[**ANUSHA ANUGU**](https://www.linkedin.com/in/anusha-anugu-15a771198/)

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**SUMMARY**

* Around 7 years of professional IT experience and solid involvement in **Salesforce.com** for 5 years which includes Configuration, Customization, Deployment and Integration in Salesforce.com CRM stage.
* Experienced in working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Community Cloud**, **Commerce Cloud**, **Health Cloud**, **Partner portals** & **App-exchange** applications.
* Experience in different phases of **SDLC** including analysis, design, development, implementation & enhancement of projects in SalesForce.com and followed **Agile** (**SCRUM**) & **Waterfall** Methodologies.
* Created several **Custom objects**, Custom **Tabs**, **Custom fields**, **formula fields**, **Record types** and **Field-Level Dependencies, Page Layouts** and **Search layouts**.
* Experience in performing administrative jobs like **User Management**, Creating **Profiles**, **Roles**, **Permission Sets**, **Validation Rules**, **Tasks**, **Events**, **Email Templates**, **Reports**, **Dashboard**, Metadata. Experience in creating **Lookup Relationships** and **Master-Detail Relationships**. Implement **Security**/**Sharing Rules**, **Field Level Security** & **Record Level Security**.
* Experience in building solutions using **Process Builder**, **Flow Builder**, **Approvals processes** and **Workflow rules** including **time-dependent** workflow actions.
* Experience in customizing Sales force CRM for generating **Web-to-leads**, **Web-to-cases** and **Email-to-case.**
* Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard**, **Data Loader** & **Workbench**.
* Experience in developing **Apex Classes**, **Visual Force** **Pages**, **VF Components**, **Apex** **Controllers**, **Triggers**, **Scheduler**, **Batch Apex**, **Managed Packages**. Experience in writing the **SOQL** and **SOSL**.
* Developed **Lightning** pages/**components** using the **AURA** Component framework, **Lightning Design System**, **Lightning web components** for both Desktop and Mobile.
* Developed reusable and generic UI components, utilities, frameworks in Salesforce considering the project requirements and **UI mashups** adhering to best practices & performance.
* Expertise in **Object** **Oriented** **Programming** involving Analysis and Design and Development of web-based applications using Java technologies and UI skills like **HTML**, **CSS**, **XML**, **JavaScript**, and **J2EE**.
* Enabled **Live Agent** and **Omni-channel** and configured them for the skill-based routing.
* Experience on **SOAP** and **REST**, **Tooling** **API's**, **Web Services** Endpoints, **Metadata** and **Einstein Analytics**. Developed various Inbound/Outbound **Web services** to enable real time **Integrations**.
* Experience with **Salesforce CPQ** configured tasks using **CPQ** & **Opportunity & Quote Management**. Created integrations with **CPQ** and **CLM** applications.
* Created Business Requirements, User Stories, **Test Cases**, User Acceptance Testing and **Deployments (Change Set, COPADO, VS code, Workbench** building and using metadata **Packages** in **XML)**. Used Atlassian Jira to create and track user stories and managing projects.
* Supported (end user support for troubleshooting / issue resolution if required, application **debugging** and fixes). Managed, maintained and provided administrative support for Salesforce.com applications.
* Experience in providing production support, analyzing the cause and fixing it.
* Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting.
* Excellent interpersonal, verbal, and written communication skills. Strong problem solving and troubleshooting skills with the ability to exercise mature judgment.

**TECHINICAL SKILLS**

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| --- | --- |
| Skill Category | Used Tools  |
| SF Development Skills | Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components, Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs) |
| SF Configuration Skills | Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| Development Tools | Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, BitBucket, GitHub, SVN |
| Deployment Tools | ANT Scripts, SFDX, Changesets, Jenkins(CI/CD), Packaging, Release Readiness checks |
| General Skills | Salesforce CPQ, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, UI/UX, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman |

**EDUCATION**

* **TKR College of Engineering and Technology, India -** Bachelor of Technology in Computer Science

**CERTIFICATIONS**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer 1**
* **Salesforce Certified Platform App Builder**

**WORK EXPERICENCE**

*Client:* **NRG Energy, Texas [May 2019 – Present]**

*Role:* **Salesforce Developer / Administrator**

**Responsibilities:**

* Interacted with clients and other teams for requirement gathering throughout the planning and implementation.
* Implemented the Salesforce.com applications using **Agile SCRUM** Methodology (SLDC) that involves the iterative development methodology.
* Created **Custom Apps**, **Custom Objects, Custom Tabs**, **Custom fields**, **Page Layouts**, **Search Layouts**, **Custom Links**, **Custom Buttons**, **Related Lists** and other components.
* Worked on customization of standard objects like **Lead**, **Account**, **Contact**, **Opportunity** and **Case.** Developed and configured various **Custom Reports** and **Report Folders** for different **user** **profiles** based on the need in the organization.
* Created and maintained **Validation Rules**, **Workflows** and **Approval Processes** for automated **alerts**, **field updates,** **time triggered tasks** and Email generation leading to effective communication with customers and partner portals.
* Created and maintained the **email templates** to be used in the **Workflows**, **Auto Assignment Rules** and **Auto Response Rules** related to **Lead Management** module in **Sales Cloud**.
* Performed day to day **User Management** on SFDC Org by configuring **Sharing Rules**, **Permission Sets**, **Roles** and **Profiles**. Also maintained **Field-level Security**.
* Implemented **Email to Case** for Customer Service (**Service Cloud**). Also implemented **Case Management** by creating **record-types** specific to the **user groups**, **escalation rules**, **case templates**, etc. Created **web-to-lead,** to support online lead capture (**Sales Cloud**).
* Developed various **Apex Classes**, **Controllers**, **Apex Triggers**, **Apex Test classes** and **VF pages**. Developed and **scheduled** **Batch** **Classes** (**Batch** **Jobs**). Used **Custom labels**, **Custom settings** and **Custom Metadata**. Followed best practices while developing code by considering **Governor Limits**.
* Worked on integrating salesforce with External system using **REST API**. Developed and consumed **webservices** within SFDC and other External Systems. Worked with **ETL Integration (Informatica & MuleSoft)** team on Service Oriented Architecture (**SOA**) and helped them understand the Salesforce Architecture.
* Generated **Platform Events** extensively. Worked on SOAP based web services for integrating backend third party applications using normal callouts and callouts using **continuation** framework (**Apex Asynchronous** **callout** **framework**).
* Worked on Salesforce **CPQ** and salesforce integration for automating, quoting, contracting and billing process. Configured Conga Composer to generate documents.
* Developed impressive designs with Custom styling (**CSS**) to bring dynamic versions of the components when setting up in Lightning App builder and involved in creating UI using **Lightning Component Framework (AURA)**, **Lightning Web Components** and **Visual force pages**. Created multiple reusable Custom components in Lightning as part of the Lightning Migration Project. Used **VS Code** and **Salesforce CLI**. Enabled **DEV hub** and created **Scratch Orgs (SFDX).**
* Worked on Aura based components, Attributes, controllers which can be compatible to access through **Lightning App builder**.
* Experience in enhancing communities by adding new fields, field sets using Salesforce lightning.
* Worked on configuration, Pricing, discounting, approvals and proposal generation.
* Experience in integrating and maintained salesforce **CPQ** Configure-Price-Quote tool updated with latest functionality by installing releases.
* Used the sandbox for testing and migrated the code to the deployment instance after testing. Followed **CI/CD** process for deployments using Force.com Migration Tool and Snapshot, **COPADO**.
* Worked on Change requirement and defect fixes from clients.

**Environment:** Salesforce.com Unlimited Edition, Apex, Visualforce, Lightning, AURA Framework, Lightning Web Component (LWC),SFDX, Scratch Orgs, CPQ, Data Loader, Workflow & Approvals, Email Services, VS Code, HTML, Java Script, COPADO.

*Client:* **Cummins, Indiana [Aug 2018 – Apr 2019]**

*Role:* **Salesforce Developer / Administrator**

**Responsibilities:**

* Extensively used **Agile** **Scrum** methodology to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.
* Helped in user management for salesforce organization which had had 63 support clients and 2000 Salesforce users (SF license users).
* Worked on various Salesforce.com configuration items like standard object changes for **Accounts**, **Contacts**, **Cases**, **Opportunities**, **Products**, **Opportunity** **Line** **Items**, Security enhancements by modifying **Profiles**, **Roles**, **Users**, **Page** **Layouts**, **Email** **Services**.
* Worked with Automation tools like **Process Builder**, **Approval Processes**, **Flow Builder**, **Workflows** to auto-create and modify **Tasks** and **Events**, **Leads**, **Campaigns.** Built **Reports** and **Dashboards**.
* Configured **Email to case** and developed Email services to handle complex support needs. Worked on end to end implementation for Email support service center application in salesforce.
* Worked on **Apex Triggers**, **Apex Classes**, **Controllers** to populate SLA metrics as per different entitlements. Involved in querying salesforce tables using **SOQL** & **SOSL** using **Force.com** Explorer.
* Developed **Apex batch jobs, Queueable Classes (Asynchronous Apex)** to auto-archive spam cases and backed up relevant cases.
* Built **Apex** **Webservice** (**Apex** **REST**) to create a case and retrieve case data from salesforce for the Assurant front end site. Used Rest Web services to flow the Data from salesforce to Connected App. Used Force.com Web services API for implementing web services to integrate with legacy systems.
* Developed custom UI for Salesforce Applications using **Visualforce**, **Lightning Components (AURA)**, **SLDS,** Events and used custom **CSS** in the components. Built reusable UI components and pages with the lightning component framework.
* Embedded **Lightning Components** in **Visual force** page by using new **Lightning Out** feature by event-driven programming.
* Implemented Community Cloud for customer self-service using knowledge articles and FAQs.
* Experience with **Web Chat** and **Omnichannel** for **skill-based routing** among support agents (**Service Cloud**).
* Worked on **Chatter** and **Email** **integration** features.
* Analyzed large volumes of data and developed dashboards using Salesforce **Einstein Analytics**.
* Worked on Data Loading Activities using salesforce.com **Import** **Wizard**, **Force**.**com** **Data Loader**, **Informatica Cloud** and **Workbench.**
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into Salesforce.com using **Apex Data Loader** 20.0.
* Worked with various development/deployment tools like **SVN**, **Maven**, **Jenkins**, **ANT**, **Git**, **GitHub**, **Visual** **Studio** (**VS Code**), **Changesets**.
* Performed Unit, Integration, Regression and User Acceptance Testing
* Used **JIRA** for to track development progress and documented in technical designs in Confluence.
* Provided Production Support.

**Environment:** Salesforce.com platform, Apex, Visualforce, Lightning, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, HTML, Java Script.

*Client:* **Overstock.com, Utah [Nov 2017 – Jul 2018]**

*Role:* **Salesforce Administrator**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC. Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com like **Lead**, **Account**, **Contact**, **Opportunity**, **Campaign**, **Cases, Reports** and **Dashboards** as part of Sales Clous & Service Cloud.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Designed, Implemented and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, Components to suit to the needs of the application. Defined related tasks, **Workflows**, **Process** **Builder**, **Validation** **rules** to automate **time triggered actions**, **email alerts**, **filed updates** to implement business logic.
* Created various **profiles**, **Roles** and **Permission** **Sets**.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customers cases in **Cases** Tab.
* Implemented Apex **Data loader** “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity. Executed **workbench** and **data loader** to verify Product/Pricing staging data in **SFDC**/**CPQ**.
* Experience working with Customer **Communities** and **Partner** **Communities**.
* Maintaining **test coverage** for all the **classes** and **triggers** and supporting deployment activities
* Worked with different **Force.com** Add-ons like Dream Factory and Cloud 9 Analytics.
* Configured tasks using **CPQ** & **Opportunity** **Management**. Created integration with **CPQ** and **CLM** applications.
* Created Public websites and applications that are directly integrated with our Salesforce Organization using sites.
* Used Unmanaged packages for building basic blocks of an application.
* Created managed packages to seamlessly push patch updates to subscribers.
* Responsible for managing the queues for assigning the tickets to team and myself.
* Having experience on production support handling level1, level2 and level3 tickets.
* Having good experience on Community Cloud, customer community and partner community.
* Given 24/7 production support and developed training material for end users.

**Environment:** Salesforce.com platform, CPQ, REST, SOAP, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, HTML, Java Script.

*Client:* **John Muir Health, California [May 2017 – Oct 2017]**

*Role:* **Salesforce Administrator/Developer**

**Responsibilities:**

* Participated in all the phases of SDLC, performed analysis, design, solutions and development of user functional requirements and prepared technical design document. Project management methodology Agile.
* Performed administration tasks like creating **Users**, **Roles**, **Profiles**, **Permission Sets**, **Sharing Rules**, OAuth based Authentication of Salesforce for external applications.
* Created **Email templates** which are used in Email Alerts in **Workflow** and **Approval process**.
* Created **Workflow Rules**, **Approval Process**, **Process Flows** and related actions Tasks, **Email Alerts**, **Field** **updates** and Outbound messages to automate the business process.
* Configured **Cases** object for varies business users which includes **Email-to-Case**, **Assignment Rules**, Escalation Rules with email alerts, Auto-Response rules and Support Process.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Implemented **Single Sign-On** (**SSO**) in multiple Salesforce instances using SAML 2.0.
* Involved in Data Mapping and Data Migration from varies database to Salesforce Objects and fields.
* Written complex **SOQL**, **SOSL** queries in the **Apex Controllers**, **Triggers** and **Batch** **classes (Asynchronous Apex)**.
* Designed and developed **Apex Classes**, Utility framework classes, **Apex Triggers** and **Visualforce pages**, **Components**. Worked on **salesforce1** custom mobile app development for displaying customer s account summary.
* Used components **Page Block**, **Page Block Table**, **Page Messages**, **Action Region**, **Output Panel**, **Command Button**, **Action Support** and **Action Function** in the **Visualforce page**.
* Enhanced UI using **CSS**, **HTML**, **Visualforce** **components** and used **JavaScript**, **jQuery** for front-end validation and control page level sections based on the user input.
* Designed and performed rollout from Salesforce classic to Lightning, developed **Lightning** **components** using **AURA** framework, **Lightning App** builder and **Lightning Design System** for styling.
* Developed Apex Restful web service classes for Java, Workday applications to access various SObjects customized data.
* Has the ability to demonstrate the value add of Salesforce Communities above and beyond traditional customer, self-service, partner or indirect sales, and employee portals.
* Used **Health Cloud** to implement rich and contextual patient profiles
* Integrating patient data from electronic health record using **Health Cloud**
* Provided cloud-based customer relationship management with Salesforce for optimization in coordination of the workforce development program and other community-oriented events.
* Written **apex test methods** for unit testing and code coverage of **apex classes**, **triggers** and **web services (REST API & SOAP API)** and achieved a minimum of 90% code coverage org wide.
* Deployed the changes from Sandbox to Production using **Change Sets**, **ANT Migration tool**/Script, and Eclipse **Force.com** IDE tools.
* Worked on troubleshooting production issues and fixed the issues within the time frame and moved to production.

**Environment:** SalesForce.com CRM, Apex, SOQL, SOSL, Eclipse Force.com IDE, REST API, Web Services, Workflows, Approval Processes, Lead Management, Duplicate Management, Email, HTTP Client, MS Office Suite, Workbench.

*Client:* **NetCracker Technology Pvt Ltd. India [Jun 2015 – Mar 2017]**

*Role:* **Salesforce Administrator**

**Responsibilities:**

* Interacted with various business team members to gather and document the requirements.
* Customized various Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Products**, **Price** **books**, **Campaigns**, **Campaign Members**, **Cases** and **Solutions**.
* Administered, configured and managed Salesforce application user **Profiles**, **Roles**, **Permission** **Sets**, **sharing rules** and security controls, generating **Security tokens**, upgrade to managed **app exchange** packages.
* Developed **Workflow rules**, **Approval process** on various objects to automate actions **Email Alert**, **Field** **Update**, **task Creation**, **outbound messaging** and **time-dependent** actions.
* Created custom pipeline **report** and other reports for different business users using **tabular**, **summary** and **matrix** **reports** and **dashboards**.
* Created relationships using **Lookup** and **Master-detail** among **custom** and **standard** **objects** and created **junction** objects to establish **many-to-many** relationships among objects.
* Created various **Formula**, **Rollup** **Summary** **Fields**, **Record** **types**, **Page** **Layouts**, **Search Layouts**, **Related lists**, **List views**, **Custom tabs**, **apps**, **Custom Links**, **Custom Buttons** and **Actions** on a record detail and edit pages.
* Customized Leads by creating a Lead process for various groups, assignment rules, web-to-lead, and custom lead conversion (**Sales Cloud**).
* Implemented **Case Management** Automation to track and solve customer issues by creating support process, **record types**, and **assignment** and **escalation** rules (**Service Cloud**).
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing**.
* Deployed components across organizations (**Production** and **Sandboxes**) using **Eclipse**, **Force.com Migration Tool**, and **Change Set.**
* Imported and exported large volume of data using **Data Loader, Data Import Wizard** and **Workbench.**
* Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including the managing releases and change control processes.

**Environment:** SFDC, Force.com, Controllers, Sharing Rules, Windows server 2003, Web services,

Triggers, Controllers, Workflows, Email Updates.

*Client:* **Talent Sprint Technologies, India**   **[Feb 2014 – May 2015]**

*Role:* **Intern Programmer Analyst**

**Responsibilities:**

* Involved in implementing application using Spring MVC framework, developed core validations and core business logic implementation.
* Developed Servlets, J2EE, Dynamic pages using JSP.
* Developed use cases using Rational Rose based on the requirements
* Used Eclipse IDE and involved in the developing various Hibernate mapping files; XML configuration, EJB for abstracting business logic and provide dependency-injection in Spring.
* Involved in Agile development process based on iterative development
* Applied spring framework on the whole application, Designed and developed views, controller and model components.
* Hands-on experience in the Installation/Configuration/Administration of J2EE applications.
* Extensively used JDBC and Hibernate to communicate with the SQL database.
* Used Hibernate in the persistence tier to connect with database and hibernate framework to retrieve the data from database
* Developed user access module using JSPs, Servlets and MVC framework and used Java Script for Client-Side Validation. Developed stored procedures and SQL queries for the application.
* Involved in unit testing support after getting issues in the code and used SVN as version control.

**Environment:** Java, JDBC, Servlets, Java Script, HTML, SQL server 2000.