**THRINADH PONNAPATI**

**Salesforce Consultant.**

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**Professional Summary: -**

* Around 8 years of professional experience in Software Development with strong technical skills including 5 years of extensive experience in Salesforce.com and Force.com platform both as a developer and an administrator and 1 year of experience in Java J2EE Application Development.
* Experienced using **Salesforce Lightning UI**. Created **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 to make Lightning Application mobile.
* Worked on CPQ Implemented Quote-to-Cash solution using **APTTUS CPQ**. Depth understanding of the **APTTUS CPQ, APTTUS CLM** data model and functionality.
* 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.
* Experienced in **Service Cloud, Sales cloud, Chatter & App - exchange applications**.
* Expertise in **Visual Force, APEX Database, APEX Triggers and APEX Testing**. Designed **Visual Force pages** with **custom controllers**and**controller extensions** to build custom user interfaces for mobile and web apps.
* Experience in **APEX Programming**by creating **Custom Triggers** and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using **future methods**, **batch apex**, controlling processes with **queueable apex** and scheduling jobs using **apex scheduler**.
* Used **SOQL**and**SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application.
* Experience in integrating **external web systems** with salesforce using **REST**and**SOAP web services**.
* Experienced in improving **application performance** by reducing retrieval times using **Org and session cache**
* Experienced in **deployments** of Apex and VF pages across **DEV, Test**and**Production** instances.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various **Salesforce.com Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created **Custom Objects** and outlined **lookup**and**master-detail relationships** and **Junction objects** to implement many-to-many relationships on objects and **Roll-up Summary fields** to aggregate data from child records on the parent. Modified data object relationships with the help of **Schema Builder.**
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Created **workflow rules** that defined related tasks, email alerts, and field updates. Automated **workflows** that make applications collaborate with **Salesforce Chatter** for the users in the company posting messages to groups and individuals.
* Experienced in Customizing records with **Approvals**, Automating Business Processes with **process Builder** and Delayed actions with **workflow** by collecting data from users and operating on it.
* Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in **Reporting**, **Customizing** the Dashboard and **Scheduling** Dashboard Refreshing.
* Excellent understanding of Salesforce.com in terms of **Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules**. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experienced in all phases of **Software Development Life Cycle (SDLC), quality management systems**and**project life cycle processes.**

**TECHNICAL SKILLS:**

**Lightning Experience Development:** Salesforce Lightning Design System and Lightning Components, Aura Framework, LWC, JavaScript Controllers, Server-side Controllers.

**Salesforce.comDevelopment:** Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML.

**Administration:** Reports &Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.

**Languages:** Apex, Ajax, Java, JSP, XML, HTML, Java Script, CSS

**Tools/Utilities:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).

**Databases:** Force.com DB, Microsoft SQL Server 2000/2005/ 2008

**Software:** MS Office, Adobe Photoshop, MS Excel

**Operating Systems:** Windows 7/8/10, MAC OS X.

**PROFESSIONAL EXPERIENCE:**

**RMS, Fremont, CA March 2020- Present**

**Salesforce/Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* 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.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* 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.
* 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. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. 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.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* 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, Mavens Mate, IntelliJ IDEA, Eclipse IDE with Force.com plugin.

**AMDOCS, Dallas, TX Nov 2019 - Mar 2020**

**Salesforce Developer**

**Responsibilities:**

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Discussed and analyzed the requirements with business team and converted the requirements into detailed technical requirements.
* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Integrated Salesforce with Mule soft to connect with enterprise applications in the cloud and on-premise.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Created custom controllers and controller extensions while developing Visualforce pages.
* Developed the Apex Triggers to ensure the correct data entries into the system.
* Created Validation rules on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Designed and maintained different environments, included Development, Test and Production.
* Deployed the enhancements of Custom Objects, Fields, Triggers, Reports and Workflows into the test and prod boxes to make them in Sync.
* Strong experience in implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Data migration and updates through the Apex Data loader in Sales force.com.
* Co-ordinate with the test team and provide the application flow demo before the test team start the System Testing.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visualforce pages, Triggers, Workflows, Batch Apex Classes and Schedulers.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals. Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Environment:**Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Controllers), Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Data Loader and Eclipse IDE with Force.com plugin.

**Autodesk, San Rafael, CA Oct 2017 - Nov 2019**

**Salesforce Developer**

**Responsibilities:**

* System Support Specialist to assist in all computer related issues in the Business Banking Dept.
* Assist internal clients with system related issues
* Assist clients with any functionality issues
* Assist clients with knowledge and support to allow the user to feel confident in the system, I assist users with the ability to learn the system and educate their piers
* Assist with running daily reports and daily projects
* Use of computerized systems for tracking, information gathering, and/or troubleshooting; and supporting sales related systems and applications across Frost Lines of Business
* Responsible for providing quality telephone system support regarding inquiries, complaints, and requests. Performing policy interpretations based on the knowledge of the organization, systems, and related applications; assessing internal customer needs and suggesting and promoting alternative solutions; using computerized systems for tracking, information gathering, and/or troubleshooting; and supporting sales related Systems and applications across Frost Lines of Business.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, Visual Force and other utilities.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created Record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports.

**Environment:**Salesforce.com platform, Apex Classes, Chatter, Visual Force Pages, Triggers, Standard and Custom Objects, Email Services, Workflow & Approvals, Validation rules, Sharing Rules, Security Controls, Roles, Groups, Record Types, Reports and Dash boards, Eclipse IDE.

**Client: Liberty Power, Fort Lauderdale, FL May 2015 to Oct 2017**

**Salesforce/APTTUS Developer**

**Description:** Wholesale department is responsible for providing energy forecasting once customer is signed a contract with Liberty Power. With this forecasting results, business team can have made decision how much energy they need to purchase for this customer during the contract period. Retail operations are the tool which is currently being used to forecast the energy usage. This project gets the complete customer account information, validates and submit it to Retail office. Once forecasting is completed, it will fetch the results from the tool. Business uses an internal portal to view the energy usage of the customer, forecasted usage and others to analyses and purchase the energy for the customer for given contract.

**Responsibilities:**

* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on the core enterprise service cloud salesforce projects spanning across multiple salesforce instances within legal and financial & risk bus & have also administered the salesforce environment.
* Created Test Case, Test Plan Document for Project Modules Cases using ALM, HP Quality Center. worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented Quote-to-Cash solution using **APTTUS CPQ**. Good understanding of the Apttus CPQ.
* Worked on integrating salesforce with core systems like CUDL, origins etc. for processing the loan/deposit applications of Batelco & Worked with peer on informatica cloud - SFDC mapping, task wizards, & data synchronization/replication and administer. created apex classes, apex triggers, custom controllers implementing complex code for retrieval from salesforce to visual force pages. developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and Siebel CRM systems for integration and migration, performed data migration using data loader.
* Constant involvement in exploring APEX change apps and using the apps wherever necessary & used apps like Aptos, target, cloud converter, chatter un-follow rules, field trip, conga composer, AKARD, doc-u-sign & created relationships among objects using lookup and master-detail relationships and responsible creating TDDS, finalizing designs and FDDS.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Writing Apex classes for generating envelope Id in DocuSign for making Customers to make the deal fast.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on-premises infrastructure integration for salesforce.com.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Proven ability to apply best practices, work in the salesforce governor limits and devise innovative solutions to meet project's requirements & Worked with managed apex change applications like s-docs & modified unmanaged applications like magic mover to suit the requirement.

**Environment:** Salesforce.com platform, CRM Apex Language, Apttus CPQ, Visualforce (Pages, Component &Controllers), Pages, Data Loader, Node Js, Rally, process builder, Lightning experience, Wave analytics, HTML, JavaScript, jQuery, CS

**Client: NES, Aspire Technologies, Bangalore, India. Feb 2013 – Dec 2014**

**Software Developer**

**Responsibilities:**

* Created user-friendly GUI interface and Web pages using HTML, JSP.
* Developed different Servlet components and Interacted with the Database using MYSQL.
* Involved in Database designing using ER Modelling and creating tables and extensively used JavaScript for client-side validations
* Developed Java Mail program to send a system generated mail to all first-time registered users.
* Redesign and implementation of Form System for easy configurability and used custom Form implementations for various protocols.
* Design and implementation of Payment automation module.
* Data migration from legacy DB2, Sybase based systems to Java/J2EE based modules.
* Custom Database/Table design for various protocol implementations.
* Added the feature of feedback report generation
* Enhanced code to save all the responses provided by the students, so that the professor can view them later.
* Played a major role in fixing bugs and cleaning up the code relating to Virtual Clinic

**Environments:**Java 1.3, Servlets 2.3, JSP 1.2, JDBC, UML, HTML, JavaScript, Apache Server, Java Mail, and UNIX.

**Education**: - master’s in computer science, North western polytechnical university 2016.