**SAI KRISHNA KAPAROUTHU**

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**PROFESSIONAL SUMMARY:**

* More than 8+ years of professional IT experience and solid involvement in Salesforce.com which includes Configuration, Customization, Deployment, and Integration in Salesforce.com CRM stage. Also, involved in different phases of SDLC including analysis, design, development, implementation & enhancement of projects in SalesForce.com.
* Excellent knowledge in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Salesforce Integration, REST, SOAP based Web Services, Force.com API, Salesforce AppExchange.
* Expertise in administration, lightning Configuration, Salesforce CRM, SAAS (Software as service), and Apex language.
* Experienced in Development, Administration, Configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA Applications based on Apex Language and Leveraging Force.com Platform.
* Expertise in Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, deployment and maintenance of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications.
* Experience in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboards.
* Strong implementation and rollout experience with salesforce.com CRM, Sales cloud, Service Cloud, Marketing cloud, Sites and Communities.
* In depth knowledge on CRM business processes like Campaign Management, Lead Management, Account Management, Contact Management, Opportunity Management, Support Process, Forecasting, Order Management, Case Management in a multi-tier environment.
* Strong Implementation and Integration experience using Custom objects, Custom fields, Formulae fields, Triggers, Apex classes, Visual Force Pages, Page Layouts, Workflow rules, Approval processes. Record Types, Standard Controllers, Custom Controllers, Extension Controllers, SOQL and SOSL.
* Experienced In SFDC Configuration & Customization- Creating & Managing Users, Roles, Profiles, Permission sets, Communication Templates, Security Access, Single Sign-on (SSO) and Security Controls to ensure that protected data is available only to the authorized users.
* Experience in the process of migration from Classic to Lightning environment and enhancing all the existing Visual force pages and make them compatible with Salesforce Lightning.
* Experienced in Salesforce Lightning for UI design and Lightning pages with lightning style sheets.
* Experienced on Lightning components by using Aura framework.
* Experience in SFDC development using Apex classes and Triggers, Integration, Visual Force, Force.com API, SOQL, SOSL.
* Accomplished a strong knowledge of synchronization, data extraction, transformation, data loading, scheduling, monitoring, and reporting in a cloud computing environment.
* Migrated large volumes of external data on to Salesforce.com using Apex Data Loader as part of data management functions.
* Good experiences in integrating salesforce.com with other internal/external applications using SOAP and REST based web services.
* Experienced in developing Web Services for handling inbound requests from external web services and outbound calls to external systems using Force.com Web Services API.
* Hands on experience with various app exchange applications such as Jitter bit, Cloud, Data Loader, Conga Composer, and Spring CM.
* Having worked on salesforce.com Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using Force.com Migration Tool and Change set.
* Good Knowledge on customizing applications using ECLIPSE IDE/VS Code with force.com plug-in andforce.com IDE.
* Experience in all phases of SDLC like including requirements gathering, analysis, designing, coding, Test Driven Development (TDD), Continuous integration (CI), documentation and extensive experience in Agile and Waterfall Methodologies.
* Capable of rapidly learning new technologies and successfully applying them to projects and operations. Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.

**Technical Skills:**

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| **CRM Applications** | Salesforce.com: Sales Cloud, Service Cloud, Force.com: Custom Cloud  Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud  Salesforce.com AppExchange: Application for code backup and sub versioning within Salesforce |
| **CPQ Tools** | Apttus CPQ |
| **Configuration Skills** | SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills,  ,Security and Sharing Model Translation Workbench |
| **Operating Systems** | Windows 7/8/VISTA/ Window Server 2008/Windows Server 2012, UNIX, Linux |
| **Languages Known** | Java, UNIX Shell scripting, JavaScript,PlSql |
| **Methodology** | Agile, Waterfall |
| **Databases** | Force.com DB MySQL, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, Java DB, basic Distributed Database technology-Hadoop-SQL |
| **Known Tools** | Web Services SOAP, REST,CVS,SVN,Ant, Wiki, Cobertura, JSON, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) QTP. |
| **Packages** | MS-Office, Project, SharePoint, VISIO, Excel, Access, Infopath |

**CERTIFICATIONS:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer I (DEV 401)

**Education:**

* Bachelor’s in Computer Science Engineering from JNTU 2012
* Master’s in Computer Science Engineering from TAMUK 2015

**WORK EXPERIENCE:**

**Client: State of Georgia (GDOT) May 2019 -Present**

**Role: Sr. Salesforce Lightning Developer**

**Responsibilities:**

* 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 Visualforce, Force.com API, and Web Services.
* Agile Development Methodology was followed for the implementation
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Migrated related sets of data between Orgs while preserving those relationships.
* Refreshed salesforce sandboxes with data from production Orgs.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Used SOQL and SOSL queries to pull data from database for data manipulation needs.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
* Developed Visual force pages and dynamic pages using JavaScript, Ajax toolkit and JQuery.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Configured Data Loader and uploaded data in CSV files into Salesforce, checking for the correctness of the data.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Performed code review of the application to make sure the source code confirms to industrial coding standard sand followed good programming practices.
* Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.

**Environment:** Sales force.com platform, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, HTML 5 Apex Triggers, Lightning Experience Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Gigamon, CA Nov 2017 –May 2019**

**Role: Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Strategically design, build, and support Salesforce Lightning processes to increase the efficiency of the organization
* Developed Flow Diagram for the development of FSL App, Architecture and Designed CMC Field Technicians Mobile app.
* Worked on case management using OOB components for service console and on email to case.
* Created service appointments and Work Orders for the Technicians to do Audit survey and Intake Survey by CSR’s.
* Worked as a architect and designed FSL app for the programs of PPL and PECO surveys.
* As a Part Sys Admin Controlled User of FSL technicians license for about 300+ users, for service cloud CSR's and CCR are also controlled by me. Create validation rules for the approval process.
* Created a POC on FSL Mobile App End to End flow of technician and worked on 3rd on prty.
* Created an FSL Standard Mobile app called PPL Data Collector for the Audit Survey (web and mobile- iPad compatible and Android) for the technician’s survey.
* Architecture and created multiple lightning components and LWC to enhance the existing functionalities.
* Used Survey Builder and Field Surveys for the CMC which moved to Salesforce from its legacy application.
* Extensively used Data Loader, Data Loader IO.
* Provide product research and recommendations for identified areas within Salesforce.
* Review and understand the high-level workflows and systems within the client Salesforce org.
* Integrated a café/branch event approval process app in Salesforce with API to create and update events using GraphQL to display approved events on CSR’s Portal and Technician facing events website.
* Worked on Einstein Analytics developed for delivering numerous dashboards for various areas of Marketing.
* Created Dashboard using Einstein analytics for different application for monitoring on Outbound and inbound call status reports.
* Performed Salesforce administrative tasks on a regular basis like creating Page Layouts, Email Services, Validation rules, Approvals, Workflows, Einstein Reports & Dashboards, Custom Formula Fields, Tasks and Events.
* Created Coat estimates for the products from inventory to get automated service reported, worked on creating Standard SF service report, and custom report.
* Created signature and fields in services reports and send email to the customer for acknowledgement.

**Environment**: Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Aura Framework, Informatica, Sales Cloud, Service Cloud, GitHub, Controllers, Visual force Pages, GitHub, jQuery, XML and Triggers.

**Client: Molina Healthcare, Long beach, CA Sep 2016-Nov 2017**

**Role: Sr. Salesforce Developer**

**Responsibilities**:

* Salesforce implementation using Account/ contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Worked on Quote-to-Cash process and configured Products, Rules, Pricing, Pricing Rules and all other aspects of product set up in Apttus CPQ*.*
* Worked on creating communities and customizing community pages.
* Used agile methodology for drafting functional requirements for computer systems using models and diagrams to represent the functions and processes included.
* Used Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com objects.
* Build Apex classes implementing SOQL statements within Force.com IDE to manage interaction with the database.
* Customized the Dashboards and Report to track usage of productivity and performance of business centres and their sales teams.
* Creating interactive views of that data and sharing those views in dashboards using Wave Analytics.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Migrated data from Salesforce to SQL Database using Data Loader Command Line
* Used QuickBooks to automatically create Invoices to reduce data entry and speed up cash flow and provide visibility to accounts for account management purposes.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, Visualforce pages, custom reports.
* Experience in developing Communities and custom lightning components as per the business requirements
* Designed, developed and deployed Apex Classes, Controller Extension Classes to support Visualforce Pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Used the batch apex for the account object to retrieve the data from the database in that organization.
* Deployment from sandbox to production using force.com IDE.
* Designed and deployed the Custom objects, Custom tabs, Picklist, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Migrated data from Salesforce to SQL Database using Data Loader Command Line
* Used QuickBooks to automatically create Invoices to reduce data entry and speed up cash flow and provide visibility to accounts for account management purposes.

**Environment: Saleforce.com platform, Agile, lightning, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Data migration, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Marketo configuration and customization, Security Controls, Sandbox data loading, Eclipse IDE Plug-In, Windows XP.**

**Client: Telnet, Washington DC. July 2015- Aug 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Configure SSO from an Org to a Community, used endpoint URLs point to the community.
* Used the community URL under SAML Metadata Discovery Endpoints on the Identity Provider page. Defined a connected app on the identity provider, specified this Login URL as the ACS URL.
* Migrated entire data of Service Providers as Connected Apps with SAML 2.0, Worked with the user group for requirement gathering throughout the planning and implementation and provided estimates to the client.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Implemented new customer support solution using Salesforce.com Service Cloud. Maintained and improved existing Sales Force implementation.
* Worked on customization of Service Cloud objects - Cases, Solutions and Knowledge objects.
* Worked on Case Entitlements, Service Console, Email-to-Case, Escalation, Auto-response and Assignment rules.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visual force components
* Implemented Web-to-Lead for Leads generated from web and Web-to-Case, Email-to-Case for Cases sent to a centralized email.
* Designed, developed and deployed Apex Classes, Visual Force Pages, Components, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developed and scheduled various Batch Apex classes using Apex Schedulable classes on hourly basis.
* Extensive experience in Salesforce.com setup, configuration, customization, Administration, Data Migration and Integration tools like Apex Data Loader.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Extensively involved in APEX Unit Testing (UT) using Test Methods by using Force.Com utilities and was involved in the Integration Testing.
* Participated in Daily Standup and demos with the client as part of Agile methodology.

**Environment:** Salesforce.com Enterprise Edition, Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Validation Rules.

**Client: GE Capital, Washington DC Mar 2013 – June 2015**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Involved in administration, configuring, maintaining Salesforce.com, Application user profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation.
* Customized tabs for among different business user's groups and business centers.
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Created customized pdf files by using visual force pages and Apex classes then attached to the DocuSign templates and sent directly to the users.
* Designed and built custom applications using Force.com and Visualforce.com
* Provided ongoing Salesforce.com maintenance and administration services, Including custom objects and workflows.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users
* Provided the training to the internal business users to use the application and develop their own custom reports.

**Environment:** SalesForce.com, Apex Language Salesforce.com Custom Objects, Visual Force (Pages, Component and Controllers), Page Layouts, Force.com IDE HTML, ETL tool, CSS, Java Script, Workflows, Reports, Eclipse, SalesForce.com sandbox implementation.

**Client: Apps associates Hyderabad, India Jan 2012 – Feb 2013**

**Role: Oracle Database Administrator**

**Responsibilities:**

* Involved with installation and maintenance of Oracle 3 node RAC for high availability.
* Involved in change control process and Upgraded the Oracle 10g database to 11g version and applied patch set and interim patches whenever required to make the database software up to date.
* Worked extensively on monitoring 10g/11g Grid Control and Configuration of error notifications, installing listeners, and adding them to the grid control
* Involved in Migrating applications from single instance databases to Exadata
* Maintained 10g/11g RAC environment and troubleshooting issues.
* Having good experience in Migrating Single Instance database to RAC Environment & Exadata
* Patching of Exadata Cell Storage servers
* Performed upgradation of databases on Exadata environment
* Performed Capacity Planning, Undo segments and Health check reviews in RAC
* Monitoring Day-to-Day Backups, Log’s & recovering them as per the requirement.
* Scheduling the databases backup using Cron tab and VERITAS net backup.
* Involvement in space management, rectification of lock problems, managed quotas.
* Performed Migration of databases 10g on Hp - Unix to Oracle 11gR2 on Linux.
* Created, monitoring database objects like Indexes, Views, Users, and DB Links
* Wrote scripts for database maintenance activities such as monitoring the growth rate of table spaces and extents. Also, wrote UNIX scripts to process batch jobs.
* Monitored queries with high response time and high disk read per execution (Top SQLs) and tuning the same using Explain Plan, TKPROF and SQL tuning advisor.
* Extensively used features such as Data Pump, Flash Back Recovery, ASM, ASH , AWR, ADDM for Generating reports
* Created Partition’s estimated stats on one partition1 and copied the stats to remaining partitions using dbms\_stats.
* Involved in 24x7 production database maintenance and on-call support.
* Conducted time-to-time analysis and monitoring of the software and hardware requirements and act accordingly

**Environment:** Oracle 10g/11g, RAC on Sun Solaris, Linux, Exadata, RMAN, Data Guard, Golden-Gate 11g, OBIEE, Toad, OEM, ASM.