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PROFESSIONAL SUMMARY

➢ Having 12 Years 4 months of experience in Plan, Estimate, Design, Develop, Lead, Track and Deliver, Customize and Maintain applications on Salesforce using OTB features.

➢ Have good hands-on experience on Sales, CPQ, Service, Community cloud and built custom solutions & worked on various integration applications by utilizing Force.com platform.

➢ Ensuring on time deliverables within pre-set cost parameters towards accomplishment of common goals.

➢ Having good experience in business understanding, business process mapping, requirement study, innovative and proactive thinking; defining various specifications for application implementation and managing client expectation.

➢ Worked on complete End-End life cycle of SFDC Implementation.

➢ **Admin Experience**: sObject, Apps, User management, Profiles, Roles, Security Settings, OWD, Approval Process, Process Builder, Visual Workflow, WorkFlow Rules, Duplicate rules, Assignment Rules, Auto-Response rules, Data Loads, Case management, Lead Management, Email templates, Custom Metadata, settings, Static Resources, Reports, Dashboards, Report Types, Change Sets, Deployment, Sales Cloud, SF CPQ, cust. CPQ, Service cloud & Community Cloud and Managed & Unmanaged applications from AppExchange.

➢ **Development Experience**: Apex Development, Controllers, Triggers, Schedule, Batch & Queue Processes, ApexSharing, Wrapper classes, Dynamic Apex, Design Patterns, Visualforce pages, Aura, SLDS, LWC, Web services API, REST & BULK API, WSDL, SOAP based Web Services, Apex Test classes, Force.com API, SOQL and SOSL and Salesforce AppExchange.

➢ **SF Tool's worked**: Force.com Explorer, Visual Studio Code (VSC), Eclipse, SF WorkBench, DataLoader.io, Apex DataLoader, DocuSign, Adobe e-sign, Conga Composer, Gearset.com, CastIron, emailoctopus, Pardot, Discoverorg, LinkedIn Sales Navigator, JitterBit.

➢ **Configured Conga to generate Quotes using different templates & integrated Conga with DocuSign to send for e-signature. Created Custom buttons to pass data and to invoke conga composer for document generation.**

➢ Worked on various Salesforce integrations with SAP, Oracle EBS, EmailOctopus, Marketo, Java App, and other third-party systems to support Order Management module.

➢ I do have strong communication skills as well as collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.

➢ As part of COE team, mentored juniors and provided scope to learn and utilize their skills.

➢ Conducted training programs on SF to juniors and freshers to the extent where they can work on their own with client.

SALESFORCE IMPLEMENTATION KNOWLEDGE

- Led & Leading 35 resources team to design & develop the requirements.
- Gathering requirements from client and implement them using Froce.com technology.
- Designed developed custom solutions for complex automations using Apex, VF pages, Aura & LWC Components.
- Designed & built different sales process like
  - Contact Automations (Techvalue automation, Triggers fine tuning, and Contacts Job Titles engine).
  - Opportunity process (Discount configuration, PriceBooks automation, build support pricing modal, Quote management with sync process bidirectional).
  - Campaign Automation (Octopus Integration, Pillar Automation, Members AutoFill, Campaign Combiner). Task Management (Panel Notes, Trigger automation).
  - Files & Notes Custom solution.
  - Service Cloud, Work.com, Asset Management apps, Internal Time Tracker, Project Management, and Communities.
- Written Flow, ProcessBuilder and integrated apex class to automate the business processes.
- Performing code reviews, implementing best practices.
- Writing hassle free Apex code for controllers and Test classes.
- Loaded Data to different objects and maintaining the proper relation to pop the data to respective records from legacy system.
- Conducted code reviews and followed best practices.
- Deploying changes using Change-sets as and when required.
- Performed sanitary checks while deploying & cleaning process on post deployments.
- Written Process Builder and integrated apex class to automate the business processes.
- Build a team of 20 resources, given basic training, doing R&D on new concepts of Analytics & LWC.

EDUCATION QUALIFICATION

- M.C.A. from Andhra University, 2007
- B.Sc. Computer Sciences from Kakatiya University, 2003

TECHNICAL SKILLS

Language: Force.com, Salesforce Apex, Visualforce, Aura, LWC, SOQL, SOSL & Java.
SF Cloud Apps: Sales, SF CPQ, Service, Community, Managed & UnManaged apps.
Domain Knowledge: Sales, OM, CPQ, B2C, Insurance
Frameworks: Salesforce
Design Patterns: MVC, Remote Process Invocation – Request and Reply, Fire and Forget, Batch Data Synchronization, Remote Call-In, Data Virtualization.
Database: Salesforce DB, PostgreSQL, Oracle.
IDE: Visual Studio, Eclipse, Notepad++, Sublime.
Appexchange Apps / Tools: Gearset, Jitterbit, Git, Jira, Survey, Conga, Adobe, DocuSign.

CERTIFICATIONS

- Salesforce Certified Platform Developer **– Credential ID 22869784**
- Salesforce Certified Platform App Builder **– Credential ID 20250019**
- Salesforce Certified Administrator **– Credential ID 18426621**

WORK EXPERIENCE

- Worked as **Manager- Associate Digital Consultant** in **Conneqt Corp**, from Oct 21 to Aug 22.
- Worked as an **Associate Project Manager in Splash BI Pvt. Ltd**, from Feb 19 to Sep 2021.
- Worked as an **Associate Project Manager in KNS Technologies**, from Dec 17 to Feb 2019.
- Worked as a **Sr. Consultant in IT Convergence Professional Services Pvt**. Ltd, from Feb '16 to Dec '17.
- Worked as a **Sr. Software Engineer in Birlasoft (India) Limited**, from Nov '10 to Jan '16.
- Worked as a **Software Engineer** in **Bob-Tech Solutions Pvt Ltd**, from April '10 to Oct '10.

PROJECT DETAILS

 # Project 12   Opportunity Management, Marketing & Sale Cloud Integration, FirstData Payment Gateway integration

- **Client**   Quess Corp , Conneqt Corp, Monster India, CDFA
- **Role**   SF Architect, Sr. Techno Functional Project Manager, COE Member
- **Duration**   October 2021 – Till Date
- **Environment** Apex, VF page, LWC, AURA, Process Builder, Workflows, Flows, Email templates, Approval Processes, sharing settings, Apex Data Loader, Custom Settings, REST web-service, Profiles, Roles, Permission Sets, Groups, Queues, change-sets.
- **Responsibilities**
  o Maintained 30 developers' team to design, develop & executing the requirements.
  o Built COE practice on Salesforce (Sales, CPQ, Services, Community).
  o Involved in preparing Estimates for the requirements and communicate with clients.
  o Interacted with client to gather requirements and implement them using Froce.com technology.
  o Designed & built solutions using OTB features and assigned to the team to implement the custom functionality.
  o Deployed changes using Change-sets as and when required.
  o Performed code reviews & mentored team to write bug free code using apex best practices.
  o Performed sanitary checks while deploying & cleaning process on post deployments.

Project 11
Sales Cloud configuration, cust. CPQ configuration, Classic to Lightning Migration, Account, Contact, Campaign, Opportunity, Task Management, Files Automation, Sites, Campaign-EmailOctopus integration, SF customer – Java Portal Integration, Campaign Manager, Contact Title library, Survey Management, Task Automation (Non-SF User Comments), Dynamic Value Configuration, Lead Automation (form fills), Campaign Member Auto Fill, Discount Configuration.

- **Client** Splash Business Intelligence
- **Role** SFDC Project Manager, Tech Lead, Admin
- **Duration** Feb 2019 – Sep 2021
- **Environment** Apex, VF page, Process Builder, Workflows, Email templates, Approval Processes, sharing settings, Apex Data Loader, Custom Settings, REST web-service, profiles & Permission Sets, change-sets.
- **Responsibilities**
  - Maintained 4 developers' team to design, develop & executing the requirements.
  - Gathered requirements from management and implement them using Froce.com technology.
  - Designed & Built custom Opportunity process (Discount configuration), Campaigned Manager & Integrated EmailOctopus with SF.
  - Written hassle-free Apex code for controllers and Test classes.
  - Loaded Data to the Campaigns, Accounts, contacts, Opportunity objects and maintaining the proper relation to pop the data to respective records from legacy system.
  - Deployed changes using Change-sets as and when required.
  - Performed sanitary checks while deploying & cleaning process on post deployments.
  - Written Process Builder and integrated apex class to automate the business processes.
  - Built 4 resources robust team, given basic training, did R&D on new concepts of Analytics & LWC.
  - Configured Process Builders, Flows and integrated apex class to automate the business processes.
  - Configured Conga to generate Quotes using different templates & integrated Conga with DocuSign to send them for e-signature.
  - Created Custom buttons to pass data and to invoke conga composer.
  - Configured Bundles, Product Rules, Config Attributes, Discount Schedule, Quote Templates, Contracting, Grouping & Renewals
  - Worked on Pardot(B2B) to do email camping & worked on Marketo integration to keep track of the new contacts to the system.

 # Project 10 Asset Management, Internal Time Tracker, Work.com, Project Management, Procurement Management, Custom Quote Management, Service Cloud, Community Cloud & Lightning Community.

- **Client**: DotComm
- **Role**: Project Manager, Tech Lead, Admin
- **Duration**: Feb 2016 – Feb 2019
- **Environment**: Eclipse, Apex, VF page, Flows, Process Builder, Workflows, Email templates, Approval Processes, sharing settings, Apex Data Loader, Custom Settings, REST web-service, Communities, profiles & Permission Sets, change-sets.
- **Responsibilities**:
  o Maintained 5 resources team to design & develop the Client requirements.
  o Gathered requirements from client and implement them using Froce.com technology.
  o Design, assign & track, technical tasks to & from the team to maintain the timelines.
  o Designed & Built Asset Management app & Time Entry system for Internal Employees of client.
  o Developed Project Management service to track the Projects maintained by DOTComm.
  o Created CMDB app to maintain the Configuration Items utilized to provide service to DOTComm clients.
  o Implemented case management to maintain the Project Management, CMDB and other related issues.
  o Designed and developed complex visual force pages to provide solution for different functionalities.
  o Written hassle-free Apex code for controllers and Test classes.
  o Implemented communities to provide the access to few users to SF to track their team tickets & other information.
  o Created custom Quote process to configure the products & provide diff options to partners & reps.
  o Build Lightning community using Lightning components for Different set of users to provide facility to Generate Quotes & Order Products.
  o Loaded Data to the new objects and maintaining the proper relation to pop the data to respective records from legacy system.
  o Deployed changes using Change-sets as and when required.
  o Implemented Flow, ProcessBuilder and integrated apex class to automate the business processes.
  o Configured DocuSign to send the generated contracts for e-Sign.

 # Project 9   GE-Sales Commercial Transformation

- **Client**:   GE - OG
- **Role**:   SF Lead Developer
- **Duration**:   July 2015 – Jan 2016
- **Environment**: Eclipse, Apex, VF page, Flows, Process Builder, Workflows, Email templates, Approval Processes, sharing settings, Apex Data Loader, Custom Settings, REST web-service, Communities, profiles & Permission Sets, change-sets.
- **Responsibilities:**
  o Involved in gathering Stories (requirement) from client and implement them using Froce.com technology.
  o We Produced SOAP based web-service to create Service Help Desk tickets in GE-Service now tool.
  o Created Custom objects to provide the custom solution for Help Desk services.
  o Designed & developed Triggers & Batch classes.

 # Project 8   GE-IP – Knowledge Management

- **Client**   GE-IP
- **Role**   Sr. Force.com Developer & Salesforce Admin
- **Duration**   Nov 2014 – July 2015
- **Environment** Eclipse, Apex, VF page, Flows, Process Builder, Workflows, Email templates, Approval Processes, sharing settings, Apex Data Loader, Custom Settings, REST web-service, Communities, profiles & Permission Sets, change-sets.
- **Responsibilities**
  o Worked closely with EnablePath team to understand the requirements of Client.
  o Involved in creating Article management module and data loading part.
  o Created Custom objects to provide the custom solution for Knowledge management.
  o Designed & developed Triggers & Batch classes.
  o Created Controller classes for the Pages which I have created and written Test classes with 100% code coverage.
  o Involved in analyzing the data-loading part and creating mapping sheets.
  o Did test loads of data from different sources.
  o Handled complete data loading part and deployment part using the Change-sets.

Project 7   GE-IP Phase - 3B

- **Client**   GE-IP
- **Role**   Force.com Developer & Salesforce Admin
- **Duration**   Apr 2014 – Nov 2014
- **Environment** Salesforce.com, Apex, Apex Data Loader
- **Responsibilities**
  - Led 4 resources team and Took ownership of Data-Loading part for entire business.
  - Involved in business meetings, Requirement gathering and designing part.
  - Involved in Data analysis part for loading the data.
  - Involved in preparing the mapping sheets for loading the data.
  - Solved problems with Data Loader & RTA field formatting while loading the data.
  - Written Batch Apex to solve RTA field formatting issue.
  - Build new team in Data loading & provided support.

Project 6   GE-IP Phase – 3A

- **Client**   GE-IP
- **Role**   Force.com Developer & Salesforce Admin
- **Duration**   Nov 2013 – Mar 2014
- **Environment** Salesforce.com, Apex, Apex Data Loader
- **Responsibilities**
  - Involved in Data & functional analysis part.
  - Involved in preparing the mapping sheets for loading the data.
  - Involved in solving cases and provided support to users.
  - Created User, sharing the rules, profile, and permission sets.
  - Handled completed data Loading using Apex Data Loader and validating the existing data.

Project 5   GE HealthCare - Salesforce Implementation

- **Client**   GE-HealthCare
- **Role**   Force.com Developer & Salesforce Admin
- **Duration**   Aug 2013 – Nov 2013
- **Environment** Salesforce.com, Apex, Apex Data Loader
- **Responsibilities**
  - Involved in requirement analysis, configuration, and development application.
  - Involved in solving cases and providing support to users.
  - Updated Users, sharing the rules, profile settings and validating the existing data.
  - Implemented apex class, triggers and workflow rules and validate rules.

Project 4   EliteNet - SAP Integration for Lighting Business

- **Client**   GE ENERGY INDUSTRIAL
- **Role**   JAVA/J2EE Developer
- **Duration**   Sep 2012 – Jun 2013
- **Environment**   Java, Servlets, JSPs, TSF Frameworks (GE), Oracle, SQL Developer, Active Process, Jboss, Axis2 webservice, Star UML and Windows XP. Elitenet applications will interact with the external systems like Mainframe, LDAP, and SAP
- **Responsibilities**
  - Involved in Analyzing current functionality for real time calls occurrences.
  - Involved in designing the web-service interfaces for communicating the SAP PI system.
  - Interacted with clients to clarifying the doubts based on functionality and suggesting new things.
  - Prepared the technical documents as specified in the Functional specification.

#Project 3   PSSLR LED replacement & Support to ENet Redesign

- **Client**   GE ENERGY INDUSTRIAL
- **Role**   JAVA/J2EE Developer
- **Duration**   Dec 2011 – Aug 2012
- **Environment**   Java, Servlets, JSPs, TSF Frameworks (GE), Oracle, SQL Developer, Active Process, Jboss and Windows XP.
- **Responsibilities**
  - Involved in designing the new interfaces for LED products.
  - Involved in Analyzing current functionality how is it behaving for returning products.
  - Interact with clients to clarify the doubts based on functionality and suggested new things.
  - Developed new business classes and db classes for business process.
  - Involved in doing regression test.
  - Given support to the projects which I have worked on as part of Enet Redesign and closed the defects within timelines.
  - Helped other team members to resolve the Defects.

 # Project 2   EliteNet – Redesign & EnetUtility

- **Client**   GE ENERGY INDUSTRIAL
- **Role**   JAVA/J2EE Developer
- **Duration**   Nov 2010 – Nov 2011
- **Environment**   Java, Servlets, JSPs, TSF Frameworks (GE), Oracle, SQL Developer, Active Process, Jboss and Windows XP.
- **Responsibilities**
  - Involved in Analysis part of UNIX batch scripts& applications to find out the LDAP code.
  - Involved in migrating the LDAP with oracle db, used in 8 different applications and batch scripts.
  - Interacted with client in different goes and resolve the issues related to webservices.
  - Analyzed the Enet PSSLR, RAP, PFC, OHR, CarRef, SPA Price and claim applications to find the LDAP code and replaced the code with Webservices and with new DAO layer.
  - Involved in designing the entire EliteNet Utility tool to provide the solution for new Users db CRUD operations easily.
  - Involved in testing strategy (Block box, White Box).

 # Project 1   MM eUnderWriter

- **Client**   Met Life Insurance, USA.
- **Role**   JAVA/J2EE Developer
- **Duration**   Apr 2010 – Oct 2010
- **Environment**   Java, Struts, DB2, RAS (IBM), VSS, and Windows XP.
- **Responsibilities**
  - Worked as a team member to design and develop the solutions for the project.
  - Involved in Development of CVF modules.
  - Implemented and Developed Classes for CVF module to handle the server-side validations and to analyze the overall policy.
  - Performed a key role in creating CVF Rules, to validate and analyze the 3rd parties' data and the Data Entered in ML.com.
  - Using RSA to rapidly generate JSPs, Action Forms, and Actions.
  - Fixing the Defects that were locking in our module by QA team.