 

**EXPERTISE:**

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#  summary

* **Certified Salesforce Developer** and **Administrator** with years IT experience including 8+ years of extensive experience in Salesforce Development, Administration, Configuration, Implementation and Support of Salesforce CRM and Automation applications based on Apex Language and leveraging Force.com
* Experienced in implementation & Integration on Salesforce.com using Apex Language (Classes, Controllers & Triggers), Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Lightning Web Components, Aura Bundles, Visualforce Pages, REST APIs, AJAX, Custom Tabs, Analytic Snapshots and Dashboards.
* Experienced in Salesforce Lightning UI including creating multiple Lightning components and Apps using Lightning Design System, Lightning App Builder and Lightning Component features
* Extensive Experience in Salesforce technology stack - Apex, Visual Force, Flex, SOQL and SOSL.
* Extensive Experience in various Salesforce implementations which include Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter and AppExchange.
* Expertise in SFDC Administration - creating Profiles, Roles, Users, Permission Sets, Organization hierarchy, Object and Field level security, record level security, sharing rules, Page Layouts, Approvals, Workflows, Validation Rules Actions, Alerts, Email Services, Reports, Dashboards, Outbound messages, Tabs, AppExchange packages, Events, Tasks.
* Experience in creating Custom Formula Fields, Validation Rules, Field Dependencies, Work Flows and Approval Processes for field updates, automated alerts and Email generation according to business requirements. Proficiency in Process automation (approvals, workflows, and process builder)
* Deep understanding of generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Expertise in analyzing business requirements and developing Salesforce custom objects, lookup relationships, junction objects, master - detail relationships.

## Education

Masters in Software Engineering, West Virginia University

* + Solid understanding of Salesforce architecture and APIs.
	+ Expert level understanding of CRM business processes including Forecasting, Campaign management, Lead Management, Order Management, Case Management, Account Management, and merging.
	+ Worked on Sales Cloud functionality including Account Planning, Sales Forecasting and Opportunity Management.
	+ Extensive experience in Service Cloud working on Service Console, Customer Portal & Communities, Case Feed, Entitlements and Knowledge Base.
	+ Experience using data tools including Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Data Load for Standard objects, Custom objects.
	+ Experienced in installing and maintaining of third party AppExchange applications.
	+ Experienced in working on Eclipse IDE with Force.com Plug-ins for writing business logic in Apex programming language.
	+ Experienced on working with data structures to manage large amounts of data efficiently.
	+ Proficiency in Object Oriented Languages like Java J2EE JSP Servlets and other Java technologies.
	+ Strong Database RDBMS development experience in writing queries, functions, stored procedures, triggers and views in Oracle SQL PL/SQL and MS Access
	+ Experienced in releasing changes in development, QA and production environments by applying DevOps best practices and technologies such as Salesforce DX, CI/CD, Jenkins, Git, and test automation.
	+ Thorough understanding and experience in various steps of various SDLC methodologies – Agile, SCRUM, RUP and Waterfall. Thorough understanding of activities involved in all phases - Requirements, Analysis, Design, Development and Testing.
	+ Proficiency in Creating Unified Modelling Language (UML) diagrams such as Use Case Diagrams, Business Process Diagrams and developing Vision documents, scope statements, business cases, Use Cases, creating Screen Mock-ups, conducting Gap Analysis and Impact Analysis
	+ Facilitated Change Management across multiple projects from Project conceptualization to Testing through best Project Delivery, Software Development and Implementation Management practices.
	+ Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

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| **TECHNICAL SKILLS** |
| SFDC Technologies | Standard objects, Batch Jobs, Workflow & Approvals, CPQ, CLM, Lightning Web Components, Apex Language, Apex Classes & Controllers, Apex Triggers, Visual Force Pages, Data Loader, Offline Edition, Integration, migration, Reports, Dashboards, Sales cloud, Service cloud, Force.com IDE, Eclipse, SOSL, SOQL, S-Control |
| Web Technologies and APIs | CSS3, HTML5, jQuery, JavaScript and Web Services (REST and SOAP), JSON, Visualforce, AJAX |
| Development Methodologies  | AGILE, SCRUM, RUP, Waterfall |
| Tools | Eclipse, Data Loader, Workbench, Aside.io, SoapUI, Mavensmate, Git, Jenkins |
| Databases | MySQL, Oracle, MS Access, SOQL, SOSL, Mongo DB |
| Version Control | GitHub, Anthill |
| Utility Tools | MS Office Suite, MS Project, Adobe Photoshop, JIRA, Confluence |

**PROFESSIONAL EXPERIENCE:**

**Client: CSX, Jacksonville, FL Sep 18 – Till Date**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Implemented Apex Extensions to customize the standard buttons on Lead, Account, Contact and Opportunity objects.
* Developed robust Lightning Pages using aura framework and included them on the community builder.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Research and develop workaround solutions for Lightning Web Component limitations
* Worked on LWC framework to implement new business requirements in LWC
* Created and Scheduled Batch Apex jobs as per the project requirements.
* Defined Organization wide default, established role hierarchy, created users and assigned Profiles and Permission Sets.
* Created Workflow Rules to automate Field Updates, Tasks, Email Alerts, time dependent actions and Outbound API Messages.
* Created Reports and Dashboards using marketing cloud to track Opportunity pipeline Stages for Product Owners and Management visibility
* Worked on building Email Studio, Journey Builder, Mobile Studio, Automation studio within the marketing cloud.
* Created automated business processes using Lightning Process Builder.
* Defined lookup and master-detail relationships, pick-list, and field dependency on custom objects.
* Designed, developed and deployed Custom objects, Record Types, Page layouts, Custom tabs, Components, Visualforce Pages to meet the needs of the business.
* Designed and Developed Dashboards to monitor case activities based on location.
* Regular data cleanup activities to ensure data integrity and regular mass data loading and updating to maintain data accuracy and quality.
* Created Visualforce pages that could be rendered as PDFs, build dashboard components and define email templates.
* Involved in creating Lightning Pages inside Lightning community Builder.
* Implemented Apex Extensions to customize the standard buttons on Lead, Account, Contact and Opportunity objects.
* Developed robust Lightning Pages using aura framework and included them on the community builder.
* Used Salesforce1 Platform to build Mobile App by enabling Lightning Components to be used in Salesforce1 mobile platform.
* Used Salesforce1 Simulator during the development to test if the lightning components functionality on mobile devices.
* Coordinated and assisted regular user training sessions to facilitate user adoption

**Environment**: Sales Cloud, Marketing Cloud, Lightning, Lightning Process Builder, Apex, SOQL, SOSL, CPQ, Sandbox and REST services, Workbench

**Client: Tesla, Fremont, CA Jun 16 – Sep 18**

**Role: Salesforce Developer**

**Responsibilities:**

* Made use of field level security along with page layouts to manage visibility and accessibility of fields for different profiles.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Designing and developing Lightning Community Builder and Lightning Components using Aura framework.
* Involved in developing Visualforce Pages to implement custom functionality and created Apex Classes to support the functionality.
* Deployed AppExchange applications and Integrated with third party applications.
* Defined triggers to process incoming service request emails from customers to automatically create new case records.
* Integrated Web Services for extracting data from the external systems to display in the pages of Salesforce.
* Implemented Web to Case, Email to Case functionalities to provide efficient customer support to the customers.
* Defined Assignment rules, Escalation rules to enable proper routing of cases to the appropriate team members.
* Defined Workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Implemented Knowledge Base Dashboards & Reports from AppExchange to provide Reports and Dashboards that monitor the Knowledge Base.
* Wrote SOSL and SOQL statements within custom controllers, extensions & triggers by following the Governor limits inside Salesforce.
* Used Salesforce Lightning to combine the new Lightning Design System, Lightning Components and Lightning App Builder to enable quick and easy creation of modern enterprise apps built on Salesforce1 Platform.
* Implemented SFDC Sales Cloud, Service Cloud, Web Services, Deal Rooms provisioning and marketing teams.
* Designed various Email templates for auto communication to customers.
* Conducted User training sessions to improve user adoption.

**Environment**: Salesforce.com, Force.com, Marketing Cloud, Apex, JSON, SOSL, SOQL, Sales Cloud, Service Cloud, Dash Boards, Data Loader, Data Migration, jQuery, CSS and Windows.

**Client: Disney, Orlando, FL May 13 – Jun 16**

**Role: Salesforce Admin / Developer**

**Responsibilities:**

* Worked on Salesforce Configuration and Administration.
* Created Lookup and Master-detail relationships among custom and standard objects
* Created junction objects to establish many to many relationships among objects.
* Defined Record types, Page Layouts, Search Layouts, Related lists, List views, Formula, Rollup Summary Fields, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages.
* Customized objects like Accounts, Contacts, Leads, Opportunities, Price books, Products, Campaigns, Campaign Members, Cases and Solutions.
* Customized Leads by creating a Lead process for different groups, assignment rules, web-to-lead and custom lead conversion.
* Created assignment and escalation rules to implement Case Management Automation to track and solve customer issues.
* Configured Partner and Customer portal in the organization for Partner selling.
* Administered, configured and managed Salesforce application using user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow rules, Approval process on different objects to automate actions such as Email Alert, Field Update, outbound messaging, Creating a task and time dependent actions.
* Created reports for different users using tabular, summary and matrix reports and created dashboards.
* Deployed components across different instances (Production and Sandboxes) using Eclipse, Force.com Migration Tool and Change Set.
* Provided post implementation support to assist end users in creating reports, dashboards and specific Administration tasks which include creation and maintenance of user profiles and security control.
* Responsible for driving end user adoption activities by providing training sessions and assisting in day to day functional support. Involved in managing releases and change control processes.

**Environment:** Salesforce, Apex, Visual Force (Pages, Component & Controllers), Salesforce Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Reports, Email Services, HTML, jQuery, CSS , Java Script, Web Services and Eclipse IDE Plug-in

**Client: Caterpillar, Peoria, IL Jun 10 – May 12**

**Role: Jr. BSA / Salesforce Admin / Developer**

**Responsibilities:**

* Gathered, analyzed and documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
* Conducted Joint Application Development (JAD/JAR) sessions with IT groups. Identified the Key Changes.
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Prepared graphical depictions of Use Cases, Use Case Diagrams, Activity Diagrams and creation of technical design (UI screen) using Microsoft Visio.
* Assisted the testing team in developing the Test Plan, Test Cases and Test Scenarios to be used in testing and Completed User Acceptance Testing (UAT)

**Environment:** MS Access 2000, MS Excel, UML, Rational rose, Rational Requisite Pro, Clear Case 2002, Rational Clear Quest 2002, MS Office Suite, MS Visio 2003,Outlook, HP Quality Center