**TANVIKA GUDURU**

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**(505) 236-3725**

**Professional Experience**

* Having **6 years** of experience in computer science with **experience in all the phases of SDLC: Analysis, Design, Development, Administration, Testing, Implementation and Support in numerous software Applications using Salesforce (CRM) and Mainframe.**
* Experienced with **retail, manufacturing, service, Finance, Banking, Airline and Insurance industries** business needs and blending them with the package-based solutions to meet all the variety of IT needs of each customer.
* Strong experience with Salesforce.com CRM full implementation, migration of **Sales, Service, Community clouds** and Force.com platform.
* Proficient with understanding of sales cloud CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management. Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes**, **Visual force pages.**
* Experienced in admin modifications like Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Worked extensively in developing, customizing of **Visualforce pages with Visualforce components,** Custom, Extension controllers and developed dynamic components.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and Apex managed sharing rules.
* Proficient with tools **Eclipse IDE** (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, visual force pages and changing meta-data components**.**
* Experience in Salesforce
* **Lightning** framework and components.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Proficient in **Data Migration** from Traditional Applications to SalesForce using **Import Wizard** and **Data Loader Utility**.
* Worked in all phases of **Software Development Life Cycle (SDLC) of Salesforce.com** implementations.
* Experience in web technologies including HTML, XML, CSS, JavaScript and SOAP.
* Expertise in **data modeling, design and development of mainframe applications using COBOL, CICS, IMS, DB2, JCL, VSAM.**
* Administrator experience in Marketing **Salesforce Cloud** using both **Classic** and **Lightning versions.**
* Proficient in **CMM Level 5 standards, METHOD I, and quality aspects**.
* Strong understanding of business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Apttus CRM, Apttus CLM Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Operating Systems** | Windows 98/2000/XP/2003/Linux. |
| **Salesforce Tools** | Eclipse, Apex Explorer, Offline Edition, App Exchange Data Loader, Data Loader, Veeva, Vlocity |
| **Web Design Tools** | Force.com IDE, Sales Force Explorer, Data Loader, Apex Explorer. |
| **Languages** | APEX, C, C++, SQL, Java Script, React |
| **Version Control Tools** | VSS, CVS, GIT. |

**Certifications:**

* ***Salesforce.com: Platform Developer1***
* ***Salesforce.com:Adminstrator***

1. **Work Experience**

**British Petroleum, Houston, TX**

**ROLE: Salesforce Lightning Developer Jul 2019- Oct 2020**

* Customized standard objects to meet the requirements of the client, by adding **new fields, validation rules, relationships** and **Triggers**.
* Created **Custom Applications** and developed **Custom Objects** for those Custom Applications.
* Performed Apttus CPQ related configuration for product setup, **approval matrices, approval rules, process builders and flows.**
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Used **Apttus X-author migration tool** to deploy the templates and data from Dev sandbox to Production.
* Created **Custom Fields, Relationships, Field Dependencies, Validation Rules, Lookup Filters** and **Record Types** for Applications.
* Used **Data Loader** for insert, update, upsert, and bulk import or export of data from Salesforce Objects. Used it to read, extract and load data from **comma separated value** (**CSV**) files
* Created and used Email templates in **HTML** and **Visualforce.**
* Customized Salesforce CRM functionality with **Visual Force** and **Apex code** according to the requirements.
* Coordinate and ensure flawless execution of marketing programs for email through Salesforce **Marketing Cloud**.
* Implemented Marketing Cloud from scratch and successfully implemented **Sales Cloud** with **marketing cloud**.apex
* **Agile Development Methodology** was followed for the implementation.
* Designed and coded application components in an Agile environment utilizing a test-driven development approach.
* Position Commerce Cloud product and services and improve Customer’s impact
* Collaborate effectively with internal and external colleagues to build a best-in-class customer experience with the goal of making every customer a promoter of Commerce Cloud and a customer for life
* Developed Client request validations and processing using **JavaScript.**
* Using **JavaScript** in Visualforce pages for delivering great user experience, customize the functionality of your Visualforce pages, Pass parameters to the JavaScript, show pop-ups, confirm messages, Display Visualforce page validation messages as pop-ups, Call controller methods from JavaScript
* Understood the business process and developed presentation layer components, using Velocity, **HTML** and **JavaScript**.
* Designed and Developed Vlocity CPQ for couple of telecom clients.
* Worked on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
* Worked on Communities implementations.
* Created a user interface in **Lightning** using Aura components, CSS, Bootstrap for a user to enter case details and submit into Salesforce.
* Designed, implemented the custom objects, Custom tabs, Validation rules, Page Layouts, Compact Layouts, Communities, chatter to suit the needs of the Application
* Worked on **Sales and Service cloud** communities sharing Business Process extend them across offices and departments, and outward to customers and partners
* Used **Salesforce Lightning** Inspector to debug the **lightning** components during the development process.
* Identified and debug system errors in relation to declarative automated tools, web integration and Apex.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual communities, Workflows, Salesforce support communities and Chatter groups
* Implemented Visualforce pages with public-facing websites by using Force.com Sites
* Developed web-to-lead functionality for company website which directs leads from web to Salesforce Org.
* Tracked year-over-year performance using **SF Einstein analytics**.
* Used **B2B marketing analytics** to customize visual dashboards using **Einstein analytics**.
* Ingested data from organization’s database into salesforce.
* Tested Apps by appending multiple components to a **Lightning** Application thereby deployed Applications from Sandbox to Production
* Created Apex methods for the **lightning** controller and helper methods to perform DML operations on the case records. Used **Salesforce1** simulator during the development to test if the **lightning** components works properly on the mobile device
* Deployed the enhancements of **Fields, Triggers, Reports and Workflows** into the test and production boxes to keep them in sync
* Created**SOAP** Web Services using WSDL, XML and SOAP for transferring data.
* Created various RAML resources to implement **REST** Based APIs as a part of project implementation.
* Involved in eliciting requirements using documents analysis, requirement **workshops**, brainstorming, use cases and **workflow analysis**.
* Maintained & updated existing test automation harness (**Selenium**) and Administered continuous integration servers (**Jenkins, Bamboo**)
* Experienced in using **Bitbucke**t for code collaboration
* Created test environment and automated build process (**ANT**)
* Participated in **Salesforce DX** pilot release.

**Environment**: Salesforce.com, Apex Classes, Controllers, Triggers, Visual force, Force.com, Dashboards, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Data Loader, Java Ant, Custom Reports, Oracle, Windows.

**CVS Health, RI**

**ROLE: SalesForce.com Developer Jun 2018 – Jun 2019**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Salesforce CRM (SFDC)&Lightning: CRM E2ETesting, Creation of Users, Profiles, Roles, Creation of Apps, Creation of custom Objects, Designing Custom Fields, Task and Events, Apps, Email Notification and Template, Permission Sets, Assigning Validation Rules and Field Level Dependencies, Page layouts.
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various **Custom Objects, Tabs, validation rules, formula fields.**
* Developed custom Business logic using **Apex Classes, Visual force pages and Lightning components**. Used Visual force components like **Page Block, Command Buttons, Action support, Action Function**.
* Implemented customCascading Style Sheets **(CSS)** for **Visual force pages.**
* Worked with **SOQL, SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Expertise in Development of applications in SOAP and **Restful** Web Services using
* Apache CXF, JAX-WS and Spring MVC Rest.
* Experience consuming **RESTful** web services.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring AppExchange apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docusign etc
* Created relationships among objects using **Lookup** and **Master-detail** relationships.
* Created various **Profiles**,**Roles**,**Page Layouts, and Record Types** and configured the **Permissions** based on the Organization hierarchy requirements.
* With **Service Cloud**, I automated **service** processes, streamline workflows, and surface key articles, topics, and experts to transform the agent experience. Connecting one-to-one with every customer, across multiple channels and on any device, was never easier.
* Migrated and implemented foundational **Health Cloud** data model to enable member and provider 360 experiences for Medicare Advantage potential members, members, brokers and providers.
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Hands on experience on Salesforce **Lightning** for Customizing Reports and Dashboards for business use.
* Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Developed custom Business logic using Apex Classes, Visual force pages and **Lightning** components.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Integration with ETL tools like Informatica.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classes to Unit test** Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **Sandbox to Production**.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**MasterCard International, Harrison, New York.**

**Salesforce Administrator Apr 2017 – May 2018**

**Responsibilities:**

* Administered organization’s salesforce CRM focusing on data integrity, user support and training for 40+ users.
* Streamlined call center workflows by redesigning the call logging screen & creating a manger’s reporting dashboard.
* Utilized sharing rules, groups and roles to open up data restricted via OWD settings. Modified object/field permissions to restrict user visibility.
* Created record types and page layouts to accommodate unique views of the data based on department feedback.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Utilized the Process Builder to bypass the inability to use Workflow Rules to create Events after certain criteria have been met on a record.
* Extensively using Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Developed various pick lists, formula fields, master-detail relationships, lookup relationships and custom report types.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Added users to the call center application and also integrated Softphone CTI to the users which was developed by developers.
* Configured and used standard reports, custom reports and custom report types.
* Used dashboards and dashboard components to display data for users.

**Environment:** SalesForce.com CRM Application Platform, Page Layouts, Workflows, Approval Processes, OWD, Profiles, Dashboards, Reports, Eclipse, Call center, Object relationships, Data loader.

**Payless Shoesource, Topeka, KS**

**SalesForce.com Admin Jul 2016 – Mar 2017**

**Responsibilities:**

* Created relationships among objects using Lookup and Master-detail relationships.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, **Contacts, Cases, Reports** and **Dashboards**.
* Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.
* Implemented Data Loader through the Command Line Interface to extract the data from **database**
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created and maintained the documentation for **Design, Migration, Integration** and **Training**
* Involved in deploying applications from **Sandbox** to Production.
* Developed Custom Reports and Dashboards as per given requirements.
* Wrote Custom Formula **fields** and **Validation** rules.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, VisualForce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**Anthem, Atlanta, GA Salesforce Admin/Developer Oct 2015– Jun 2016**

**Responsibilities:**

* Support daily operations of user systems including maintaining users, profiles, Roles, security.
* Involved in all phases of **Software Development Life Cycle** (SDLC) starting from Requirements Gathering and Design.
* Creation or customization of custom or standard objects which include **Leads, Accounts**, **Contacts**, **Opportunities**, **Products** and **Cases**.
* Involved in activities related to Saleforce.com setup, Configuration, Customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Worked on **Visualforce** Language to develop Visualforce pages, overriding buttons, links and tabs, custom components, templates, integrating email etc.
* Created several **workflows** by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Worked on the **Eclipse IDE** with **Force.com** plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Administrator for different salesforce.com CRM application for **sales cloud** and **service cloud**.
* Developed and deployed workflows for **opportunities** and **products management**.
* Developed **Unit test class for Apex class** and worked for improving code coverage.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to **dashboard** for authorized people for individual divisions.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse.**
* Supported end users with solutions and issues they face with any functionality.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in Windows 7.

**Smart client IT innovations**

**Salesforce Developer/ Administrator Feb 2014 to Dec 2014**

**Description:** This app is mainly helpful for resource management team for reducing excel sheet work. The main aim of the app is to maintain job positions and candidate’s information related to job position and skills. Maintaining job application from different employment website. Sending candidate’s information to related managers.

**Responsibilities**:

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timeline
* Coding APEX and custom applications for Salesforce instances
* Design, code, and support solutions to meet business needs in Salesforce, including configurations, customizations and integrations
* Work with Application Architects and Tech Leads to design integrations between Salesforce.com and other systems across the enterprise
* Code, configure, unit test and create supporting documentation for application development tasks

**Environment**: Java, J2EE, Java Script, HTML, CSS, JDBC, JSP, Eclipse.

**EDUCATION: Bachelor of Technology in Computer Science**

**Master’s in Computer Science**