**KONDAL PAKALA**  

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**Professional Summary:**

Having **9 years** of experience in the field of Information Technology with **5 years** of experience in **Salesforce.com CRM**, this involves me working on **configuration, customization, integration with external systems using SOAP API and REST API, lightning migration, lightning components, lightning design system, lightning Data services and lightning locker services. 4 Years** of experience on **Java/J2EE.**

* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Proficiency in **SFDC** **Administrative** tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, **Reports**, **Dashboards**, Tasks and Actions.
* Experience in SFDC development using **Apex** classes and **Triggers**, **VisualForce**, **Force.com** **IDE**, **SOQL**, **SOSL**.
* Developed and Integrated Applications with **Salesforce1 mobile** app for easy access to the users
* Hands-on experience with development tools like Force.com **IDE**, **Force.com Explorer** and Data Loader.
* Key player in migrations and deployment of code from one environment to other using Force.com **IDE** deployment **wizard**.
* Extensive experience in designing validation rules, custom objects, custom fields, role based page layouts, workflow alerts & actions, pick lists, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements.
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for Force.com platform.
* Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloude**.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using **Salesforce.com**
* Expertise in performing data migration from legacy system to Salesforce.
* Implemented Salesforce **Marketing Cloud integration**, developed programmatic content in line with company business goals and customer experience objectives.
* Created multiple projects to insert, retrieve and update the data from **Marketing Cloud.**
* Development work is done using **AGILE methodology** with strict budget and time lines.
* Administrator experience in Marketing **Salesforce Cloud using both Classic and Lightning versions.**
* Expertise in using **Eclipse IDE, Force.com and Site.com, Communities. Implementation of Salesforce.com Sales Cloud, Service Cloud, Marketing Cloud, Collaboration and Communities Cloud.**
* Experience in creating various Reports (Summary Reports, Matrix Reports, Pie charts, Dashboards and Graphics) and Report Folders.
* Hands on experience in using the **Aura framework** and **Salesforce lightning Design System (SLDS)**
* Good working experience in various capacities such as **Salesforce** **developer**, **Salesforce** **Administrator**, **Force.com** developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Worked in developing various **lightning components, events** and A**pplications**
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under **Model View Controller (MVC)** and Service **Oriented Architecture (SOA).**
* Experienced in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* **Involved in Test configuration of Apttus within sandbox environments to ensure that once users are granted access, all the aspects are fully functional.**
* Proficient in Data Migration from Traditional Applications to **Salesforce** Using Data Loader Utility and **Informatica** on Demand.
* Executed various levels of Unit, Integration, Regression and **User Acceptance (UAT)** using test cases to prove that system conform to specifications of business and quality requirements.
* Strong Requirements gathering experience using **JAD** Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).
* Experienced in integration of Salesforce.com with external applications by using Web Services API, **Metadata API**, **SOAP**, **REST** and **WebSphere**.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Worked closely with Business Users to enabled business process using SFDC.

**Education Qualifications:**

* Bachelor’s in Electronics and Communication Engineering from JNTU, Hyderabad India
* Master’s in computer science from Campbellsville University, Kentucky

**Certifications:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer I.

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| **Salesforce CRM** | Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service, Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types |
| **Force.com Tools** | Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Informatica |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, JQuery |
| **Web Technologies** | HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, Angular js, SOAP, REST |
| **Database** | SQL Database, Oracle |
| **Platform** | Windows, Linux, MAC |
| **IDE** | Visual Studio, Eclipse |

**Work Experience:**

**Client: Bank of America, Addision, TX June’18 to Till Date**

**Role: Salesforce Lightning Developer**

**Project Description:** Bank of America uses the salesforce CRM application for multiple services which are Private Banking, Wealth Management, Trust, Merrill Edge Investment, Commercial and Real Estate Banking, small business, Consumer etc. The application provides the unified view to internal users to serve better to their customers. It’s integrated with multiple systems to sync the data and use for the sales, service and Marketing cloud.

**Responsibilities:**

* Implemented **lightning components** in working ability for conversion of visual force pages into lightning.
* Administered and monitored the company's **Salesforce sales cloud** application by creating the workflows for automated lead routing, lead escalation and email alert.
* Implemented **mulesoft services** on premises.
* Monitor Vanguard log files see the mulesoft up and running from Marketing cloud to Sales cloud.
* Worked on **mulesoft** to integrate from **Marketing cloud to sales cloud**.
* Implemented **API service using Mulesoft to upload the data from CSV file** to Salesforce.
* Worked on **Batch classes to add scripts for Siebel Campaigns** in Salesforce for the Lead process.
* Provide CRM expertise to sales & marketing teams to streamline, automate, and standardize core business processes on SFDC platform.
* Successfully implemented **Sales Cloud, Service Cloud, Analytics Cloud** in sync with **Marketing Cloud** while implementing digital marketing strategies.
* Implemented the requirements on SFDC platform and Force.com IDE Plug-in using Eclipse and analysed the changes performed in CRM application for marketing, sales etc. translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* Communicated the power of the **Community Cloud** to stakeholders and defined **Salesforce lighting components** to replace visual force pages.
* Involved with Billing and order management modules of the Quote to cash process along with third party packages like cyber source payments.
* Practiced with the new **Lightning Design System (LDS)** which helps to quickly and easily create modern enterprise apps using **Lightning App Builder** and **Lightning Components** Performed.
* Worked in development of **Lightning components** and **Lightning Design** System along with modifying the Visualforce Pages to work in both Classic and **Lightning environments**.
* Have a good experience in lighting component, events, SLDS, Aura Components, Browser Support for Aura Components, Lightning Experience App Launcher, Lighting Out, Customize Flow Screens, Lightning Components to Lightning Experience Record Pages.
* Have a good experience Lightning Web Components, Create **Lightning Web Components**, Fields, Properties, and Attributes, Communicate with Events, Mobile-Ready Components, Understand Mobile Development for Lightning Web Components, Create Responsive Layouts, Work with Salesforce Data, Lightning Data Service, Work with Records Using Base Components, Security with Lightning Locker, Components in Salesforce Experiences, Lightning Out Markup, Lightning Out Dependencies.
* Used the Aura framework and **Salesforce lightning Design System** (SLDS).
* Developed **Salesforce Lightning applications** using Lightning **Components, Controllers** and Events and used **custom CSS** in the components.
* Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements
* Migrating the pages from **classic to lightning**.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder and Lightning Component features**.
* Configured the **GitHub** to maintain the different versions in common development environment.
* Incorporated Salesforce Sales Cloud Best Practices into the solution decisions for the future state Opportunity management and order management capabilities.
* Integrated the API and Web Services for extracting the data from external systems to display/store in the pages of Salesforce.com using the REST services.
* Standard and custom field creation and maintenance at the direction of B2B Salesforce Manager on the platform and on service cloud.
* Extracted the salesforce CRM information into BI Data Warehouse using Force.com API/Informatica on Demand to provide integration with oracle financial information to perform advanced reporting and analysis.
* Involved in generating test plans, test cases and test specifications as per Business requirements. Facilitated project scope documentation, goals and deliverables in collaboration with business stakeholders and senior management.
* Assisted the operations team during the integration phase with Radian6 to form the Salesforce Marketing Cloud by completing several.
* Supported the pharmaceutical system devices research within the salesforce enhancement.
* Used RTC (Rational Team Concert), JIRA to track the story progress, track issues and overall project report.
* Played a pivotal role in JAD sessions helping to develop detailed solutions and documented the Functional and System specification requirements.
* Served as an Interface between the end users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Handled daily maintenance tasks associated with SFDC.
* Worked with deadlines in a fast-paced environment with good decision making, influenced the Stakeholders, Cross Functional teams and recommended technology strategies.
* Involved in SFDC Application (sales cloud and service cloud) Setup activities and customized the apps to match the functional needs of the organization.
* Gathered Business Requirements and Established As-Is/To-Be process flows for Financial Services Business Processes.
* Participated in UAT, identified software problems, wrote easy-to-follow bug reports, logged them into bug tracking database, monitored their progress and verified their fix Using QC.
* Participated in deployment from Sandbox to Production environment.
* Incorporated Salesforce Sales Cloud Best Practices into the solution decisions for the future state Opportunity management and order management capabilities.
* Created and maintained Requirements Traceability Matrix (RTM) to trace technical requirements to their business requirements and the test case to their functional requirements.
* Leveraged multiple existing sales reports and other tools to develop and deliver accurate reports and information

**Environment:** Saleforce.com platform, Apex Classes, Triggers, Visual Force (Pages, Component & Controllers), Data loader, Lightning Aura Components , Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Security Controls, Windows XP, Vanguard, Mulesoft 3.9, Anypoint studio, Jenkins, Maven, JDK 8.0, GIT, Bitbukcet , CI/CD,Visual Studio Code, Eclispe, TFS, ANT Migration Tool.

**Client: Cisco Systems, San Jose, CA May’17 to May’18**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Development, implementation and update focusing on **Sales cloud** and **Service cloud**.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Performed the role of Salesforce developer, **lightning developer** and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Gained basic knowledge on **Lightning App Builder** to develop apps visually, without code using **Custom-Built Lightning Components.**
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers &amp; Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists &amp; other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Expertise in using **Eclipse IDE**, **Force.com** and site.com, communities. Implementation of Salesforce.com Sales Cloud and Marketing Cloud.
* Customized Marketing Cloud Objects and Scheduled and managed marketing email sends with Salesforce Marketing Cloud.
* Implemented the **Web-to-Lead** functionality for the **Marketing Campaign.**
* Executed **workbench** and **data loader** to verify Product/Pricing staging data in **SFDC.**
* Worked on **Sales** and **Service Cloud communities** sharing business process extend them across offices and departments, and outward to customers and partners.
* Used the Sandbox for testing and migrated the code to the deployment instances after testing using change sets.
* Worked **on Agile/Scrum Methodology** using Version One and SDLC.
* API Integration through middleware like Informatica, Tibco.
* Case Assignment Rules to direct the case to appropriate group such as Stories &amp; PCS Central Support.
* Managed ongoing support requests and Administrative needs of users. Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Developed lightning components framework and some tools for developer’s males it easier to build responsive applications for the force.com platform.
* Developed **Lightning App Builder** can help you build responsive apps that display on any device, as well as custom pages for Lightning Experience.
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Used SOQL &amp; SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development &amp; testing; Involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment**: Saleforce.com platform, Apex Classes, Lightning Aura Components, Visual Force Pages, Data Loader, standard Objects, Page layouts, Reports, Marketing Cloud, Content Builder, Journey Builder, data loading, Eclipse IDE Plug-in, TFS, Agile methodology, ANT Migration Tool, Jira, Rally,Automation Studio, SQL, SOQL, GIT.

**Client: Automation Anywhere San Jose, CA Oct’16 to Apr’17**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Called REST web services through **Angular JS services to get JSON** Object and modified the response object to display in UI.
* Visualforce Pages using front-end technologies like **JavaScript, Angular JS, HTML & CSS** and included Apex Triggers for extra functionality and wrote Apex Classes and controllers to provide functionality to the **Visual Force pages**.
* Configured Salesforce.com to meet business requirements - including **fields, page layouts, workflows, approvals and validation rules.**
* provided appropriate support to service technicians accessing sales and **servicemax** managed objects like **Accounts, products, location, installed products, service contracts, parts orders, work orders, cases**, and service invoice
* Developed and configured various **Custom Reports** **and Report Folders** for different user profiles based on the needs in the organization.
* Participate in requirements and solution design workshops with IT and business stakeholders
* Assist with validation of requirements gathered from the business
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and **Development with Salesforce.com** on **Service Cloud** and **Sales Cloud.**
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Worked on **large Salesforce CRM implementations** including**- Improving Sales Process**, **Partner Portal Implementation, Orders and Discounts, Integration** and legacy systems etc.
* Created workflow rules and defined related tasks**, time triggered tasks, email alerts, field updates** to implement business logic
* Implemented **Configuration, Customization and Development** with Salesforce.com on Service Cloud and Sales Cloud.
* Created **Workflow alerts**, and **automated email response** and used series of Ant Scripts to commit and pull files from **GitHub**.
* Created a process for **sales team to self-price** certain products using price books.
* 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 **Visual force components**.
* Designed various **Webpages in Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE and Sandbox environment**.
* Created Executive and other **Dashboards using wave Analytics**.
* Implemented **service cloud functionality like case management, field service management and CTI integration.**
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Implemented Security access to the user profiles by creating **Object level security, Field level security and Record level security**.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Extensively used tools such Informatica for integration of data with legacy ERP system.
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on **Agile and Scrum Methodology** for Salesforce custom app implementation.

**Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, Angular js, GitHub, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Polaris, Pune India June’11 to Dec’14**

**Role: Java Developer**

**Responsibilities:**

* Involved in the development of necessary new modules and service programs using Java/J2EE technologies. Participates in professional systems analysis projects and work initiatives.
* Reviews and analyzes functional requirements for identification of data sources and target systems.
* Participate in professional systems analysis projects and work initiatives.
* Involved in upgrading the legacy applications.
* Securing Spring REST API using OAuth2.
* Analyze suitable security implementation for the Payment Portal and secure it via authentication and authorization protocol.
* Develop security work related to user authentication got payment portal using Spring Security.
* Update the legacy applications to the latest versions.
* Review and Analysis of functional requirements for identification of data sources and target systems.
* Develop technical specifications for the development and enhancement of data load processes.
* Develop, document and revise system design procedures, test procedures, and quality standards.
* Refer documentation, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.
* Participate to evaluate new frameworks and technologies
* Develops, documents and revises system design procedures, test procedures, and quality standards.
* Develops UI and backend applications using Java, Spring, JavaScript and Prime faces.
* Refers to documentation, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.
* Assists in end user UAT cycles and production support to business users. Ensures standards and best practices used in the code development are followed, documented and maintained.
* The technical environment includes Java/J2ee Technologies, SQLServer, WebLogic, Spring Framework, SOAP, Restful Web Services and Oracle 12c.

**Environment**: Java, HTML5, CSS3, JavaScript,Primefaces, STS, J2EE, Hibernate, Spring framework modules, JSP, Oracle, MongoDB, MVC, Jira, Jenkins,Structs, JUnit, Maven, JAX-RS, Log4J, Weblogic12c,Microservices, AWS,Git,Bitbucket, Spring Security.