**Tulasi Vikram**

**linkedin.com/in/tulasivikram**

[**vikramthulasi8@gmail.com**](mailto:vikramthulasi8@gmail.com)

**503-207-5734**

**Education:**

* Master’s in computers and Information Science (Aug 2015 – Oct 2016), *Southern Arkansas University*, AR, USA
* Bachelor’s in technology (June 2010 – May 2014), *JNTU University*, Hyderabad, India

**Certification:**

* Salesforce Admin (Credential ID: 21432838)

**Professional Summary:**

* Having 7+ years of IT professional Experience in application software Designing, Development, Administrative, Testing and Implementation into Salesforce CRM platform both as Developer and as Administrator/QA.
* Having good knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis, Designing, Development and Testing.
* Experience in SFDC Development in implementing Apex classes, Triggers, Visual Force, Force.com IDE, SOQL, and SOSL.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and Business Logic.
* Experienced in system security settings and SFDC Administrative tasks such as creating Profiles, Roles, Users, Page Layouts, Email Services, Record Types, Assignment rules, Workflows, Reports, Dashboards and Approval Processes.
* Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Proficient in creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Designed and Developed Lightning Community Website for Marketing using Lightning community builder, Lightning Components, SLDS, Lightning Events, HTML5, CSS, Lighting Controllers, Apex.
* Worked on Controllers & Triggers, Visual Force Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets, Force.com Migration tool and Eclipse.
* Strong understanding and experience with enterprise MuleSoft integration patterns.
* Hands on experience on HTML, CSS, JavaScript and jQuery. Integration of SFDC with external Web Service API's like Cast Iron, Informatica Cloud.
* Involved in Data Integration and Migration by using Force.com data loaders, web-based import wizards.
* Strong knowledge of the SFDC data model, customizing schema using custom objects, fields, master - detail and lookup relationship.
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
* Knowledge of WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs. Update on SFDC pricing and editions and their features, chatter option, security and sharing models, delegated admin features.
* Experience with extraction, transformation and load (ETL) tools. Strong knowledge on Agile, water fall methodologies. Proficient in databases including MS SQL Server Oracle.

**Technical Skills:**

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| **Salesforce.com** | **Salesforce Lightning, Apex Language, Apex Trigger, Apex Class & Apex, Visualforce (Page, Component & Controllers). SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, force.com IDE, Apex data loader, web services.** |
| **Custom Integration &Management tools** | **Outbound Messages, Workflow and Approvals, Field updates, Reports, Account Management, Contact Management, Email Services, Security Controls, Custom Objects, Custom Settings, Custom Labels & Tabs, App Exchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA.** |
| **Force.com tools** | **Eclipse, Force.com Eclipse IDE Plug-in, Data Loader, Force.com, Salesforce.com.** |
| **Web & Test Technologies** | **HTML, Java Script, XML, CSS, WSDL, JQuery.** **Quality Center/ALM 11, HP Quick Test Pro (QTP) 11, Load Runner 11, JIRA, SOAP UI, IBM rational quality manager, JIRA (Agile), Selenium, Clear Quest** |
| **Languages** | **C, C++, Apex, Core java, Java, JavaScript** |
| **Java Framework** | **J2EE, Struts, Hibernate.** |
| **Relational DB** | **SQL, SOQL, SOSL** |

**Professional Experiences:**

**Client:** State of Oregon (SFDC Engineer/Admin) Scottsdale, AZ, 13/02/2017 to CURRENT.

**Roles & Responsibilities:**

* Implemented Agile to ensure speed-to-market of solutions and maximum business value capture.
* Designed and developed Visual Force pages based on the business requirements.
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Retrieve all metadata and apex classes from a salesforce org and push to a GitHub repository hosted on bitbucket using ANT.
* Day to day Scrum calls on the updates of the work.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Have done POC on using External ID for Data Upsetting using Data Loader.
* Written test classes for a Process Builder to test its efficiency.
* Worked with SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.
* Used ALM to synchronize between salesforce automatically created salesforce cases from ALM.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.

**Company:** Icore staffing Solutions Inc, , Foothill Ranch, CA . December 2016 to February 2017

**Role:** SFDC Engineer/Admin

**Roles and Responsibilities:**

* Work closely with sales team and business analysts to perform detailed analysis of business and technical
* Requirements and design solution by customizing various standard objects of SalesForce.com (SFDC).
* Assist business stakeholders during UAT and QA team in regression testing and analysis of the applications.
* Develop apex program and apex triggers for various functional needs in the application.
* Worked on Dynamic Apex to access Objects & Fields to describe information, execute SOQL, SOSL, REST API, SOAP API & DML.
* Design various web pages in visual force for functional needs within Sales force. Created visual force pages to override the standard functionality of new and edit buttons.
* Migrated leads, accounts and contacts to the Sales Cloud by using the Jitter- Bit Data loader tool.
* Work on Chatter and Email integration features related to Sales cloud and Marketing cloud.
* Involved in design, Development, planning, testing of Sales force cloud services.
* Design and deploy Custom tabs, Custom objects, Page Layouts, Lightning Components, Visual force pages (Ex: Custom lookup Magnate glass & etc) including migration.
* Validation rules, Approval processes and Auto-Response rules. Add custom fields to objects and added.
* Work with various standard objects including Accounts, Contacts, Leads, Campaigns, Opportunities, Cases and Custom Objects management.
* Implement pick lists, dependent pick lists, lookups, master detail relationships and record types to enforce
* Created workflow rules and defined related tasks, email alerts and field updates.
* Support the data migration and data export activities through various business centres using Apex Data, Data Loader, Apex Data Export and Import Wizard.
* Use Sandbox for testing and migrated the code to the deployment instance after testing.

**Client Name:** Anuvega Developers, Hyderabad, India Jan 2013 to Sep 2016.

**Role:** IT Support SFDC Analyst

**Roles and Responsibilities:**

* SFDC requirement elicitation and coached junior business analyst in converting business requirements to technical specifications, designing the solution and work closely with Stakeholders, Architects, Developers and Deployment teams.
* Managing users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Created Formula Fields, Validation Rules, Workflows and approvals, Process builders for the flexibility and functionality of force platform application and to help automate the different types of actions based on organization processes.
* Worked with integrating Salesforce with 3rd party systems using web services and App exchange for greater usability.
* Worked with integration platforms, API integrations SOAP, REST with other systems for extracting the data from the homegrown applications by using the homegrown web services.
* Worked closely with Java development team in Agile Environment to build and support current dashboards and portals.
* Supporting the Sales cloud implementation, Service cloud modules, Client interfacing, Chatter when converting leads and dealing with cases for companywide discussions.
* Designed and created reports to determine most popular items by age range, geography and profession and other parameters to make informed decisions on inventory.
* Used SOQL & SOSL Queries with consideration to governor limits for data manipulation needs of the application using platform database objects and to support various item level analytics on database objects.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce S Objects Used it to read, extract, and load data from a comma separated value (CSV) file.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home.