**Sai Chetan Ellur**

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**Contact: (317)912-0035**

**Sr Salesforce lightning Developer / CRM / Apex Expert**

**Professional Summary:**

* Over 7 years of experience in Salesforce CRM platform with around 3 years of experience in Marketing Cloud and 1+ year experience working with Einstein Analytics (Wave Analytics).
* Expert in Requirements Gathering, Software Development Life Cycle, Software Architecture, Software design patterns, Testing Validation and Verification.
* Participated in Scope, design, development, testing, training, development, implementation and follow up on multitude of strategic projects within Salesforce.com as a Salesforce.com Developer and Administrator.
* Experienced in full cycle implementations of SDLC such as design, configuration, custom development and integration including documentation and business Analysis.
* Good understanding of different SDLC methodologies like Agile and Waterfall.
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.
* Experience in Administration, Configuration, Implementation, Lightning, and support.
* Integrating the application with SOAP Web services and REST Web services. Provided user support and bug fixing activities as per the SLA.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Good experience on Salesforce Lightning. Experience in third party integration with ERP.
* Have done many integrations and used the Salesforce Marketing Cloud connector to connect to multiple salesforce orgs.
* Experience working with Standard Sales Analytics application and Service Analytics Application in **Einstein Analytics** (Wave Analytics).
* Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, Marketing Cloud, and Chatter applications.
* Installing the **Field Service Lightning managed package**and **Field Service Lightning mobile app.**
* Proficient in Mulesoft Anypoint API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in **Einstein Analytics**.
* Software Development Tools, Methodologies & Environments: Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL. Stored Procedures, Serena Dimensions, GitHub, Business Objects, Captiva, Documentum, DocuSign, Right fax, Exstream, Jenkins, Vlocity, and Salesforce.
* Hands-on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies. Good knowledge of Salesforce.com Governor limits, Lightning UI, Apex, Data Model skills.
* Profound experience using Apex, Visual force, Force.com IDE SOQL, SOSL for developing custom applications and solutions.
* Migration tool, Pentaho, Apex data Loader, Mass Delete, Excel connector etc.
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, MassDelete, Informatica and other integration tools like Cast Iron, CTI.
* Strong experience in Web based pages and site design using HTML, CSS, XML, XSLT, JavaScript, Node JS, react JS, and Ajax.
* Good knowledge on Email-Case, Web-case, Web-lead, Setting up the audit trial, the logging history,
* Tracking field history, Assignment rules, Customer and Partner portals, Community, App Exchange.
* Implemented Security and sharing rules at Object, Field and Record levels for different users in the organization.
* Developed various Apex classes, Apex Triggers, Apex Web Services, Visualforce pages and components, Custom and standard Controllers and Controller extensions depending on various functional needs in the application.
* Worked extensively on various SFDC standard objects like Accounts, Contacts, Products, Price Books,
* Working experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Experienced in implementing various Apex DML operations, SOSL and SOQL queries using workbench.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Experience in designing of Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders, Report Extractions to various formats, Snapshots and Dashboards.
* Created Outbound change sets, validated inbound change sets in the sandbox organizations and deploy to production.
* Managed CM tools like JIRA, Confluence, SVN, Maven, Jenkins, ANT, Git, and GitHub.
* Expertise in Object Oriented Programming involves telling Analysis and Design and Development of web based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE

**TECHNICAL SKILLS:**

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| **Salesforce Technologies:** | SFDC Certified Force.com Developer, Salesforce CRM, Salesforce SFA, Lightning Application, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages /Components, S Controls, Apex Web Services, AJAX, Workflow &amp; Approvals,  Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools:** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, CTI Tool Kit, Workbench, Force.com Platform (Sandbox and Production) |
| **Project Methodology:** | Waterfall, Agile. |
| **Programming Language** | Java, JavaScript, HTML, CSSXML, DHTML, C, VB, .NET, AMP Script |
| **Databases** | MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL. |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux. |

**PROFESSIONAL EXPERIENCE:**

**DXC Technologies – New Orleans, LA May 2019 –Till Date**

**Role: Senior Salesforce Lightning Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support most critical processes and workflows at NPSS.
* Salesforce.com Configuration and Design of Service Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Integrated the application with an order management system using Lightning Aura component programming model for the sales representatives to book in their orders.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern Lightning Enterprise App 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.
* Managed and developed apps on the lightning platform using SFDX to enable source-driven development for custom app development.
* Utilized MuleSoft Cloudhub features like API designer, API Manager, Run Time Manager and Exchange.
* Integrated web services and messaging systems with MuleSoft ESB.
* Configured the Scratch orgs using SFDX for developing and automating the environments to make it easier for the organization to build the apps.
* Developed various Custom Objects, Tabs, Components and Visual force Pages and Controllers.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience build and release management, build and migration tools like Eclipse, Ant, Jenkins , GitHub, Flosum and other relevant tools for continuous Integration
* Developed Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics
* Communicating with executive management on project status and overall project progress against target.
* Performed Data analysis and migrated data from SQL Server database to Salesforce, Accounts, Merging, and maintaining Public Groups.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed and deployed workflows and approval processes for opportunities and products / assets management.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure).
* Implemented communities and built external pages. Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Worked on Data Migration and updates through the tool App Exchange Data Loader, Informatica Data Loader in Salesforce.com.
* Reduced cost via implementation of Source control tools as well as CI/CD tools (Jenkins) and productivity tools.
* Have done many integrations and used the Salesforce Marketing Cloud connector to connect to multiple salesforce orgs.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
* Defined lookup and master-detail relationships on the objects and created junction objects to establish many to many relationships among objects. Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with JIRA ticket tracking as change management and bug tracking tool.
* Environment: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, Eclipse IDE Plug-in, Mulesoft, Data Loader, JIRA.

**Charles Schwab – Westlake, TX Oct 2017 – Apr 2019**

**Role: Salesforce.com developer**

**Responsibilities:**

* Worked closely with Business managers to understand the Use Cases, Business requirements and further converted them the technical specifications
* Involved in analyzing the implementation gap between Salesforce Classic and Salesforce Lightning
* Developed Lightning Components and Lightning Apps to provide better and more interactive interfaces to help with the enhancement of Sales to End users
* Designed and developed Lightning Community website for Sales team using Lightning Community Builder, Lightning Components, Lightning Events, HTML, CSS and Lightning Controllers
* Implemented user interface using JavaScript and CSS on top of Visualforce
* Worked on customization of Visual force to have lightning experience for desktop and mobile applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Installed App Exchange applications including Eloqua, Zuora, DocuSign, InGenius, Forseva to leverage built in functionality and to serve business immediately.
* Designed and developed the Custom objects, Custom tabs, Validation rules, Page layouts, Components, Visualforce Pages on Lightning Platform
* Designed and developed Lightning Community website for Sales team using Lightning Community Builder, Lightning Components, Lightning Events, HTML, CSS and Lightning Controllers
* Worked on Analytics Cloud
* Enabled Preview Thumbnails for all Lenses and Dashboard on Wave Analytics
* Wrote Custom Web service classes in Apex to integrate the salesforce with third party application by REST API, SOAP API
* Customized objects, page layouts, record types, workflows, validation rules, formula fields, reports, dashboards and chatter as per business requirements on Salesforce Lightning Platform
* Implemented CTI to serve both sales and service purposes for both inbound and outbound calls
* Wrote scheduled classes to perform the data manipulations on nightly or weekly bases using the batch apex
* Created the APEX classes, custom controllers, controller extensions, visualforce pages and APEX Triggers to develop the custom functionality and meet the business requirements
* Used GIT for version controlling system and used source tree as an UI to perform the code push/pull operations
* Used Sublime, MavensMate, GIT, force.com migration tool and Jenkins combination along with script to develop code, maintain the versioning and moving code around the environments
* Defined sharing and visibility along with roles, profiles, sharing rules and written apex-based sharing in few scenarios where it’s required to add sharing and team members
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations
* Installed and configured Apex Data Loader and involved in migrating data into Salesforce application using Apex Data Loader through CSV files
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Provided Post-Implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges
* Implemented Security and Sharing rules at object, field, and record level for different users at various levels of organization. Also created various profiles and configured the permissions based on the Organizational Hierarchy
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements
* Participated in weekly change control meetings and performed application and global impact analysis. DAP Directory integration for Salesforce.com
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting)
* Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Marketo configuration and customization, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Hancock Whitney Bank – Gulfport, MS Jan 2016 – Sept 2017**

**Role: Salesforce.com developer**

**Responsibilities:**

* Created apex REST web services classes for third-party applications which uses the salesforce.com data by the restricted access.
* Provided solution and Implementation of Apttus CLM & CPQ for different business internally.
* Integrated Salesforce CRM with legacy Quote Management and Order Management.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Built Apttus CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* Responsible for developing the Partner Homepages using React JS and JQuery.
* Worked on many custom modules and widgets using React JS/CSS/HTML and made those cross-browsers consistent.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* The ask was to improve the user experience, simplify the quoting process and help the sales team with guided selling and product configuration. Presented multiple product configuration options and then build the selected configuration.
* As, there were many configurators, build an apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Used advanced approvals to simplify approval process used currently and migrated from old standard approval logic to advanced approvals, Reduced, eliminated need of custom apex logic.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experience usingForce.com technologies, including Apex, Visual Force and Lightning Components
* Created Custom objects to build new application functionality in the Salesforce.com.
* Designed various tasks such as navigation wizard at the frontend using JQuery.
* Developed visual force pages, Component, created tabbed view and designed these pages using style sheets.
* It operates the backbone of the healthcare supply chain and drive the future of local care delivery. It also guides medical innovations to market and this is what it means to create healthier future.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for integrity of the data.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Environment:** Saleforce.com platform, react JS, REST API Visual Force, Apttus CPQ, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in.

**Power Fleet – New Jersey, NJ Jan 2015 – Sept 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Preparation of design documents of various silhouette applications based on the gathered requirements.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, Packages, Visualforce Packages for various functional needs of the application.
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Created Email templates for inbound emails using Visual force for the clients and customers.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Created different Workflow Rules and Approvals for various campaign processes.
* Maintained data cleanliness and accuracy by adding Custom Validation Rules and Triggers.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader by writing SOQL queries.
* Worked with web based technologies like HTML, XML, and JavaScript.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize Salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Extensively involved in writing Test classes and moved code into production environment.
* Participated in the training sessions provided by the Salesforce team and supported the end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Managed Users, hierarchical Roles, Profiles, Security controls.
* Tools: Saleforce.com platform, Apex, Visual force, Controller extensions, Data Loader, HTML, Workflow &amp; Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Cast Iron, Sandbox data loading, Eclipse IDE Plug-in, Sandbox Test, Oracle and windows.

**Mckesson – Atlanta, GA Jan 2013 – Dec 2013**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in the preparation of the requirements, low level and high level design of the application.
* Prepared the data modal design document which includes standard and custom object relationships.
* Involved and Prepared requirement analysis, designing and developing of the dealer grouping module.
* Involved and implemented SFA, configuration, Dealers, Contacts, Territory management, Commitments, Metrics, Workflows, Validations Reports, Dashboards, and Dealer Grouping.
* Implemented DealerOne with Outlook Integration, customization of SFDC outlook registry using batch process.
* Uploaded hierarchical data using data loader Including dealers, contacts, territory, zip to territory mapping.
* Implemented and configured command line data loader to export and purge the commitment metrics data.
* Setup/ enhancement salesforce mobile data sets with the mobile administration console.
* Developed the Apex, Visual Force pages as part of the POC to display all the dealer groups with related list.
* Involved in the preparation of the design documents for SFDC API with Ab Initio (ETL) data integration, verification and validation of the process.

**Education:**

Masters from Central Michigan University in Information Systems in Dec 2015

Bachelors from Savannah State University in Computer Information Systems in Dec 2012