



Anand Adlakadi

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Summary of Experience:

- 5+ years of IT experience in which 3+ years of experience in Salesforce.com Administration, configuration, and development.
- Extensive experience in developing Apex Classes, Triggers, Visual force pages, writing Workflows, Force.com API.
- Experienced in analyzing business requirements and implementing them to Sales force custom objects, master-detail relationships, and lookup relationships.
- Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
- Worked extensively on various "Sales Cloud" in salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
- Hands-on on all SDLC's phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
- Involved in the Scope & Estimation for Software projects for few cases using FPA and Work Break Down techniques.
- Handled Migration Projects and Possessing sound knowledge in database management and backend programs (stored procedures, triggers, functions etc.).
- Expertise in Apex to implement the complex business logic within Governor Limits and Test Class Framework.
- Proficient in Data Migration from Traditional Applications to Sales force using Data Loader.
- Expertise in Web Services and Implemented SOAP, REST and METADATA API's for different integration requirements.
- Experience of integrating applications with other existing applications.
- Good experience in working on Eclipse IDE for writing business logic in Apex programming language.
- Handled validation on client side using validation controls and custom validations on JavaScript.
- Administered Salesforce.com setup, which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Email alerts, Reports, Dashboards and Tasks.
- Ability to independently perform implementation, documentation, testing and updating as it relates to the Salesforce.com business requirements.
- Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**Work experience:**

- Working as Sr. Salesforce developer at Techmahindra, from March 2018 to till now.

Education:

- MTech Computer Science from Osmania Hyderabad

Technical Skills:

Salesforce Technologies:	Salesforce SFA, Apex Language, Apex ,Salesforce CRM, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, AJAX, Workflow & Approvals, Analytic Snapshots, Case Management Automation.
Databases	MS SQL Server 2000/2005, SSRS, DTS, PL/SQL, Oracle 8i/9i/10g, MS Access, and MySQL, RDBMS
Salesforce Tools	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com, Excel Connector, SOQL Explorer, Force.com Platform (Sandbox, and Production).
Technologies:	C, C++, Java, Java Script, SQL, CSS, UML, HTML, XML, XHTML, DHTML, Spring.
Database	MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i/10g, MS Access, and MySQL.
Operating Systems	Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux.

Client : VMware,
Role : Sr-Salesforce Developer
Team size : 16

Responsibilities:

- Used Sales Force Automation for Sales Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
- Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
- Developed and deploys ad hoc Salesforce.com reports and dashboards.
- Created Workflow Rules, Approval Process, Validation Rules.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Designed and developed Visual Force pages based on the business requirements.



- Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
- Work on complex data migration projects using Data Loader tool and Cast Iron.
- Integrated the web services by generating the necessary stubs from the WSDL files of PHP for extracting the data.
- Involved in querying Sales force tables using SOQL & SOSL queries using Force.com Explorer.
- Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
- Modifying Page layouts and setting the Record Types.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Manage page layouts, fields, and system interface/capabilities.
- Maintenance of data entry standards & data integrity process.
- Build & monitor standard analysis and reporting for marketing campaigns.
- Experience with maintain user roles, security and profiles.
- Create and manage workflow rules, field updates and email alerts.
- Involved in Mass imports and exports of data.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

Environment: Salesforce.com Platform, Salesforce.com Custom Objects, Apex Language, Visual Force (Pages, Component & Controllers), Data loader, HTML, Workflows & Approval process, Reports, Eclipse, Force.com Eclipse Plug-in, Salesforce.com sandbox.

Client : Comcast,
Role : Salesforce Developer/Admin

Description:

Comcast Technology Solutions' purpose is to be the most valued partner to those leading the future of media and technology. Comcast Company was implementing customer support for their client on service cloud. They are using service console for their employee and for their customers they were using customer community. Community is using custom visual force pages to provide enhanced look and functionality, community is also capable of generating customizable report for the services which are being provided by Comcast Company.

Responsibilities:

- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.



- Designed and implemented Work flows, Custom Objects, Page layouts, Custom tabs and Components to suit the needs of the application.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Customize and manage all aspects of the Salesforce.com user interface.
- Experienced in working across various SFDC implementations of Service Cloud and Chatter.
- Worked as a Sales Force Chatter APP with the organization and regularly participated in the meetings and chatter community.
- Implemented several security assessment policies to identify problems in the databases.
- Implementation of a custom partner community using visual force and lightning components projects.
- Created custom controllers implementing complex code for retrieval from Salesforce to VF pages.
- Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
- Always wrote test methods with code coverage of 80-100%.
- Work within Salesforce.com and Apttus, Contract Lifecycle Management (CLM) to assist with configuration and advanced workflow processes.
- Supported the data migration activities from various business centers and business center user.
- Used field level security along with page layouts to manage access to certain fields.
- Used SAML 2.0 based SSO for building task flow for reducing the number of steps.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
- Expanded deployment for customer service reps, partner portal users, and customer portal users
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Used Force.com developer toolkit including Apex Classes, Apex Controllers and ApexTriggers to develop custom business logic.
- Responsible for designing presentation tier using html, xml, CSS, Java Script.
- Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

Environment: Salesforce.com, Force.com Sandbox, Lightning, S-Controls, Import Wizard, Apex, XML, HTML5, CSS Controllers, Sharing rules, JavaScript, Controllers, Visual Force Pages, Workflows, Web Services API, Java Script, Custom Objects, Custom Tabs.

Client : Citigroup
Role : Salesforce Developer/Administrator

Description:

Citi Bank is one of the world's multinational banking and financial service corporation. We developed and implemented a custom Salesforce CRM for Citi Bank Wealth management.



Responsibilities:

- Performed detailed analysis of business and technical requirements and interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration.
- Worked extensively on APEX Triggers, APEX Classes, Apex Test Classes, Visual force pages to fulfill various business requirements.
- Developed the business logic of the application using APEX classes.
- Designed the application to be created module wise using the schema builder.
- Implemented REST API to retrieve the recent items on the customer portal VF page.
- Designed and developed Database migration scripts and execute migration plan from Siebel to Sales force.
- Developed batch apex class to asynchronously process bulk records and send email to customers.
Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
- Migrated the existing data from legacy systems in and outbound using the data loader and Web Services.
- Performed the roles of Salesforce.com Administrator.
- Administering users in salesforce.com with focus on set up, profiles, roles and user management, Console Apps
- Defined lookup and master-detail relationships on the objects and established connectivity among objects
- Implemented case management automation (on Case Object) to track and solve customer's issues.
- Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
- Implemented Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application and linked them to manage the workflows implemented in the system.
- Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
- Implemented Scheduling dashboards and run time dashboards and worked on Custom Reports.

Environment: Salesforce.com platform, Custom Objects, Custom Tabs, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports Validation Rules, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Force.com IDE, Windows XP.