**A close up of a sign

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**PROFESSIONAL SUMMARY**

* 6+ years of experience on Salesforce development.
* Worked on and has good understanding on CRM Applications, Data Exports & Imports, Application Support, Security Administration, Maintenance, User & Security Management.
* Worked on various Standard objects and Custom objects, Validation Rules, Workflow alerts and actions, Approval Processes for Automated alerts, Process Builder, Email generation, Custom Tabs, Record Types, Dashboards and Reports.
* Extensive experience in lead, case management, Web-to-lead, Web-to case, Email-to-case.
* Experience working in CRM functional modules: Lead management, Opportunity management, Quoting, Renewals and Forecasting.
* Experience in development and maintenance of Sales, Service, Marketing and Community Cloud.
* Experience developing solutions for **Apttus CPQ** (Configure, Price Quote).
* Integration experience with Apttus CPQ and other salesforce clouds.
* Experience using Salesforce Lightning Apps, Lightning Design System, Lightning App Builder and Lightning Components.
* Proficiency in Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Reports, Tasks and Events.
* Experience in developing UI using Visualforce pages and providing business logic using Apex.
* Worked on Apex, Visual Force and experience with different SFDC development tools, integration tools, Apex Data Loader.
* Experienced in developing REST based API using Mule ESB platform.
* Expertise in implementing Service Oriented Architecture (SOA) in SOAP/RESTful web services.
* Experience in developing client-specific solutions on force.com platform using Apex classes and Triggers, SOQL, SOSL.
* Experience in all phases of Software Development Life Cycle, Waterfall and Agile (Scrum) project life cycle processes.
* Skillful in preparing User Guides/training manuals, Performing System Integration Testing (SIT) and User Acceptance Testing (UAT).
* Migrated code to different salesforce instances using deployment tools.
* Developed other supporting documentation such as source to target mapping documents, use cases, business logic flows, process flows and documenting training sessions.
* Expertise in the functional processes of system Analysis and data Analysis, such as System Requirements Specifications (SRS), Use Cases (UC), User Stories, test cases.
* Experience in providing support to end users to resolve issues & conducted weekly demos of new functionality for business stakeholders.
* Team player and creative individual with an excellent management, administrative, communicative, analytical, and integrative skills; with capabilities to maintain progressive and prosperous working environment.
* **Salesforce Super badge Specialist** in the following: **Business Administration, Security, Lightning Experience Reports & Dashboards, Lightning Specialist and Billing.**

**TECHNICAL SKILLS**

**Programming languages :** Salesforce APEX, C, Java, JavaScript, Python

**Web related :** HTML, XML, REST API, SOAP API, CSS

**Design Tools :** MS Visio, Balsamiq, UI path

**Database :** MS SQL Server, MS Access, Oracle

**Microsoft Tools :** MS Word, MS Excel, Power Point, Project, MS Visio, Outlook

**Reporting :** Tableau, PowerBI for Office 365

**Management tools :** JIRA, Rally, Slack, HP ALM, Team Foundation Server (TFS)

**EDUCATION**

**Master’s in systems engineering, ERAU Worldwide, May 2016**

**Bachelor’s in mechanical engineering, Sree Vidyanikethan Engineering College, India, 2014**

**SALESFORCE CETIFICATIONS**

**Salesforce Administrator - 211918576**

**Salesforce Platform Developer 1 - 21397640**

**Salesforce CPQ Specialist - 21364899**

**SALESFORCE TRAILHEAD PROFILE**

https://trailblazer.me/vamcop/

**PROFESSIONAL EXPERIENCE**

**Client: The Mentor Network, Boston, MA April 2019 to November 2020**

**Role: Sr. Salesforce Developer**

**Project is to streamline general ledger (accounts payable, accounts receivable, financial forms) to enhance and build automation for the field users who use manual forms to track all of the financial approvals for the persons being served (customers) across all of the continental US and automate the manual workflow for the field and supervisor users to better assist persons being served and approve all the QTC forms being submitted in a faster way and enhance services using salesforce lightening as a platform.**

**Responsibilities**:

* Worked with native Salesforce quote to cash functionality such as Opportunities, Products, Price books, Quotes, Orders and contracts, Lead-to-Cash business processes.
* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Developed and implemented solutions for the **Apttus CPQ** system deployed on the Salesforce platform.
* Worked on **full-life cycle implementation** of Apttus CPQ, product configuration, product rules, pricing rules and quote templates.
* Developed Quote documents using X-Author for word, also developed customized login screen for community users and functionality to redirect users from Salesforce to **Apttus CPQ Quote creation** using **APTTUS API’s**, Apex, Visualforce and trigger.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
* Skillfully utilized Lightning Connect to get real-time data from external system by using external objects in Salesforce.
* Involved in Apttus CPQ (Configure, Price& Quote) design and development to map the Salesforce custom objects and involved in Advanced Workflow Approvals.
* Moved all servers from in-house server to cloud based AWS with Salesforce.
* Migration of Existing application to AWS cloud and automated regular AWS tasks like snapshots creation.
* Worked on **Apttus CPQ pricing** using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Used Jenkins for Continuous integration.
* Implemented DML activities of Inserting and Updating records.
* Implemented a custom Login Flow for Chatter free client utilizing APEX Plug-in interfaces.
* Extensively worked on **integration** of APTTUS CPQ with REST API.
* Written SOQL, SOSL inquiries in Apex triggers and controllers, utilized Salesforce workbench to produce questions within the governor limitations.
* Experienced in deploying from sandbox to production using ANT tool.
* Implemented the Salesforce applications using Agile Methodology involving iterative development methodology.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes, Lightning pages and lightning components to achieve the complex business functionality.
* Managed Page Layouts, Fields, user Interface, users and permissions.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Worked on different Integration issues and worked on developing Visualforce Pages and Controller classes.
* Installed and configured [Tableau Viz Lightning web component](https://appexchange.salesforce.com/appxListingDetail?listingId=a0N4V00000GF1cSUAT) from AppExchange.
* Set up new users by configuring custom profiles, permission sets, and object settings.
* Developed Apex triggers, Apex Classes and Test methods, Controllers & Extensions to support Visualforce pages, Test Classes for Unit testing as per the functional needs in application.
* Created and managed custom objects, fields, formulas, validation rules, custom workflow.
* Performed formal user acceptance testing and run through the UAT Scripts post deployment
* Designed Visualforce Pages to display data dynamically and real time integration and worked on developing client-side logic using Java Script and HTML.
* Performed testing and customization of objects, fields, record types, page layouts, workflow and validation rules in salesforce with input from business leaders.
* Provided day-to-day end user support and assist users with best practices to improve and increase Salesforce knowledge.

**Environment:** Salesforce.com, Salesforce Lightning, AWS, Lightning Web Components, Web Services, CSS, Apttus CPQ, Visualforce, Apex, security controls SOSL, SOQL, ETL, Data Loader, Reports, Dashboards, Apex Plug-in, Migration Tool, Sandbox loading, Cloud Deploy, JIRA, HTML.

**Client: Santander Bank, Boston, MA November 2017– March 2019**

**Role: Sr. Salesforce Developer/CPQ developer**

I worked on in-built salesforce CRM platform, Heloc and with 3rd party vendor to build in house Enterprise Level customer communication management tool to enhance banking portals to a single platform for Backoffice operations.

**Responsibilities:**

* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers as a Salesforce consultant.
* Developed Apex classes, Controller classes and Apex Triggers on Force.com platform to customize application according to the functional needs.
* Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in the Salesforce1mobile platform.
* Created Lightning page with some customizations based on the components used and created the Lightning app.
* Added Lightning Component to Lightning Pages and Record Pages.
* Experience with (Steel brick) Salesforce CPQ quote to cash functionalities.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, price rules, calculator plugins, filter rules, corporate and user discounts.
* Designed Lead to Cash processes across Sales, Quoting, Order management and billing on a sales engagement.
* Worked with Data loader for loading the attachments into salesforce.com, related to

objects like Accounts, Contacts, Opportunities, and Activities.

* Worked on supporting service cloud like cases and creating case escalation rules for customer support.
* Created complex workflow rules criteria for field updates and email alerts and used field level Security along with the page layouts in lightning to manage access to certain fields.
* Developed Custom Objects, Custom Reports Tabs and Components and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Steel-brick CPQ.
* Created roadmap for the customer support/call center banking operations.
* Optimized the back-office applications using a single platform. (Santander ONE)
* Created SOAP and REST based web service interfaces using Mule ESB Any point Platform and delivered fast, reliable and scalable integration API codes.
* Configured Mule flows using different connectors like X12 EDI, Partner Manager, Object Store and custom-developed connector Phoenix which connects to the Apache HBase database.
* Created REST API's using RAML and developed flows using APIKIT Router.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Created various RAMLresources to implement REST Based APIs as a part of project implementation.
* Used Marketing cloud application, web services and requirements for automating web services.
* Experience using Aura framework for developing UI using Aura tags in Lightning components and rollout to lightning experience.
* Implemented DML activities of Inserting and Updating records.
* Worked on Conga Composer – a report building tool to generate customized and personalized reports according to the Company standards in MS Word and PDF formats.
* Built and integrated third-party CTI systems with Salesforce Call Center using a browser based on JavaScript API for back office operations.
* Used agile and waterfall methodology of development for all the project requirements.
* Participated in daily scrum meetings to discuss issues and goals fulfilled.
* Developed and maintained complex Extract-Transform-Load (ETL) processes from multiple systems.
* Worked on the AppExchange application “Process Composer” – to build and automate simple and/or complex repetitive processes.
* Used SOQL and SOSL queries and DML operations for data manipulation and also kept Governor Limits in consideration.
* Provided support for in house GIT/ GitHub and Sub Versions.
* Involved in fallout analysis and fixing the issues.
* Integrated web services by generating the necessary stubs from the WSDL files for extracting the data from the inbuilt applications by using the webservices APIs.
* Used sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Salesforce.com Platform, Apex, Field Service Lightning, Steel-brick CPQ, Congo Composer, Sales Cloud, Service Cloud, HTML, Java Script, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in, JIRA

**Client: GM Financial, Fort Worth, TX September 2015 – October 2017**

**Role: Salesforce Developer/Administrator**

General Motors Financial Company, Inc. is the financial services arm of General Motors. The company is a global provider of auto finance, with operations in the United States, Latin America, Canada, Europe, and China. The company is headquartered in Fort Worth, Texas.

**Responsibilities:**

* Performed administrative tasks such as creating users, roles, profiles, sharing rules, email alerts and business processes.
* Managed Users, Profiles, Roles, Permission sets, Groups and Queues.
* Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
* Worked on Data Management including data integration from external data sources using API’s, Web services, importing and exporting large volumes of data using data loader and data import wizard.
* Designed and Build Einstein applications, datasets, data flows and dashboards, working with both internal and external data sources.
* Delivered Einstein solutions that can be embedded into and available within the existing Salesforce Application.
* Implemented approaches for content governance, processes, version control and UI consistency within Einstein.
* Worked on various salesforce.com standard objects like Leads, Accounts, Contacts, Opportunity, Cases, Search Layouts, App Customization, Custom and Related Links, Migration Tool, Reports and Dashboards.
* Created different Workflow rules (outbound API messages, email alerts, update fields) and Approvals for various campaign processes and designed HTML Email templates for auto response to customers and created approval page layouts and tested using sandbox.
* Designed, and developed Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Worked with Lightning App Builder to build custom interfaces and Lightning component actions.
* Worked on converting Sales force classic VF pages into lightning using Lightning web components and Lightning App builder.
* Knowledge on creating Visual force Dashboards, sharing rules, Roles, Role Hierarchies and also implemented Object Level Field Security to manage critical information on user profiles.
* Used the Sandbox for Testing and migrated the code to the deployment instance after testing.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, JSON sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, WSDL.

**Sutisoft, Hyderabad, India May 2014 – July 2015**

**­­Role: Salesforce Developer/Administrator**

Sutisoft is one of the fastest growing SaaS providers in the industry with a 97% renewal rate. Their applications deliver some of the most diverse feature sets in the industry through simple and easy-to-use interfaces. They are built on an open platform architecture, which allows easy integration with third-party applications.

**Responsibilities:**

* Performed customizations like Apex class, apex triggers, field level security, profile settings, page layouts, validation rules, workflow rules, report types, custom labels etc.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts field updates to implement business logic.
* Scheduling Apex jobs for processing large records.
* Interacted with various business groups for gathering the requirements and documented the Business and Software Requirements.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Worked on all data migration using the salesforce.com import tool. Migrated data from MS Excel / CSV files to SFDC using Apex Data Loader.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Involved in mass Imports and Exports of data.
* Implemented Sales Cloud and Service Cloud.
* Worked with QA team in designing and developing test cases.
* Worked through various stages of the software development cycle like Analysis, Developing, Testing and Deployment stages.
* Worked on development with Salesforce.com developer toolkit (Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services.
* Built and supported integrations between front end and back end systems using HTTP, JSON and RESTful design principles.
* Wrote Apex Classes, Custom Controllers and Apex Triggers in the application for various Business/functional requirements.
* Implemented Workflow rules, Approval process and its associated actions like Creating Task, Email Alert and Field updates.
* Proficient in using JIRA and have participated in all scrum events.

**Environment:** Salesforce, CRM, Admin, Apex, SOQL, HTTP, JSON, JIRA, Import Wizard, Data Loader, Apex data Loader, SOQL, Triggers.