##### **SUMMARY:**

* **Over 7+ Years** of experience as an IT professional, with over **6 years of experience in Salesforce.com CRM Platform using APEX, Force.com, Visual Force and Lightning**.
* Experience in SFDC Development implementing the **APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.**
* Pervasive experience in performing the administrative and development related tasks like **consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.**
* Experience with **Salesforce AppExchange Apps, installations,** configurations and user security permissions to meet the organizational needs.
* Proficient in dealing with the functionalities related to the **Service and Sales Cloud.**
* Experience in Zuora with different modules like Customer Accounts (create/manage/delete Customers), Product Catalog (create/manage/delete Products), Subscription (Overview, Cancellations), Billing Operations, Invoice Processing.
* Experience in defining revenue stages and maintaining user log with Marketo AppExchange App - for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) system including X-Author for Word/Excel, development of clause libraries and contract templates.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud, Commerce Cloud and Apttus CPQ.
* Thorough knowledge in the security and sharing model which is used to finely control the user’s access to different data.
* Hands on experience with solutions implementation, complex customizations, and configuring features available on Sales cloud, Service cloud, Commerce cloud & App-exchange applications.
* 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.**
* Done course work related to computer science: Data Structures, Application of Neural Network, Data Base Management Systems.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.**
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Skilled in understanding and implementing the new **Salesforce Lightning Experience**.
* **Used Lightning process builder for visualizing and created automated business processes**.
* **Extensively used Salesforce Lightning design system (SDLS) components in Lightning Application.**
* Well versed in analyzing **CRM business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and Merging management.**
* Experience with Code Deployments from Sandbox to Production and different environments using Change Set.
* Developed and worked on different **Salesforce.com** environments such as production and sandbox by employing the **Force.com Migration Tool and Eclipse.**
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on **experience in writing SQL and PL/SQL programming with Oracle and MS-SQL Server.**
* Expertise in creating Visual Force pages and other custom components for **Salesforce1.**
* Good understanding of **Software Development Life Cycle (SDLC), Agile and Scrum methodologies.**
* Responsible for gathering the requirements by coordinating with the business analysts, developers and project managers, to better customize, and utilize the full functionality of the **Salesforce.com CRM solution.**
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud, Marketing cloud, Call center, Chatter & App-exchange applications.
* Worked with Subject Matter Experts (SME’s) of different groups to gain detailed knowledge of the different systems and to understand the cross impacts of the system by conducting meetings.
* Worked on Custom Objects and fields for transactional and contractual information as a Steel Brick CPQ
* Strong experience in working with **Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.**
* **Excellent technical, logical, code debugging and problem-solving capabilities** and ability to watch the future environment, the competitor and customer probable activities carefully.
* Proficient in Data Migration from Traditional Applications to Salesforce.com using Data Loader Utility. Experienced in working with integration tools like Informatica Cloud MDM and Cast Iron.
* A project-oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.
* Have exposure on **Community Cloud**.
* Realization of complex back-end developments under Salesforce Commerce Cloud technology.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages like **Java, C++, J2EE and web technologies like HTML, CSS, XML, JSP and JavaScript.**

##### **Technical Summary:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Zuora, Marketo, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots and Custom Objects.  |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production) and Force.com Migration Tool. |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading. |
| **Programming Languages** | APEX, Java J2EE, C, C++, C#, VB.Net and ASP.Net. |
| **Web Development Technologies** | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL and JSON. |
| **Database Servers** | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2 and TOAD. |
| **Operating Systems** | MS Windows, Unix, Linux and Mac OS – 9/10. |
| **Software Development Methodologies** | Agile, Scrum, MVC and SDLC. |
| **IDE** | Eclipse 3.x, MyEclipse, Data loader, MS Visio and Force.com IDE. |

##### **CERTIFICATIONS:**

* **Certified Salesforce Admin, Advanced Admin and PD1**

##### **PROFESSIONAL EXPERIENCE:**

**Client: Bank Of America, Pennington, NJ April 2019 – September 2020**

**Role: Salesforce Developer**

**Environment:** Saleforce.com platform, Lightning Experience, Aura framework, Lightning base components, Workflow & Approvals, Sales Cloud, Service Cloud, Custom Objects, release management, Custom Tabs, Visual Studio Code, Jira, Git and Bitbucket.

**Description:** Bank of America is one of the world's largest financial institutions, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services.

**Responsibilities:**

* Working on Lightning Components, Apex Classes, Apex Triggers and Process builder to satisfy various business requirements.
* Developed Apex Triggers to update fields and child objects.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Writing Apex Test Classes for unit testing to ensure at least 90% of code coverage is met.
* Used field level security along with page layouts to manage access to certain fields.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using SFDX.
* Worked on Salesforce Workbench to perform SOQL and other DML operations like Data Loader and Query Editor in Developer console.
* Handled several bug fixes and resolved user issues.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Client: Herbalife Inc, LA, CA Oct2018 – Mar 2019**

**Role: Salesforce.com Developer/Admin**

**Environment:** Saleforce.com platform, Informatica Cloud, Agile–TFS,Force.com API, Lightning Experience, Aura framework, Lightning base components, Workflow & Approvals, Sales Cloud, Service Cloud, Community Cloud, Commerce cloud  Reports, Steel Brick ,Custom Objects, release management ,Custom Tabs, Oracle EBS ,Email Services, CLM, Visual Force,Salesforce.com Data Loader, Apttus CPQ, Security Controls, HTML, Java Script, Sandbox, Change Sets and Eclipse IDE Plug-in.

Herbalife Inc. is a global nutrition, weight management and skin care company with revenue greater than US$ 3 billion and sells products in over 84 countries. Herbalife shares are listed on New York Stock Exchange (NYSE: HLF).

**Responsibilities:**

* Involve in developing visual force pages, triggers and apex classes based on the requirements.
* Used Community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Create **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Experience in release management of enterprise web applications using J2EE and Java related technologies.
* Implement pick lists, dependent pick lists, lookups, junction objects, **master detail relationships, validation** and **formula fields** to the custom objects, **Web to case, Email to case**.
* Worked on various scenarios of **Salesforce.com APIs** like **SOAP, REST.**
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions** and **Apex Triggers** for various functional needs in the application using the **Eclipse IDE**.
* Designed, and developed the **Custom objects**, validation rules, Page layouts, Custom tabs, components, Visual Force Pages to suit to the needs of the application.
* Hands on experience with Steel brick CPQ to ensure pricing and quoting accuracy.
* Experience on Oracle EBS in Supply Chain Management (SCM) and Financials modules.
* Experience with Commerce Cloud product services and improve Customer's impact.
* Adhered to the Best Practices by avoiding Governor Limits in**SOQL** and **SOSL statements** within the custom **Controllers, Extensions,** and **Triggers.**
* Expertise in Oracle Applications Functional experience in multiple implementations, Upgrade and Postproduction.
* Created Workflow rules, Process Builder, Visual Flows and defined related tasks, email alerts, and field updates for Business Automation.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Developed **Apex Classes, Apex Triggers, Visual force Pages** and Custom Controller classes for various functional needs in the application.
* Experience with Configuration Management, Build, Deploy, Release Management and Quality Assurance.
* Experience with the integrating **SFDC** and **AppExchange** partners such as **CPQ/Apttus.**
* Adhering to the best Practices while creating **Triggers.**
* Used Salesforce Automation for Territory Management and Opportunity Management.
* Worked on Custom Objects and fields for transactional and contractual information as a Steel Brick CPQ Business Analyst.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Integrated **Salesforce.com** with External Applications like using **SOAP/REST API** based **web services.**
* Worked on **Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components).**
* Created and modified templates using **Apptus CPQ & Author CLM**. Modified profiles and permission set access as per requirement.
* Visual force Pages for **Lightning Experience, Alternatives for Java script Codes,** sharing Visualforce pages between Classic and Lightning.
* **Leveraged Aura Framework, by creating Aura Attributes and Aura Handlers for Events to establish a communication path between Lightning Components**.
* Worked on designing and developing **Lightning** Community Builder and developed **Lightning Components**.
* Assisting in migrating existing functionalities from **Salesforce** **classic interface to lightning interface**.
* **Refactoring** of code to fix the existing issues in the sequence of operations on real-time.
* Worked closely with users to understand the issues and fix them.
* Develop **test classes** and maintain sufficient organizational code coverage.
* Worked closely with **informatica** and other **middleware** teams for fixing issues.
* Monitoring of informatica jobs to ensure smooth and error-free operations.

**Client: Fortis health Care, Hyderabad, India April 2016– September 2018**

**Role: Salesforce Developer/Administrator**

**Environment**: Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout and SOQL (Salesforce Object Query Language).

Fortis Health care is the largest provider of specialized behavioral health care services in the U.S. treating more than 30,000 peop4le. The company was using ACT! Excel spreadsheets, and other proprietary systems to manage extensive patient data. With large number of websites and incoming patient’s data it was being difficult to have an efficient management. The company has decided to shift to the Salesforce CRM and Force.com platform.

**Responsibilities**:

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Client: Microsoft, Hyderabad, India April 2013 to March 2016**

**Role: Salesforce.com Developer/Admin/QA**

**Environment**: Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls and Approval process.

Founded in 1979, Cole-related entities own and manage more than 2,050 properties in 47 states with a combined acquisition cost of more than $12.4 billion. For more than thirty years, Wipro has been providing access to commercial real estate through non-traded REITs and other direct investment programs.

**Responsibilities:**

* Used Geolocation field type to calculate the nearest properties from contact mailing address.
* Developed custom Real estate applications for property management.
* Data migration from external systems to sales force using Data Loader.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Extensively worked on customizing Geo Point App to the organization needs.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the training sessions provided by the Salesforce team and support end users
* Knowledge on creating Visualforce Dashboards, sharing rules.
* Used change sets for deployment.

##### **EDUCATION:**

* **Bachelor**of Science in Electronics &**Computers**, Andhra University - 2009-2012
* **Master** of Science in **Software**engineering, Birla Institute of Science and Technology