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**Subash Chandra Bose Gundampally**

**Professional Summary**

* Over years of IT experience with above **7** years of experience in the **Salesforce.com CRM** Platform both as Administrator and Developer.
* Highly proficient with **Sales Cloud, Service Cloud, web service, Force.com, Chatter and App-exchange** on **Salesforce.**
* Strongly experienced in analysis, design, development, and testing of the **SFDC application** and Developed Visualforce pages and Custom Objects using **Apex Programming on Force.com Platform**.
* Skilled working with **Force.com IDE** and **SFDC Sandbox environments**.
* Good knowledge on **Apex development** in creating **Triggers, Apex Classes, S-controls, Standard Controllers, Custom Controllers** and **Controller Extensions, Web Services and Visualforce pages**.
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with **Salesforce.com platform.**
* Strong experience with Salesforce.com CRM full implementation, migration of Sales, Service clouds, Communities and Force.com **platform**.
* Experience with databases and programming languages - **MySQL**, **jQuery** and PHP.
* Upgraded some Apps from Salesforce Classic to **Lightning** Experience to develop rich user interface and better interaction of pages and managed Packages.
* Hands on Experience in **Data** Management, Data Security, Data Modeling, Workflow **Automation**, Formulas & Validations, Chatter.
* Responsible for Customization of the Salesforce Sales Module for capturing the Lead Generation, Accounts, Opportunities.
* Knowledge on the **Field** Service **Lightning** mobile app how it works and aids on-site job management to a mobile workforce.
* Good knowledge on Set up field service features according to client unique **business** needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Good knowledge in **Unit** **Testing**, Test Coverage and Code Review.
* Experience in Deployment, deployment from one environment to different environment.
* Good Understanding of IT Service Management (ITSM) and the ITIL business process along with maintenance of service level agreement (**SLA**) and monitor an **SLA** workflow.
* Usage of scripting tools and Service Now functionality to create script to automate routine tasks being done in Service Now.
* Worked on Data Migration using **Apex** Data Loader, Code deployment using **TFS** **Visual** Studio and **Azure** Git.
* Worked on deployment using CI /CD process using version controlling in Salesforce
* Experience in handling Web Service Calls using **REST**/SOAP API’s.
* Knowledge on Salesforce **Configuration, custom Application Development, Administration, Data Migration** and **Deployment** of applications to **Force.com platform.**
* Designed junction objects to establish **many to many relationships** and implemented various features like Relationships, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented record level security using Roles, Sharing Settings (Organization Wide defaults and sharing rules for different users at different levels of organization. Also created various profiles and permission sets to control access to the data across **objects, Fields, Tabs, Apps, Visualforce pages** and other access level permissions in Salesforce.
* Experienced working with **salesforce.com sandbox** and production environments and used **Eclipse IDE Force.com Plug-in** environments.
* Technology savvy with aptitude and experience in adopting modern **methodologies** and innovative techniques to boost work efficiency.
* Expert in capturing, analyzing, **documenting** and realizing the **business** requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, **Classes**, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic.
* Experienced using Salesforce **Lightning** UI. Created **Lightning** Apps combining **Lightning** Design System, **Lightning** App Builder and **Lightning**Component features.
* Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands-on leader with exceptional presentation and **client/customer relation skills**.
* Strong communication and inter-personal skills with ability to work well in a **dynamic** **team** environment.

**Work Experience:**

**State of Virginia, VA Jun-2020-Present**

**Role: Sr. Salesforce Developer (Deloitte)**

* Interacted with the Business team on a weekly scheduled basis for discovery on the requirements, discussing the open-sprint topics and presenting the completed development tasks.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement the business logic.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Tested apps by appending **multiple** **components** to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Proficient in Bug Severity analysis, Bug tracking system and Bug Reporting, can prioritize issues based on important, urgent and hot fixes and Proficient in Tracking and Reporting defects using Industry and Internal tracking tools like Quality **Center**, Jira.
* Experience with **Chatter**, **Communities**, and other Salesforce apps.
* Good knowledge on Community cloud module.
* Have experience on **File** Transfer Protocols.
* Quick **Learner** and Self Starter, strong organizational and multi-tasking skills.
* Excellent analytical, de-bugging skills and documentation skills.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills
* Created many **Lightning** **Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Worked with the scrum master to deliver quality code within time line, implement best practices and communicate issues & risks.
* Worked on creating the custom **lightning** record **layouts** and displaying the pre-populated fields and inheriting the styling from **Lightning** Design System.
* Developed new Process Builders and also enhanced the existing **Process** **Builders** based on the business needs.
* Extensive experience with data migration into SFDC for objects including but not limited to accounts, contacts, cases, leads and opportunities.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Base Lightning Components and implemented the platform interfaces.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events /Logic & Interactions.
* Developed **Lightning** Components, **Lightning** Apps to provide better and more interactive interfaces to end users, which help in service enhancements.
* Creating Lightning **Modal** Components to display the content for the creation of record and pre-populating the fields within the modal box.
* Experience in integrating with external systems using SOAP API, Rest API.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse IDE Plug-in, SOQL, SOSL.

**Blue Cross Blue Shield, Durham, NC Jan-2020-Jun 2020**

**Role: Sr. Salesforce Developer**

**Responsibilities**

* Developed **Apex** Classes, Controllers and **Apex** Triggers for various functional needs on Force.com
* 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.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatics on Demand
* Developed Apex Classes as **REST** Web Services for external applications accessing Salesforce.com data from external systems to display in the pages of Salesforce.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the **portal**.
* Developed various Custom Objects, Tabs, **Components** and **Visual** Force Pages and Controllers.
* Developed database schemas and configuring data structures.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience in integrating with external systems using SOAP API, Rest API.
* Worked on developing the various implementation, validation and back out scripts on SQL server. Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:** Force.com, Apex, Lightning, Data Loader, Lightning, Import Wizard, Informatics, Eclipse IDE, Controllers, Visualforce Pages, XML, Triggers, Security Controls

**Web Technologies:**

**Molina Health Care, Long Beach Mar-2019-Dec 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Worked with various **salesforce.com objects** like Accounts, Contacts, Leads, Opportunities, Cases, Solutions, Knowledge, User specific **Reports and Dashboards.**
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the functional requirements.
* on DevOps tool, **Gerrit**, **Jenkin**. Worked on **ANT** tool for data validations and for moving components from one organization to other organizations
* Designed, developed and deployed **Apex Classes** Extension Classes to support Visualforce pages development, Test Classes for **Unit testing** and **Apex Triggers** for various functional needs in the application.
* Defined, and deployed the **Custom objects, Custom tabs**, **Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules**, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, Visual Workflows (flows), custom reports, dashboards Visualforce Pages to suit to the needs of the application.
* Upgraded some Apps from Salesforce Classic to **Lightning** Experience to develop rich user interface and better interaction of pages.
* Developed **Lightning** apps using **Lightning** Components and made them compatible with salesforce1 mobile app.
* Involved in gathering requirements, developing Use Case Model, Class Diagram using Enterprise **Architect**.
* Implemented **Email-to-Case, Web-to-Lead, and Web-to-Case** according to the functional requirements.
* Responsible for helping to **capture business requirements**, identifying appropriate data sources, Data quality issues, Business transformation rules, mapping source to target.
* Experience in troubleshooting **REST, SOAP** and other schema errors from **external WSDL files**.
* Integrated the **third-party web services** using callouts by generating the necessary stubs from the **REST** files for extracting the data from external systems to display in the pages of salesforce.com and developed own Web Services..
* Used various **sandboxes** for **developing**, **testing** and migrated the code to the production after **UAT** **testing**.
* Created Security and Sharing rules at object, field and record level for different users at different levels of organization.
* Worked on Salesforce.com Application to Setup activities and **customized the apps** to match the functional needs of the organization.

**Environment:** Eclipse IDE, Salesforce.com, Lightning, Force.com Sandbox, S-Controls, Import Wizard, Apex, XML, JavaScript, Web Services API, SOAP, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Email Services, Batch Apex Interface, Custom Tabs, Security Controls, HTML.

**S&P Global INC, NYC, NY Nov-2017 - Jan-2019**

**Role: Salesforce Developer/ Administrator**

**Responsibilities**:

* Worked on **Service** Cloud and Sales Cloud implementations.
* Created various Customized **Visualforce** pages for various business units including a page for company purposes showing a **quick** tax estimate.
* Made new feature enhancements on **Service** cloud console **view** and developed some Visualforce components.
* Worked with Workbench rest Explorer to test the data integration with the external systems
* Designed various **Webpages** in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Developed Complex **Apex** **Batch** Jobs and changes to the existing Jobs for better Performance.
* Created profiles, roles and implemented object **level**, field level and record level security.
* Development of **SOAP** and **REST** based web services used for custom development.
* Provided ongoing Salesforce.com maintenance and administration services including periodic **data** **Cleansing** custom objects, workflow.
* Developed and deployed workflow rules, **approval** processes, **email** templates, and **assignment** rules.
* Debug **Apex** scripts using Debug Logs and **System** Log Console to catch Exceptions and execute **Governor** Limits.
* Worked with Dynamic Apex to access S-**Objects** and fields to describe information, execute **Dynamic** SOQL, SOSL, and **DML** Queries.
* Used **SOQL** and **SOSL** with in Governor Limits for data manipulation needs of the application usingForce.com explorer.
* Experience in **ETL** Methods for integrating data feeds on **Salesforce** cloud.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Web Services, Apex Classes, and Triggers.
* Managed Service Cloud components including Service Console, Partner portal, Call **Center**, integration, Customer **Portal**, Live agent and **Entitlements**.
* Implemented Email-to- Case, Web-to- Case entry and manual case entry for entering customer’s cases in Cases Tab, Auto Response rules, Assignment, and Escalation rules.

**Environment**: Salesforce.com platform, Database.com, Apex Script, Visualforce Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, HTML, Java Script, Reports, Dashboards

**Univision, New York Jan-2016 - Sept-2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements.
* Developed Formulas, Validation rules to maintain the quality of the data.
* Experienced in creation of **Queues** and **Assignment Rules**.
* Experienced in SFDC development using **Apex classes** and **Triggers, Visualforce, Force.com IDE, SOQL, SOSL**.
* Experienced in developing Apex Triggers using the Apex programming using **Apex Editor**.
* Responsible for Creating the Validation rules for email and other custom fields.
* Custom development using Apex and **Visualforce Pages.**
* Implemented groups for the sales and support user groups based on the user requirements.
* Experienced to maintain, enhance and create workflows and validation rules.
* Created the Dashboards, Reporting Tabs and Pages based on the available data.
* Build the Role Hierarchy System in Salesforce.com and created Profiles setup according the Profiles.
* Responsible for setting up **Filed Level Security.**
* Developed custom Workflows and Assignment Rules for case escalation. Implemented Field Level security for sensitive data holder fields.
* Created different Record Types, Page Layouts, Formula fields, Workflows.
* Experienced in creating the Work Flow Rules in the Approval Process. Experienced writing the technical specification documents.
* Worked on **Salesforce.com setup & configurations**, Data migration and conducting end-user trainings.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Worked with Apex Data Loader tool to perform **DML operation** using **CSV files**.

**Environment:** Force.com, Apex, , Data Loader, Lightning, Import Wizard, Informatics, Eclipse IDE, Controllers, Visualforce Pages, XML, Triggers, Security Controls.

**Cigniti Technologies, Hyderabad, India Jan-2014 - Jun-2015**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and using other Platform based technologies like **Visualforce** and **Force.com API.**
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Cases, Leads, Campaigns, Reports** and **Dashboards.**
* 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.
* Designed, and deployed the **Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Participated in the training sessions provided by the Salesforce team.

**Environment:** Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.

**Sutisoft Solutions, Hyderabad, India. Jun-2012 - Nov-2013**

**Role: Java Developer**

**Responsibilities:**

* Created a **customized architecture** for database model to interact with database.
* Good understanding the **MVC architecture** to develop a **web-based application using Maven**.
* Created a **JSP pages** to interact with end user along with represent the data.
* Coordinated with management and sales team to modify the existing java applications into more user friendly and sales effective applications.
* Extensively used **HTML, CSS, JavaScript, JQuery, JSON and XML** to represent the data at front-end layer.
* Developed and **web based application** using Java and JSP.
* Extensively worked in agile environment by taking regular stand-ups daily along with other Sprint meetings like Sprint planning, Retrospective, Sprint grooming meetings.
* Used **Log4J for logging** and tracing the messages.
* Used **tomcat app server** to deploy the application at various levels of environment.
* Used **JQuery plugins** in applications for better user interface like **date picker, dialogue** etc.
* Involving and participating the POC like to migrate on **SPRINGS** **framework** along with **Angular JS.**
* Consumed REST calls at front end using **JQuery Ajax calls**.
* Effective debugging and analyzing the existing code to fix the production defects to reduce the defect count.
* Extensively adaptive to learn new technologies to implement in my project for effective solutions.

**Environment:** Java, J2EE, Stateless Session EJB, JSP, Servlets, Struts, XML, JMS, JUnit, Oracle 9i, UML, Rational Rose, JDBC, JNDI, SQL, Design Patterns.

**Acadia Technologies, Hyderabad, India. Jun-2012 - Nov-2013**

**Role: Application Developer( Intern)**

* Developed the web interfaces for Process Flow using **JSP** technology, which provides flexibility in page design and makes easy for maintenance and modifications.
* Scripting of **Test** **cases** based on the Specifications received for the request.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Implemented **Maven** and used **Jenkin** build tool to build jar and war files and deployed war files to target servers.
* Managing **Build** using **Maven**.
* Responsible for **Coding** using JSP, **Java Servlets, Spring** MVC and XML.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Worked on Dynamic, object-oriented programming language **RUBY**.
* Used **PL**/**SQL** extensively to generate stored procedures and functions to use with Java.
* Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming.
* Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise **Application** Integration.

Environment: J2EE, Java Servlets, Java, SQL, PL/SQL, Oops, Maven, Jenkins, Apache Tomcat, XML, CSS, AJAX.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Classes, Triggers, SOQL, SOSL,  Visualforce (Pages, Components and Controllers), Apex Data Loader, S-Controls, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **Programming Languages** | Java, Apex, .Net, C, C++. |
| **Web Technologies** | XML, HTML, JavaScript. |
| **Operating Systems** | MS Windows, UNIX, LINUX. |
| **Methodologies** | Agile, Scrum, Waterfall, SDLC. |
| **Tools** | Eclipse, SQL Server Management Studio (SSMS), Veeva CRM, SQL Query Analyzer, SVN, JIRA, ALM, SharePoint. |

**Certifications:**

Certified Salesforce Administrator Admin-**201**.

Certified Salesforce Developer -**401**

**Qualification:**

**Education: Master’s in computers science**

**College : Southern Arkansas University 2018.**

**Reference available upon request**