**Name: Teja**

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**Professional Summary:**

* 5+ years of experience in IT as an Administrator and Developer on integrating enterprise applications using Force.com, Visual Force, and Apex with Salesforce customization, security access, workflow approvals, and support administration in salesfore.com CRM.
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Health Cloud, Chatter and AppExchange** applications.
* Experience in **Salesforce Customization**, **Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service,** and **Support Administration.**
* Experienced in implementing **Visual force pages, Apex class, standard** Salesforce configuration which include Workflow rules, Validation rules, Assignment rules, Page layouts, Record types, etc.
* Experience in SFDC development using **Apex classes, Triggers, Visual Force, Force.com IDE**, **SOQL**, and **SOSL**.
* Experienced in building **Custom** **objects, customized reports**, **Reports, Dashboards**, **Tabs**, **workflows, analyzing data** in salesforce.
* Proficient in understanding of **Salesforce.com CRM** and its Development life cycle, **migration of Sales**, **Marketing** **Service clouds**, Communities and **Force.com platform**.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.**
* Implemented Salesforce Marketing Cloud integration, developed programmatic content in line with company business goals and customer experience objectives.
* Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL., Stored Procedures, Serena Dimensions, GitHub, Business Objects, Captiva, Documentum, Docusign, Rightfax, Exstream, Jenkins, **Vlocity**, Salesforce
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options.
* Good Experience on **Salesforce Lightning.** Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Creating Custom Apps, **Custom fields, Profiles, Applying Sharing Rules**, Handling Page Layouts, **Search Layouts**, and Related List and defining Field Dependencies, custom buttons, **Validation Rules, workflows**, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader, Admin Garage,** and**Lexi Loader**.
* Conducted Gap Analysis on **Vlocity** Insurance Cloud functionality to shore up any process gaps between current and future state capabilities.
* Created and updated **users, reports,** and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as **Conga Merge and Outlook.**
* Strong knowledge on **VMOC rules**, Veeva vault integration with Veeva CRM, IRep implementation and with Approved email setup and implementation. Designed and Developed **Vlocity** CPQ for couple of telecom clients.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Plug-in environment, **Ant Migration** tool kit and Eclipse.
* Expertise in maintaining the functional areas of Data Management, **Campaigns**, Leads, Forecasting Accounts, Contacts, Opportunities, **Quotes**, Activities, Dashboards and Reports.
* Strong knowledge of SFDC standard data structures and familiarity with **Force.com Explorer, Data loader** and Import Wizard.
* Experience in SFDC Integration using **Web Service** and Apex Programming, **App-Exchange Packages**& Custom Applications, Salesforce.com Service Cloud expertise.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies .
* Extracted the data from salesforce.com application into the external databases like **SQL**, **DB2** for generating large data reports
* Experienced in integration of Salesforce.com with external applications by using Web **Services API, Metadata API,** and **SOAP**.
* Proficient in using meta-data migration tools like **Eclipse IDE** and **Salesforce Apex Data Loader**.
* Strong expertise in **Vlocity** component development and well versed with the functions of the card framework in the insurance vertical.
* Well versed with migration of **Vlocity** components using Data Packs and manage connected Orgs
* Experienced in scripting languages like **HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX** Web Services API development skills and **Java Script**, **Web Services-Axis**.
* Involved in various stages of **Software Development Life Cycle** (SDLC) including analysis, requirement engineering, architecture design, **development, deployment** and maintenance of standalone, Multi-tier, web-based and portals based object oriented enterprise applications.
* Strong experience in **Agile** and **Waterfall** methodologies.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.

**TECHNICAL SKILLS:**

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| **CRM TOOLS:** | Salesforce.com |
| **Salesforce Technologies** | Apex Language, Test Classes, Apex Classes, Apex Triggers, Apex Web Services, Apex Data Loader, Dashboards, Reports, Custom Objects, Force.com, Eclipse IDE Plug-in, AJAX, Visual Force (Pages/Components & Controllers), Velva, Lightning (components and controllers), Workflow rule, Approvals, CPQ, ETL, S-Controls, SOQL, SOSL, Custom Objects, Force.com IDE, Standard objects, Data loader, Data integration, Data migration, Sales cloud, Marketing salesforce cloud, CRM, Web services, Validation Rules, Sandbox development and Testing |
| **Salesforce Tools** | Eclipse, Force.com Explorer, Apex Data loader, Command Line Data Loader, Offline Edition, App Exchange, Force.com Platform (Sandbox, and Production). |
| **Programming Languages** | C, C++, Java, PL/SQL, Apex, Ajax, C#, , HTML, XML, CSS, Java, Java Script |
| **Web Technologies** | Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, JQuery, OOD, JDK, and WSDL |
| **Databases** | PL/SQL, MS SQL Server 2008, Oracle 10g/9i/8i, MS Access |
| **Mobile Application Tools** | SalesForce1, Interface Builder |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008 , Macintosh, Linux, Unix, , Mac OS X 10.9/10.8/10.7. |

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I (21873093)
* Salesforce Certified Administrator (21871722)

**Professional Experience:**

**Client: Teradata, Santa clara, CA Nov 2019 - Present**

**Position: Salesforce Developer/Administrator**

**Roles & Responsibilities:**.

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* 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.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL**statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Well versed with custom HTML templates for use in **Vlocity** Cards and Omniscripts.
* Successfully deployed all the **Vlocity**/**Salesforce** components using **Vlocity** Data Packs through managed org connections and Changesets to Production Environment.
* Working on migration of **Vlocity** Components using Data Packs and Salesforce components using Changesets
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on **Integrating SAP**and **Salesforce**systems using **SOAP and REST API's.**
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Client: State Farm, Bloomington, IL Mar 2019 – Oct 2019**

**Position: Salesforce Developer/Administrator**

**Roles & Responsibilities:**

* Worked on installing and upgrading **AppExchange** apps like Cipher cloud, Grid buddy.
* Worked on Replicate data from Salesforce to Oracle to generate reports, find missing records from Siebel to Salesforce.
* Developed various **Visualforce Pages, Apex Classes, Apex Triggers, and Apex Controllers**. Created Batch jobs and schedule jobs to run at scheduled times and also created bulk jobs to handle large records.
* Created list views, Reports, **Dashboards**, Page layouts, Custom objects, custom fields, validation rules.
* Created picklists, dependent picklists, **lookup**, **master-detail relationships**, and **formula fields** on custom objects.
* Provided ongoing support and configuration for **JIRA projects, workflows, screens, fields, permissions**, and other administrative tasks.
* Have a good experience with **Data Loader, Eclipse, Git, and ANT migration tool**.
* Worked on version control of metadata using **GIT (GitHub, Gitlab), SVN**.
* Taken care of seasonal releases preparation steps on sandboxes and version-controlled new metadata, which came with new releases.
* Working on converting existing **visual force** pages into the **Lightning framework** and created components and apps using a lightning framework.
* **Vlocity** experience with creation of **vlocity** cards, **vlocity** dataraptors, **vlocity** templates, **vlocity**, omniscripts for implementing various business logics.
* Built base framework, common critical reusable classes for dependent modules and Code development for Report module.As well as understood the business process and developed presentation layer components, using **Velocity**, HTML and **JavaScript** and prepared test cases for modules
* Created modern Enterprise Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
* Involved in Analysis, Design, Development, and testing in **agile** methodology.
* Involved in developing Salesforce Lightning applications using **Lightning Components**, **Controllers**, and Events and used **custom CSS** in the components.
* Worked on data import and export using **data loader**, **import wizard**, and also using **Salesforce API**.
* Handled deployments between orgs and made all sandboxes sync with Prod org.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
* Creating sync of contacts, email alerts, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation, and working with real-time troubleshooting.

**Environment:** SaleForce.com platform, OOPs, SOQL, SQL, GitHub, Sales Cloud, Jira, Sandbox Testing, HTML, XML, SOAP, REST web services, JavaScript, Eclipse IDE, Governor limits**.**

**Client: Softech Career Info System Pvt., Ltd, India Jan 2016 – Dec 2018**

**Position: Salesforce Developer**

**Roles & Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Designed and created Custom objects, Relationships (**Lookup, Mater-Detail**), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Performed roles of Salesforce Configuration and Administrator.
* Created various **Formula, Roll-up Summary Fields, Record Types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons, and Actions on a record detail and edit pages**.
* Customized various Salesforce.com objects like **Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.**
* Created HTML, **Text-based Email Templates**, and Folder for different business groups.
* Built **Workflow rules**, **Approval process**, and created related actions **Field update, Email alert**, Creating a Task, and outbound messaging.
* Used Informatica Power Center in synchronizing **SQL** and **Oracle** to the Salesforce application.
* Written complex validation rules on standard and custom object to perform based on the record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from **Salesforce to Outlook**, and vice-versa.
* Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication.
* Configured Single Sign-On for **sandbox and production** instances with Active Directory as IdP and created my domain
* Worked on customization of **Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products**, and configured Account Teams for team selling.
* Configured **Web-to-Lead**, field mapping for conversion, and created Lead assignment rules.
* Created and configured Escalation, **Assignment rules, Web-to-Case, Email-to-Case** on Case object.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI. Worked on Salesforce integration with Jira
* Deployed components across organizations (Production and Sandboxes) using Eclipse, Force.com **Migration Tool**, and **Change Set**. Migrated bulk data from an external data source to Salesforce using **Data Loader bulk API**.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and **Data Loader**, CLI for data migration.
* Provided post-implementation support to assist end-users in creating reports, dashboards, and specific Administration tasks including creating and maintaining user-profiles and privileges.
* Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including managing releases and change control processes.

**Environment:** SaleForce.com platform, Force.com, Sales Cloud, Service cloud, Apex Data Loader, Salesforce Enterprise Edition, Apex, Visual force, Eclipse IDE Plug-in Objects