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**Rao Donthineni**

**Sr. Salesforce Developer**

**Email: donthinenisf89@gmail.com**

**Phone: (704) 326-1380**

**PROFESSIONAL SUMMARY**

* 8+ years of experience in Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in SalesForce.com and Java/J2EE technologies.
* Extensive experience in **Salesforce Administration (SFA), Creating Roles, Profiles, Page Layouts**.
* Good knowledge on Apex development in creating **Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions**.
* Experience in **Sales cloud, Service cloud, Custom cloud, Chatter** and **App Exchange** applications.
* Expert in customizing and implementing **with Validation Rules, Workflows Rules, Process Builder, Approval process, Record Types, Assignment/Sharing Rules, Reports** and **Dashboards**.
* Experience in Salesforce.com **Apex Classes, Apex triggers, Visual force, Force.com API, complex SOQL&SOSL queries, DML statements** and **S objects**.
* Usage of **wave analytics** helped the organization improve the number of sales and also understand the flaws which are further taken care by sales team.
* Technical Knowledge about **Salesforce lightning schema builder**, **process builder, app builder, components and lightning connect**.
* Experience in building **re-usable Lightning components** and using Lightning Framework.
* Experience in using client side and server-side controllers in **Lightning Design**.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Backend Development using **Salesforce Commerce Cloud (Demandware)** platform.
* Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked on Web services using **REST API** exclusively on obtaining the needed information using the URL approach.
* Process knowledge of CRM processes like **Sales, Marketing, customer service** and **customer support, Business processes** and recommended solutions to improve their processes using **Salesforce.com**.
* Configured and Customized the **Salesforce Sales Cloud, Service Cloud, Marketing cloud** and Opportunity Management for business support for customers
* Having experience on REST methods such as **Put (), Get (), Post () and Delete**.
* Good understanding of key Salesforce architectural concepts (e.g. **API and governor limits**, security models and techniques) and how they influence design.
* Develop custom applications using **apex, visualforce, JavaScript, Angular JS, HTML, CSS.**
* Experience with **HTML 5, CSS, JQuery, Angular JS web services**.
* Experience in developing solutions for the **Apttus Contract Lifecycle Management** (CLM) system including X- Author for Word, development of clause libraries and contract templates.
* Experience in APTTUS **Product Configuration** and **Pricing Configuration** with some advanced functionality of SFDC
* Have knowledge in implementing various advanced fields like Pick lists, **Custom Formula Fields, Many to Many Relationships**, **Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows**, and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Designed custom formula fields, field dependencies, validation rules, workflow rules and approval processes for automated alerts, field updates and email generation according to application requirements.
* Customized page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages as per the business needs.
* Extensive experience in using **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions**, and Approval Process in Salesforce.com
* Experience in using **Data Loader** for exporting and importing the data Involved in documentation reviews and participating in bug reporting meetings.
* Experienced customizing standard objects **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards**.
* Expertise in **Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) & Ajax Tool Kit**.

**TECHNICAL SKILLS**

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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 |

**CERTIFICATION**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**PROFESSIONAL EXPERIENCE**

**Ally Financial, Charlotte, NC**

**Role: Sr. Salesforce Developer July 2019 - Till Date**

Ally Financial is a bank holding company, provides financial services including car finance, online banking via a direct bank, corporate lending, vehicle insurance, mortgage loans, and an electronic trading platform to trade financial assets.

**Responsibilities:**

* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on batch apex to auto create opportunities based on close date of a current contract.
* Developing Triggers with **bulk-safe** and have a minimum **of 75% code coverage**.
* Implemented auto create events on public calendar using trigger and custom settings.
* Experience working in **service cloud, supporting cases**, developed workflows and triggers for automated case resolution
* Responsible for performing **administrative functions** in Salesforce CRM such as create/modify pick lists and lookup fields.
* Worked on implementing **Chat Agents** in Salesforce using Live Agents.
* Setting up of **Pre-Chat** and **Post-Chat** pages in Salesforce
* Setting up **25 users** as Chat Agents
* Create reports and dashboards to provide meaningful insights on the **'customer interactions'** to the customer service managers.
* Migrating the pages from classic to lightning.
* Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users.
* Act as the primary point of contact for Multi call center sites.
* Design and implement optimal CRM workflow configurations for Call Center Operations.
* Implemented **Email to Case, Web to Case** functionalities and Data Loader to bulk load Cases data into Salesforce.com from other databases and CSV files.
* **Reengineered APEX** code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Integrated the **web services** by generating the necessary stubs from the **WSDL** files for extracting the data from the home-grown applications by using the home-grown web services.
* Created workflow rules and defined related tasks, Time-triggered tasks, email alerts, field updates to implement business logic.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements, created an app Call Center in salesforce and assigning users to Call Center application.
* Supported 3 offices, over 1600 Salesforce users - Call Center Users(Deposits and Invest).
* Used Custom Settings to store frequently used data and Field Sets to avoid code changes when new fields are added.
* Implemented Mass Edit functionality for various functional needs using VisualForce page and apex.
* Used **SOQL and SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database object.
* Worked on custom email notification using trigger and email templates.
* Defined look up and **master-detail** relationships on the objects and created junction objects.
* Handled administrator functions including user account maintenance, reports, dashboards and other routine tasks.
* Made new feature enhancements on **Service cloud console view** and **developed** some **Visual force components**
* Using **Workflow rule implemented email alert, field update**, changing record type and created with time dependent workflow action.
* Extensively worked on **Jenkins** for continuous integration and for End-to-End automation for all build and deployments.
* Used **Data loader** for data migration and integration.
* Build development pipeline from Jenkins for the development process.
* Used Picklists, Dependent Picklists and Record types to enforce data quality.
* Administered and Engineered Jenkins for managing **weekly Build, Test and Deploy chain, SVN/GIT** with **Dev/Test/Prod** Branching Model for weekly releases.
* Extensively worked with Version Control Systems **CVS, SVN (Subversion), GIT**, Perforce, and IBM Rational Team Concert.
* Used **Tabular, Summary and Matrix** reports to customize Standard reports and create Custom reports.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, AutoRabit, Salesforce .com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Western Digital Corporation, Irvine, CA**

**Role: Sr Salesforce Developer Sep 2018 – June 2019**

Western Digital Corporation is computer hard disk drive manufacturer and data Storage Company. It designs, manufactures and sells data technology products, including storage devices, data center systems and cloud storage services.

**Responsibilities:**

* Worked on large Salesforce CRM implementations including- Improving **Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems** etc.
* Developed Sales Cloud to improve forecasting, campaign and partner portal.
* Built a Community portal for users to register **Cases, Assets and RMA’s** .
* Involved in creating **Lightning Pages** inside **Lightning community Builder**.
* Implemented custom apex classes to pull data from a third-party **chat application** into Salesforce custom objects.
* Wrote scheduled classes to pull Customer Interaction with **Chat Bot** from the Chat application.
* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on **batch apex** to auto create opportunities based on close date of a current contract.
* Developed **Triggers** with bulk-safe and have a minimum of 75% code coverage.
* Developed a **Visual force page** for creating the **Opportunity** and integrated with **oracle Cpq**
* Implemented auto create events on public calendar using trigger and custom settings.
* In-depth understanding of Salesforce.com’s **Sales Cloud, Service Cloud and Force.com** product offerings.
* Created the email templates to be used in **Workflows, Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud**.
* Experience working in **service cloud, supporting cases, developed workflows and triggers** for automated case resolution
* Analyzed the changes performed in CRM application for Service, sales etc. translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* Responsible for performing administrative functions in Salesforce CRM such **as create/modify pick lists** and lookup fields.
* Supported over **1200 Salesforce users** - sales, service teams.
* Used Custom Settings to store frequently used data and Field Sets to avoid code changes when new fields are added.
* Implemented Mass Edit functionality for various functional needs **using Visual Force page and apex.**
* Used SOQL and SOSL with consideration to **Governor Limits** for data manipulation needs of the application using platform database object.
* Worked on **custom email notification** using **trigger and email templates**.
* Implemented Inventory process using **trigger, approval process and visual force page**.
* Defined **look up and master-detail relationships** on the objects and created junction objects.
* Handled administrator functions including user account maintenance, reports, dashboards and other routine tasks.
* Using Workflow rule implemented **email alert, field update, changing record type** and also created with time dependent workflow action.
* Implemented **Web to Case, Email to Case functionalities** to provide a better customer support to the customers.
* 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**.

* Created **Workflow Rules and defined related tasks, Time- triggered tasks, email alerts, filed updates** to implement business logic.
* Used **Data loader for data migration** and **integration**.
* Used **Picklists, Dependent Picklists** and **Record types** to enforce data quality.
* Used **Tabular, Summary and Matrix reports to customize Standard reports** and create Custom reports.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Health cloud, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Costco Wholesale Corporation, Issaquah, WA**

**Role: Sr. Salesforce Developer/Admin Mar 2017 – Aug 2018**

Costco multinational corporation which operates a chain of membership-only warehouse clubs and retailer of choice and prime beef, organic foods, rotisserie chicken, and wine.

**Responsibilities:**

* I'm responsible for implementation of customized requirements.
* So far Implemented **Triggers, rest api callout(google), building portal(communities) on VF**, providing automation for business requirements.
* Wrote utility classes.
* Used the Aura framework and **Salesforce lightning Design System** (SLDS).
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Run **APEX data loader** to **import/load** the data in to Salesforce object after these files are successfully transferred.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects with **lightning**.
* Deployed many applications on **sales cloud, service cloud** which includes the call center and marketing applications.
* Implemented and customized Salesforce **customer relationship management (CRM**) for Marketing, Sales and Case Management also implemented **sales cloud and service** cloud to improve customer retention and service delivery process improvement.
* Managed forecasts, contract management and pipeline maturity through the **Sales Force.com CRM software**.
* Worked on Service cloud console application to create a new VF view of different cases at a time inform of tabs.
* Used **SOQL SOSL** with in **Governor Limits** for data manipulation needs of the application using Force.com Explorer.
* Provided **Salesforce.com w/Wave Analytics architecture** and administration including advanced configuration such as creating and managing custom objects, fields, formulas, validation rules, triggers, custom workflow, and approval processes. Working on all aspects of Salesforce.com and **Wave Analytics architecture** and custom configuration and technical/functional capabilities, including changes and potential system implications. Project management methodology **Agile/Kanban**.
* Facilitated workshops between business stakeholders and offshore developers to modify **Salesforce.com Merchant CRM platform** to conform to Best Practices and to improve performance.
* Built and managed dashboards in SFDC **and Wave, views, reports** in Salesforce standard and custom objects.
* Designed and delivered **SFDC native reports and Wave Analytics dynamic dashboards**: Sales Forecasts; Pipeline; Sales Executive and Service cases and credits dashboards; utilizing JSON/XMD editing
* Developed **Salesforce Lightning applications** using Lightning **Components, Controllers** and Events and used **custom CSS** in the components.
* Configured Service Cloud features and done service automated.
* Created Executive and other **Dashboards using wave Analytics**.
* Developed **apex REST web services classes** for external applications accessing salesforce.com data with restricted access.
* Used Angular JS within VF container. (UX team actually gave us the supporting js, template files and HTML code which was refactored/changed by me to fit into VF)
* The pages built are very responsive. Also used effective visual force remote techniques.
* Implemented google captcha validation within a VF.
* Used **Sales Cloud integration** solution between **Inforce ERP applications** and the Sales Cloud of force.com.
* Created customized agent time tracking functionality using declarative functions.
* Worked on **clone functionality** on **Lightning**. Copy an existing Sales Illustration and load a new SI with all arrays (related lists).
* Salesforce.Com application integration of the **Apttus CLM Quote to Cash App** Exchange product.
* Configured the **Contract management** and **revenue management** with using of **Apttus CPQ**.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Experience in working with **Apttus core objects** like **Agreements, Line Items, Price lists, Templates, Categories, Orders, Quote/Proposal**.
* Developed Quote Documents using **X-AUTHOR for Word**, also developed Customized login screen for community user and functionality to redirect user from **Salesforce to APTTUS CPQ Quote creation** using APTTUS API's, APEX, Visual Force and Trigger.
* Configured the **GitHub** to maintain the different versions in common development environment.
* Involved on creating Lightning Pages inside Lightning community Builder
* Worked on Custom Setting and Test Case and Experience in **Salesforce Lightning - upgrade, migration, setup, and development**. Worked on Lightning Experience, Lightning Connect and Lightning Component.
* Provided functionality to create sales illustrations/cases by uploading JSON within Lightening page.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of page.
* Experience in managing **Repositories** using **Jenkins and GitHub**.
* Created some custom pages through Lightning components.
* Involved in using Lightning, process builder and workflows.

Environment: Force.com, Apex, Visualforce, Demand tools, Commerce Cloud (Demandware), Change set, Data Loader, ANT, Eclipse, Communities, Sites, Sales Cloud, lightning, service cloud, Informatica ETL, GitHub.

**Sonepar USA, Philadelphia, PA**

**Role: Sr. Salesforce Developer/ Administrator Oct 2015 - Feb 2017**

Sonepar corporation is a B-to-B distribution of electrical products, solutions and related services which provides Digital, Integrated supply, Safety, Automation & control, Energy audits & retrofits, Storeroom & project management.

**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.**
* Worked on **Templates** using **Angular JS.**
* 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.
* Implemented CPQ solution using **Apttus CPQ** & **Contract Management** for various customers in industries.
* Created **user roles** and **profiles, security controls** and **shared settings**.
* Hands on configuration and Customization of **Service Max application**
* Good understanding of PM Engine**, ServiceMax MFL & iPad Mobility tools.**
* Design, develop and implement solutions for the **Apttus system deployed** on the Salesforce platform
* 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.

**Bipsum Software Solutions, Hyderabad, India**

**Role- Salesforce Developer May 2012 - May 2015**

**Responsibilities:**

* Worked with the user group for gathering requirements throughout the planning and implementation.
* Involved in SFDC application support for end users.
* Developed Workflow rules, Time Dependent Action Triggers, email templates to implement the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Configured Role based Authorization on Object/Field Level.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Designed and developed Apex Classes, Controller Classes, Apex Triggers and Visual Force Pages for this application. Experience in using Eclipse IDE.
* Performed requirements analysis and using Rational Rose and Smart Draw created UML specifics such as data flow diagrams (DFDs), ER diagrams, Use cases, Class, Sequence, Collaboration and Deployment Diagrams.
* Designed Dynamic approval process with records to be routed based on lookup fields on the record and in accordance to the approval matrix.
* Providing ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, Triggers. Integrate of Application (OE modules) with Salesforce.com with using SOAP Client.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Email Services, Security Controls, Eclipse IDE Plug-in.

**EDUCATION**

* Bachelor’s in Computer Science Engineering – Vignan University, 2010, Ap India.
* Master’s in computer and Information science – Southern Arkansas University – 2016, Magnolia, AR