Raghu Cheruvu

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Current location: San Francisco, CA

Visa Status: H1 B (Valid till 09/08/2022)

**Professional Summary:**

* 10+ years of experience as a **Salesforce Developer**.
* Experienced in Integrating salesforce with **Docusign and AWS (Amazon Web Services)** via REST based web services.
* Experienced in working in agile/waterfall environments and in leading scrum calls.
* Experienced in implementing **SLDS and** Aura/LWC Frameworks in Visualforce pages.
* Experienced in implementing Single Sign On Implementation via Okta.
* Extensive experience in integrating salesforce.com data with Siebel, Teradata and Oracle via **Informatica 9.1.**
* Experienced in implementing **Sales Cloud: Setting up sales process, Opportunity and Lead Management, Account Teams and Territory Hierarchy.**
* Experienced in implementing **Service Cloud: Setting up service cloud console, setting up communities.**
* Experienced in working on streaming API, platform events and CDC (Change data capture).
* Experienced with **Wave Analytics: Creating reports, dashboards, lenses and data sets.**
* Experienced in mobile development using jQuery Mobile framework.
* Experienced in developing lightning components and quick actions for Salesforce 1 mobile app.
* Extensive experience developing Apex Triggers/Visualforce pages and Batch Apex.
* Working knowledge of CI/CD pipelines using **Jenkins/Git Hub/Source Tree.**

**Education:** Bachelor of Engineering (CSE) – VCE, India. May 2006

Master of Science (UIC) Chicago, IL Jan 2007 – Aug 2008

**Technical skills:**

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| **ETL** | Informatica 9. |
| **Databases** | Oracle 9i/10g/11g, Sql server 2000/2005 |
| **Programming** | Java, J2EE |
| **Force.com** | Apex, Visualforce, SOSL, SOQL |

**Amazon, Inc Dec 2019 - Present**

**San Francisco, CA**

**Salesforce Developer**

**Project:** Amazon uses salesforce for absence management of their employees via DALI (Disability and Leave Integration) application. As part of this application, amazon uses a managed package provided by the vendor Claim Vantage (CV).

**Responsibilities:**

* Managing Data Migration Activities and providing data mapping and business logic for migrating data from Reed (Amazons legacy system) into DALI.
* Designed and developed ESS (Employee self-service portal) using Lightning Web Components(LWC).
* Using javascript and HTML extensively in LWC.
* Leading daily standup calls with offshore team and assist them in bug fixes and enhancements.
* Designing batch integration framework for integrating amazon DALI payroll data with ADP.
* Developing batch jobs to send data to third party systems like AWS and payroll locker.
* Developed platform events which can be utilized by existing process.
* Designing and developed apex trigger framework and refactored existing apex code.
* Integrating DALI with AWS for sending email notifications for different absence types.
* Sending documents from DALI to Kessler via REST based integration with AWS.
* Integrating leave usage data with mule soft as part of WTW (Willis Tower Watson) interface via salesforce REST API.
* Creating users, deploying packages and migrating code changes between different environments**.**
* Enforcing business constraints using validation rules.
* Creating sharing rules and implementing apex-based sharing to share accounts with different franchises.
* Creating custom objects, page layouts and custom apps based on business requirements.
* Providing technical support to production bugs and enhancements.

**Sunrun Feb 2018 – Dec 2019**

**San Francisco, CA**

**Salesforce Developer**

**Responsibilities:**

* Refactoring existing apex code and developing a frame work for solving governor limits issues. As part of this, made some of existing Sunrun’s process asynchronous and developed an exception handling framework.
* Implementing REST based API integration between **Docusign** and Sunruns Salesforce org.
* Integrating Salesforce with AWS for storing and maintaining Sunrun documents.
* Integrating google maps api with visualforce for auto populating the leads address accurately.
* Developing visualforce pages on lightning and SLDS framework.
* Using JQuery/Angular JS /bootstrap for responsive visualforce pages.
* Using Aura/LWC Framework in developing retail app for sunrun.
* Implementing service contract integration process between Sunrun’s salesforce org and Oracle ERP.
* Integrating sunrun’s credit management process with credit check vendor lease dimensions.

**Fresenius Medical Care Oct 2016 – Feb 2018**

**Waltham, MA**

**Salesforce Developer**

**Project:** The project involves customizing Veeva – Salesforce application of Fresenius. In addition, the project involved mobile development for Salesforce 1 app.

**Responsibilities:**

* Developing Apex Jobs for automating the process of creation of ATL records to manage account territory assignments.
* Developing mobile friendly visualforce pages using jQuery Mobile framework.
* Developing lightning components and quick actions which can be used in Salesforce 1 mobile app.
* Migrating changes between environments using eclipse and change sets.
* Setting up Assignment rules and Approval Process for case management.
* Creating Apex Triggers for auto populating values and enforcing business constraints.
* Setting up prospect generation process using Flows.
* Setting up workflows email alerts and approval process for speaker programs.

**Hospira (Pfizer) July 2016 – Sep 2016**

**Lake Forest, IL**

**Role**: Salesforce Lead

**Project**: The project involved consolidating the Business devices unit of Hospira US salesforce instance into HSP360 salesforce instance.

**Responsibilities**:

* Performing impact assessment for any new changes.
* Refactoring existing Apex Code to ensure that the consolidated code would be in accordance with the business logic.
* Configuring consolidated object data model which can accommodate all the data and business logic of US salesforce instance.
* Coordinating with off shore team for production support issues.
* Performing data migration from US Salesforce Instance to Hospira Salesforce instance.
* Setting up workflows and approval process for case management.
* Configuring and customizing service cloud console.

**Restoration Hardware March 2016 –June 2016**

**Corte Madera, CA**

**Role**: Sr Salesforce Lead Developer

**Project**: The project involved implementing single phase customer 360 view for RH. As a part of this, the data was integrated between Customer Warehouse (CW) and RH’s salesforce org. As part of the project, the service cloud module was implemented for the customer.

**Responsibilities**:

* Developing apex batch jobs and scheduling them to cleanse/consolidate and spawn the RH data.
* Developing visual force pages, using **JQuery/JavaScript** in the VF pages.
* Laying down the framework for developing Apex Triggers as per the Apex best practices and developing apex triggers to send email notifications, and auto populate fields as per the business requirements.
* Developing workflow outbound messages to send the data from RH’s salesforce org to Customer Warehouse (CW).
* Creating validation rules to enforce business constraints on the RH Orders.
* Developing REST based web services to integrate Order Linking data between Customer Warehouse (CW) and RH’s salesforce org.
* Creating custom settings and using them in building dynamic SOQL Queries in Apex Helper classes and Controller Classes.
* Refactoring the Apex code as part of the Case Simplification project.
* Creating Case Assignment rules and queues to assign the route a case automatically to the appropriate Queues/Service Agents.
* Using subversion for managing team development.
* Developing test classes to ensure proper code coverage for the Apex Code.
* Setting up Approval process for locking Cases.

**Medivation Inc. October 2014-March 2016**

**San Francisco, CA**

**Role:** SFDC Lead

**Project Description:** The project involved integrating speaker program data between E2 and salesforce via web services. Implemented **Sales Cloud** module. In addition, the project involved customizing **Veeva CRM** application and **Veeva Vault** to meet the end user requirements.

**Responsibilities:**

* Co- Ordinating with Of- shore team to resolve day to day production issues.
* Creating users, assigning users to territories, setting up the territory hierarchy and role hierarchy, Loading data into **ATL** and running alignments on quarterly basis.
* Loading data into salesforce.com using **Apex Data Loader.**
* Implemented **Account Territory Management** model.
* Using **Angular JS, JQuery** in visual force pages for performing data validation and building **SPA** (Single Page Applications).
* Developing Apex triggers to enforce data integrity constraints and auto populate the data.
* Utilized **Apex Email Services** to send emails to Speaker Program Operations team based on the business criteria.
* Developing **Test classes** ensure that Apex Code has been developed in accordance with governor’s limits.
* Setting up **Queues**, **Assignment rules** and **Web to Lead** forms for Company’s leads.
* Using **Apex Command Line Interface (CLI)** to load the data into salesforce.com.
* Developing **REST Based Web Services** to send the Medivation’s Speaker Program Data with S-Phase in real time.
* Using REST **Request/Response** classes and XML DOM Methods to parse the **XML** data received from S-Phase.
* Testing **HTTP** callouts using Advanced REST Client.
* Creating **Connected App** to provide **S-Phase** with Consumer Key/Consumer Secret.
* Creating **workflows** for auto updating field values and sending emails based on business rules.
* Setting up **Approval Process** for CR’s and Speaker Programs.
* Migrating changes between Dev, QA into production using **Eclipse IDE** and **Change Sets**.
* Developing **Apex Batch Jobs** to update and delete data from salesforce.com.
* Setting up sharing rules, Org Wide settings and security settings for the org.
* Creating ad hoc reports for users based on business requirements.

**Astellas Pharma July 2013-Sept 2014**

**Northbrook, IL**

**Role:** Salesforce Developer

**Project Description:** The project involved designing and customizing SPO (Speaker Program Operations) functionality of Astellas salesforce org (Fusion). Integrated the data of the salesforce with downstream system using **SOAP Based Web Services.**

**Responsibilities**:

* Converting the business requirements in to technical requirements: Laying out the specifications for custom object, fields, page layouts and the developmental changes which need to be done as per the requirements.
* Developing and scheduling Apex Batch Jobs for deleting medical events, updating and deleting the speaker program data.
* Developing Apex triggers in order to send automatic email notifications up on submition of additional Account Access Requests and auto populating data.
* Creating visualforce pages and controller extensions which could be referenced in custom buttons.
* Managing user administration as part of **weekly alignment process.** This included creating users, assigning them **territories, roles and setting up role hierarchy**.
* Creating sharing rules in order to provide Regional Managers across various franchises access to medical events in order to approve speaker programs.
* Setting up the Approval Process to automate the approval requests for Speaker Programs and Data Change Requests.
* Creating workflows for performing auto updates and sending out email notifications.
* Migrating the changes between environments as part of new releases using eclipse IDE and change sets.
* Integrating the data with downstream system via **SOAP** based web service integration.
* Loading the **account territory alignment data** obtained from the downstream systems into the Account Share object using data loader.
* Setting up training databases for reps.
* Providing assistance to L2 support for resolving day to day issues.
* Coordinating with the interface team for loading the data into fusion (Astellas Salesforce org).

**Abbott Laboratories, PPD IM** & IT **October 2011- June2013**

**Waukegan, IL**

**Role:** Salesforce Developer

**Project**: PPD IM & IT is primarily responsible for maintaining IT operations of Abbott’s pharmaceutical sales division. The project mainly involved designing/developing and automating **MAX(Abbotts Siebel Application)-iRep(Abbotts Salesforce org) alignment** to take care of reps territorial alignment data. In addition, the project involved customizing the **Hand Sampling** application of Abbott’s salesforce org.

**Responsibilities**:

* Integrating data between Siebel, Oracle and iRep( Abbott’s salesforce org) using Informatica 9.1.
* Loading data from flat files into salesforce.com using Informatica 9.1.
* Providing impact assessment in the event of any changes in the downstream systems.
* Running weekly alignment by extracting data from Siebel EIM tables via Toad and loading into Abbott’s Salesforce org using APEX Data Loader.
* Configuring the iRep application by creating custom objects, fields and page layouts as per the technical requirements.
* Developing validation rules to enforce data constraints for the Hand Sampling Application.
* Developing Apex triggers to auto populate the date by gathering the data from multiple objects as per the technical requirements of Abbott.
* Creating sharing rules and setting up org wide settings.
* Extracting data from salesforce.com via data loader and providing the data feed to downstream systems.
* Using change sets to deploy changes across different custom objects in different environments.
* Deploying packages into Dev, QA and production using eclipse as part of the new releases.
* Interact with end users to gather requirements, provide support during UAT and implement requested changes based on the requirements.

**Texas State Department, Department of Information Resources (DIR)** **Jan 2011- October 2011**

**Austin, Texas**

**Role:** Salesforce Developer

**DIR** used salesforce.com to keep track of IT requirements of various state agencies and details of various IT vendors, who were offering their services to different state agencies.

**Project**: Creating and managing the IRM application from conception to deployment. The final aim of the project was to have a DIR website where by discounts offered by different IT vendors could be compared. This was to be achieved by integrating the data present in salesforce.com into the application that was to be built on C# platform.

**Responsibilities**:

* Integrating the data pertaining to the contacts and accounts received in EXCEL sheets from various agencies into salesforce.com through data loader.
* Overseeing the smooth implementation as well as provide post implementation, enhancement and maintenance support to the client.
* Configuring email to case feature to streamline internal help desk administration.
* Creating workflows to automate emails for email to case functionality setup.
* Using maps, sets and lists in developing apex triggers that would auto update, auto create, ensure data integrity of data fields as per the master document.
* Developing test classes to ensure the mandatory code coverage for triggers to ascertain that they are in accordance with the governor limits before deploying them in the production environment.
* Creating custom buttons and links to add new functionality to existing standard pages using Visualforce.

**Zimmer, Warsaw, IN September 2010 to December 2010**

**SFDC Developer**

* Interacted with customers to lay out a framework for developing a support model.
* Developed a support model for handling the tickets raised by the customers of zimmer.com Salesforce org.
* Kept track of the customer requests through case management.
* Created custom web to case forms through in built Salesforce.com functionality.
* Migrated the different Salesforce orgs of the company into a centralized Salesforce org.
* Integrated the data in the present in the Salesforce org into zimmer.com that was built on Java platform through web services.
* Developed Apex triggers to set up email handling services.
* Tested the Apex code encompassing triggers and web services to ensure that they are in compliance with the governor limits imposed by Salesforce.com.
* Created approval process for the records, which needed to be approved by team lead of the development team.