT experience in Salesforce.comandvariousphases ofCRM and Force.com platform as Development and Administration, Implementation, Support and Configuration of Salesforce CRM based on Apex Language and Force.com Platform.
* Experience in **Salesforce** **Lightning Components, Lightning web components,** **Aura, Lightning Pages and Lightning Design Systems**
* Expertise on various phases of **Software development life cycle**(**SDLC**), involved in Requirement gathering, Analysis, Development, Implementation, Deployment and Maintenance.
* Deep knowledge of the Salesforce product lines – **Force.com, Sales Cloud, Service Cloud** and **App Exchange**.
* Hands-on lightning application development experience using **SLDS** and used custom CSS, Images, Icons in the **Visual force pages, Components** to have **Lightning** **experience**.
* Experience in automating the business process using **Workflow rules, Escalation rules, Assignment rules**, and **Validation rules**.
* Expertise in creating **Custom Tabs, Custom Objects, Custom Fields, Pick lists, Role Based Page Layouts, Workflow alerts and actions, Workflow Approvals, Custom Reports**, Report Folders, Report Extractions to various formats.
* Configured security and **sharing rules** at object, field, and record level for different users at different levels of an organization.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approval Processes, Reports, Dashboards, Tasks, Objects, Validation Rules, Formulas** and **Workflow rules, Sandbox Management**
* Used **SOQL** and **SOSL Queries**within **Governor limits** for data fetching and manipulation needs of the application.
* Good experience with Salesforce**CPQ and CLM** development and implementation.
* Experience with **Steel brick CPQ** and **DocuSign**.
* Expertise in **Visual Force, APEX Database, APEX Triggers** and **APEX Testing**. Designed Visual Force pages with **custom controllers** and **controller extensions** to build custom user interfaces for mobile and web apps**.**
* Experience in **APEX Programming** by creating **Custom Triggers** and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Experience in SFDC development in implementing **Apex classes, Apex Triggers**, and **Force.com API.**
* Involved in developing **Lightning Applications** which supports **Salesforce Mobile SDK and Lightning Web components** for better experience on the given products.
* Handling data migration tools like **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Worked on **Salesforce1** platform to build mobile applications using **Lightning components.**
* Proficient in integration (synchronous & asynchronous) with other integrated tools such as **Soap** and **Rest**webservices.
* Worked on creating and modifying **public groups** and **permission sets**. Implemented role hierarchies, sharing rules and record level permission to provide shared access to different users.
* Developed SFDC**Customized Reports, Dashboards and Report types**to continuously monitor data quality and integrity.
* Proficient in **Data Migration** from legacy applications to Salesforce using **Import Wizard** and **Data Loader**.
* Hands-on experience with development tools like **Force.com IDE, Eclipse IDE, Force.com Explorer** and Version control tools.
* In-depth understanding of **CRM business process** that include **Forecasting**, **Campaign** Management, Lead Management, Order Management, Account Management, Case Management and Merging Management.
* Experience in database languages SQL and PL/SQL as well as in databases MS Access, Oracle, MS-SQL, and MySQL Server.
* Knowledge on Implementing **Salesforce Lightning Components, Aura framework, SLDS** for building responsive applications for any device.
* Experience in **Agile** and **Scrum** methodologies.

**TECHNICAL SKILLS**

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| --- | --- |
| **Sales Force.com**  | Sales Cloud, Service Cloud, Community Cloud, App Exchange |
| **Force.com**  | Visual Force pages, Apex Classes, Apex Triggers, Data Loader, SOSL, SOQL, Email, Reports and Dashboards, Lightning Components, SLDS, Data Integration, App Builder, Web Service Integration, Workbench, Workflows and Approvals. |
| **Languages**  | Core Java, Apex |
| **Custom Integration** | SOAP, REST |
| **Web Technologies**  |  Java Script, HTML, CSS, XML, AJAX, JSON |
| **Databases**  | Oracle, SOQL, SOSL, SQL |
| **Methodology**  |  Waterfall, Agile/Scrum |
| **Office Tools** | MS-OFFICE - Excel, Word, PowerPoint |
| **Tools/Middleware**  | VS Code, Force.com IDE, Eclipse IDE, Git hub, Maven mate, Sublime Text Editor3 |

**Education**

* **Master’s in Computer Science-Texas A&M, Kingsville**

**CERTIFICATIONS**

* **Salesforce Administration - 21374432**
* **Salesforce Platform Developer 1 - 21411106**

**Professional Experience**

**Role: Salesforce Developer**  **July 2019- Till date**

**Client: United Services Automobile Association (USAA), TX**

**Responsibilities:**

* Working on **contrac**t **life cycle management** (CLM) tool to enhance the existing features and develop some new options using Salesforce declarative tools for providing a better experience to data-based suppliers and contract managers.
* Develop submission forms and feedback forms within business flows using **Visualforce** and **Lightning Web components**.
* Build **custom Lightning applications** and console applications from scratch as per the business requirements using Lightning components
* Developing complex **SOQ**L and **SOSL** queries with consideration to **Governor Limits** to export bulk data and to perform data modifications.
* Build automated tools like **Web-to-Lead, Auto-response rules, Process builders** and **Visual Flows** to provide better service to customers and keep updating them as per the fiscal year and business requirements.
* Install new managed packages from both **App Exchange** and **third-party resources** and managing them by updating to newest versions and compatibility with the existing setup.
* Involve in developing technical and business solutions using **Apex programming language** and involve in Code- reviews to maintain **Salesforce standards** and **governor limits**.
* Deploying lightning applications, customizations/configurations from Sandbox to Production Environment after UAT using **Change Sets** or **Copado**.
* Data management tasks are implemented using Salesforce **Data Loader** or **Import Wizard** based upon the size of the data.
* Created integration with **Steelbrick** **CPQ** and **CLM** applications and automating processes on salesforce platform.
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Key player in configuration of Contract Lifecycle Management and **Apttus** products such as **QTC** and **CPQ**.
* implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Developed **Cascading Style Sheets (CSS)** for creating effects in Visual force pages.
* Implemented **Live Agent** feature to aid the customers and utilized **Omni-Channel** to divert the customer enquiries to respective users, queues depending on the types of enquiry/request.
* Performed Integrations with third party applications using the **JSON, SOAP API and REST API and** retrieved data from **Third Party APIs** and display them within the Lightning Component.
* Built reusable **UI/UX components** with Lightning component framework and responsible for Maintenance of installed Managed Packages in **Lightning using Apex**.
* Working Knowledge on **Sales Cloud, Service Cloud, Custom Cloud** and **Apex** Programming on Force.com Platform.
* Worked with the Financial **service cloud** to integrate the business model and to increase the productivity.
* **Integrated DocuSign** with the existing Org and as a DocuSign Admin Create and manage **DocuSign** templates and Power forms.
* Worked on the development using Salesforce **Commerce Cloud** platform**.**
* Worked on development support for existing Salesforce **Commerce Cloud** web sites including functional enhancements, root cause analysis.
* Salesforce **Commerce Cloud** which highly scalable, cloud-based software-as-a-service (SaaS) ecommerce solution.
* Experience integrating third-party OMS, CRM, PIM, DAM, PSP, Loyalty Providers.Do an initial demonstration of the **Commerce Cloud** capabilities.
* Migrated the fumigation from **Magento** to **salesforce commerce cloud platform.**
* Supporting administration and configuration of Salesforce Sales cloud instance to meet business requirements which include **user** and **security management**, creation of **Custom Objects**, **Custom Fields**, **Relationships**, **Page Layouts**, and **Record Types**.
* Steering the gamut of tasks including Module Design & Implementation, Requirement Mapping, assessing and mapping Business Processes with **SAP** functionality and Documentation, Customizing **SAP Modules**, Testing/ Integration Testing with other modules & platforms.
* Additionally assisting in project proposal development as well as Super User & End User Training. Supervising the integration of Front-end Applications.
* Developed and implemented **dashboards** to show pipeline and vertical penetrations. Managed and administered email marketing reporting and **metrics analysis** Auto Response rules, Assignment Rules and Escalation Rules
* Participating in **Agile/Scrum** activities including attending weekly sync meetings, **sprint/release** planning, sprint retrospectives, burndown chart tracks.

**Environment:** Salesforce.com platform, FinancialForce, Roll-up Helper, Data loader, Process builders, dashboards, Workflow and approvals, Lightning app builder, Lightning Design System.

**Role: Salesforce Developer**

**Client: Citi Bank, Irving, Texas Sep 2018-Jun 2019**

**Responsibilities:**

* **Migrating** the existing Salesforce classic applications to lightning with a proper roll-out plan.
* Conduct **discovery sessions** with the application users and stake holders to gather use cases within the app.
* Categorize the users in different **personas** and assign **profiles and permissions** based on their use cases and day-to-day activity within the application.
* List out the record pages, **Visualforce pages, buttons** from the existing classic app and upgrade them to **Lightning ready** to use in the Lightning application.
* Working on **FinancialForce PSA** managed package application to upgrade to Salesforce lightning.
* Developed a **Batch Apex class** to replace functionality of **Roll-up Helper** managed package.
* Developed Visualforce page to list out the related Opportunity and Account records on the record detail page.
* Develop new solutions to engage with customers using process automation tools like **auto-response rules, Visual Flows, Process builder and Workflow rules.**
* Maintaining **managed packages** with their upgrades, enhancements and manual **custom settings** after the update.
* Extracted data from Salesforce.com application into large databases for generating large data reports. Worked on **Service Cloud** full lifecycle implementation.
* Working on integrating **Service Cloud** application with Salesforce **Sales Cloud** for Opportunities, Sales Person and Organizations.
* Implemented Chat support in **community cloud** from the scratch**. Community Cloud** is an excellent tool for upselling and Integrating third-party systems so that you can streamline inventory, pricing and more.
* Worked on **Community Cloud** helps to build and customize a community to connect and collaborate with borrowers, brokers and loan officers throughout the mortgage origination process.
* Design **Custom components** for lightning application to achieve the business requirement.
* Worked on setting up **community cloud** for customer and portal users.
* Develop **Lightning pages, tabs and buttons** to provide all the related information in one single page for ease access to users.
* Implemented Quote-to-Cash solution using **APTTUS CPQ**, Involved in **CPQ** (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Implemented data models related to **CPQ** and **CLM**. Delivered system specifications and changes in **CPQ** and **CLM.**
* Updated classes and triggers using **Apex, SOQL and SOSL queries.**
* Working on developing the lightning components for business required tabs and button with Enabled **Aura Framework**, by adding **Aura Attributes** **and Aura Handlers**.
* Deploy code and other Salesforce components to production using deployment tools like **Changes sets** and **Blue Canvas.**
* Involved in Pricing Configuration and Product Configuration into **APTTUS CPQ** using some advanced principles of Salesforce. Worked on **CPQ** project to managing issues on ongoing project**.**
* Create and upload **user guides, user training materials and runbooks** as part of the migration.
* Conduct **UAT sessions** with stakeholders to verify the access and permissions by performing multiple use access.
* Integrating standard functionalities from PSA managed package into **Salesforce Mobile application.**
* Developing **app pages** and record pages for mobile application.
* Work on the fixes based upon the UAT feedback and enhanced the user performance.
* Participate in **User training sessions** to validate all possible use cases within the application and get approval for **GO-Live.**

**Environment:** Salesforce.com platform, FinancialForce, Roll-up Helper, Data loader, Process builders, dashboards, Workflow and approvals, Lightning app builder, Lightning Design System.

**Role: Salesforce Lightning Developer**  **Nov 2016-Jul 2018**

**Client: Mindtree, Bengaluru**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Developed **Visualforce Pages,** created **Reports,** **Dashboards** and **Apex Classes**.
* Provided technical walk-through to various stake holders (QA Team, UAT Team, etc.).
* Developed, Tested and deployed **Custom fields/objects**, **Forms, Workflows, Interfaces, Records,** and user roles to meet business requirements.
* Worked with Third parties in Creating **API**’s for them to perform actions on cases that are in SFDC using **RESTFUL** Web Services.
* Developed **Apex Classes**, **Controller Classes**, **Standard Controllers**, **Custom Controllers**, **Controller Extensions**, and **Web Services API** and **Apex Triggers** for various functional needs in the application.
* Performed Asynchronous Callouts using the Future Annotation and executed the future methods from triggers.
* Worked with Cloud/Saas solution delivery to enterprise customers and Experience delivering with eCommerce and **OMS** platform implementations.
* Worked in all development activities for implementing Salesforce **Commerce Cloud** eCommerce solutions including design, development, and testing.
* Worked on providing API support and troubleshooting **eCommerce** applications with catalog, shopping cart, merchandising and payment handling.
* Worked with the QA team in integration/system/performance testing in order to ensure high quality solutions
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, **Chatter** & **App-exchange** applications.
* Worked efficiently with standard Salesforce.com objects like **Accounts, Contacts, Leads, Cases and Opportunities**.
* Used **Community cloud** to build deeper relationship with customers to provide better service and assist them through online.
* Designed and implemented hotel management application and  using **Community cloud** lightning for the revenue management for Hire team, as well for their partner hotels.
* Worked on setting up **community cloud** for customer and portal users.
* Proficient in implementing **Sales Cloud**, **community cloud,** Service, Open CTI/Support/Call Center and Collaboration (Chatter) **Clouds**, **Communitie**s and Sites using Force.com platform in Salesforce.
* Developed a Lightning Console for a business to setup **Knowledge** for them to access articles. This was achieved by invoking future method (Trigger and Handler) on it to add Data Categories and to attach Cases to articles used Lightning quick action buttons and access articles by creating **Lightning Components.**
* Controlled the different versions of the application by creating sandboxes like Developer, Developer Pro, Partial copy and Full. And utilized Change Sets, Force.com IDE, Force.com **ANT migration tool** and Packages to deploy the configuration, meta-data and data from sandbox to production.
* Strong knowledge of Force.com platform technologies including **Apex, Triggers, Visualforce, Workflows and Approvals, Integrations** with end-to-end product development experience.
* Worked on multiple SFDC implementations covering **Sales Cloud, Service Cloud**.
* Provided detail estimates of the level of effort associated to implement capabilities based on business requirements and solution design.
* Involved working in the integration’s components by consuming Restful APIs.
* Hands on experience in **Sales, Service and Marketing Cloud** functionalities.
* Developed **Lightning components** and used **Lightning App builder** to use those components in **Lightning pages**.
* Worked extensively on **SOAP** and **REST** API web service calls.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Deployments, Lightning components, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOAP and REST API.

**Role: Jr. Salesforce Administrator Mar 2015-oct 2016**

**Client: Knoah Solutions- Hyderabad**

**Responsibilities:**

* Build and maintain Salesforce.com environment with custom pages and tabs as per the business requirement along with CRM officer.
* Created **validation rules** and **escalation rules** to sort out the incoming data according to the customer query.
* **Public chatter groups** and **Private Chatter groups** are created to discuss and share information among different teams in the organization.
* **Email-to-case** and **Automatic responses** are created to avoid the delayed response to the customer.
* **Web-to-Lead** and **Web-to-case** are created to forward customer queries related to product, and services directly to the Salesforce.com environment.
* Develop and deploy multiple **applications** for each type of product services offered by the organizations.
* Performed the roles of Salesforce.com **Analyst/ Developer** and **Administrator** in the organization.
* **Summary reports** of the sales executives who engage with customers through Live Engage regarding queries and pie charts for the monthly productivity of the team are created and deployed.
* Working experience on **Ant Migration tool** to move metadata from external sources to Salesforce.org.
* Implemented **Chatter, Chatter desktop**, created public and private groups.
* Configured security settings by working on Organization **Wide Defaults**, **Role Hierarchies, Sharing Rules** and **Manual sharing** to implementRecord-based sharing**.**
* Using the **data Human Resource Management Information Systems (HRMIS)** software which is used to give training on new products, Tabular reports are created and deployed.
* Configure salesforce and **marketing cloud** integration user along with configuration in salesforce. And Support the Email Marketing Manager in the development of new business requirements.
* Assisted in the configuration and maintenance of Sandbox environments to facilitate success development and QA testing of new on-demand features and functionality.
* Assisted in the merger of data between the applications for initial synchronization mapping and conversion every Salesforce.com account to business objects.
* Reengineered APEX code already in production to optimize trigger based transactions for performance and speed as well as to work seamlessly with governor limits.
* Developed and implemented, spring and **J2EE** based MVC (Model-View-Controller) framework for the application.
* Involved in Software Development Life Cycle (SDLC) of the application, requirement gathering, design analysis and code development.
* Designed User Interface using **Java** Server Faces (JSF), Cascading Style Sheets (CSS), and XML.
* Developed Batch apex and schedule apex classes as per the business scenarios. Engaged with internal support team on implementing a several enhancements for automation of business process using schedule and batch apex.

**Environment:** Salesforce.com, Microsoft Excel, Live-engage, Reports, Dashboards, Profiles, Custom objects and Applications.