MALLIKARJUN P
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PROFESSIONAL SUMMARY:

- Around 6+ years of software development experience in all phases of Software Development Life Cycle (SDLC) of applications using Salesforce CRM.
- Experience in implementing Financial Service cloud, Service Cloud, Sales Cloud, Community Cloud, Marketing cloud across different domains built on salesforce platform.
- Experience in Implementation, Development, Integration, Configuration, Administration, Research and Support of Salesforce CRM, Salesforce Integration with third party applications like HTTP, SOAP and REST API Services.
- Involved in submitting AppExchange Packages to Quality and Security Review and resolving risks.
- Experienced in Lightning Experience which includes the Lightning component framework and also involved in building lightning component using then Aura framework.
- Experienced in SFDC Development using LWC, Lightning Framework, Force.com Apex Classes, Apex Triggers, Visual force, Force.com API, SOQL and SOSL.
- Working experience on designing of objects , Custom tabs, fields, page layout, Record types, Custom Reports and design of dashboards, Folder Management, Activity Management, Security Controls, Queues, Groups and Report Analytical Snapshots as per the client requirements.
- Experience in tasks like creating Profiles, Roles, Users, Email Services, Approvals Processes, Workflow Rules, Validation Rules, Tasks Events, Security and Sharing Settings.
- Worked on Managed, Unmanaged Packages and Handling Quality and Security Reviews.
- Worked on Deployments using Jenkins, Change Sets and Force.com IDE.
- Implemented Email Handler services/Batch Jobs and schedule jobs.
- Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
- Experience in creating modern Enterprise Lightning applications
- Expertise in developing, deploying in Salesforce.com CRM solutions.
- Experience in monitoring Governor Limits enforcing these limits and tracking the resources statistics as set by Salesforce.
- Worked on Notification services in setting up the Scheduled jobs and alerts.
- Learned implementing Continuous Integration/Deployment on Salesforce platform with deployments from Jenkins and GitHub.
- Excellent communication and interpersonal skills, ability to conceptualize and learn quickly, good analytical reasoning and high compliance to new technologies and tools.
- Ability to work on multiple tasks in a fast-paced environment independently and in a team.

EDUCATION:

- **Master's – Computer Science |** 2015 **|** Northwestern Polytechnic University, California, USA
- **Bachelor's – Information Technology |** 2012 **|** Jawaharlal Nehru Technological University, HYD

TECHNICAL SKILLS:

Salesforce	Salesforce CRM, Salesforce SFA, Lightning, Apex Triggers, Apex Classes, Visualforce Pages, Aura Components, Apex Web Services, Workflows & Approvals, Reports & Dashboards, Custom Objects, Custom Settings, Email Templates, Marketing Cloud, Financial Service Cloud, Sales Cloud, Service Cloud, Roles & Profiles, Visual flows, Lightning Process Builder
Programming Languages	Force.com, Visual Force, SOSL, SOQL, Java, Apex, HTML, CSS, JavaScript, Web services
Databases	Oracle, MS SQL Server, MySQL
Operating systems	Windows Variants, MacOS, Linux, UNIX

PROFESSIONAL EXPERIENCE:

Wipro Limited, Hyderabad   **April 2021 – July 2023**
Senior Project Engineer
Client: Option care Health

Responsibilities:

- Experience with Software Development methodologies like Agile/Scrum and Involved in business requirements for user stories and using JIRA as our primary application for tracking stories and defects.
- Designed and developed solutions to business requirements using Apex, SOQL, Visualforce. and declarative tools.
- Developed VF pages, components for the user requirements and to overcome view state issues but using transient variables which are part of rendering response.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
- Develop Lightning Components, CSS Styling and UI Design to enhance look and feel of the Lighting apps and Leveraged Server-side apex Controllers to retrieve data from various API's and display on the Lightning Components.
- Created Workflow rules, Process Builder, Visual Flows and defined related tasks, email alerts, and field updates for Business Automation.
- Developed Apex Classes, Apex Triggers, Visualforce Pages and Custom Controller classes for various functional needs in the application.
- Worked on Salesforce CPQ pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system and user discounts.
- Work on developing UI in Salesforce.com like profiles, role, user setup, permission, public groups, sharing rules customizations etc. for Sales and Service Cloud
- Implementing workflow rules and defined related tasks, triggers, email alerts, filed updates to implement business logic.
- Using SOQL & SOSL to cater to the data manipulation needs of the application.
- Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, components, Visualforce Pages to suit to the needs of the application.

- Worked with the Financial Service Cloud to integrate business model and to increase the productivity.
- Created and maintained the email templates to be used in the Workflows.

Environment: Salesforce.com platform, Apex Script, Visual Force Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Lightning apps, Custom Objects, Custom Tabs, Page Layouts, Email Services, Java, HTML, CPQ, Java Script, Reports and Dashboards, Financial Service Cloud, Marketing Cloud.

Accenture India Pvt Limited, Hyderabad   **Jul 2019 – Sep 2020**
Application Developer Senior Analyst

Description: The CarMax Sales is part of sales CRM applications which includes sales and service operations. It has different integrations to CarMax sales marketplace, buyer registrations and sales and case management for B2C customers. It also has an integrated Document generation using Nintex and DocuSign eSignature solution for Sales team to generate sales agreements etc. Reports and dashboards were implemented to help the Sales/Marketing team to analyze the monthly sales.

Responsibilities:

- Experience with Software Development methodologies like Agile/Scrum and Involved in business requirements analysis and Interactions with Client and other business stakeholders, and also showcased demos and POCs.
- Implemented a custom owner assignment solution for incoming opportunities from integrations service. Implemented with an option for Sales teams to specify the filter conditions to be assigned for a statice Owner.
- Implemented a configurable color badge component to display the current stage of opportunity, also any open cases to customer. This feature is configurable with different color options for each badge displayed on opportunity.
- Built Custom Lightning App, Home Pages, App Pages and Record Pages
- Implemented Service Cloud components like Service Console, Email to Case, Web to Case, Agent Scripting.
- Merge data from Sales, Service, Marketing Cloud, and Data.com to use in Reports & Dashboards
- Involved in development using Salesforce Aura Framework and Apex
- Worked on writing Unit Tests and also implemented Apex Triggers and Handler classes.
- Involved in creating custom labels and designing custom metadata types.
- Involved in documentation of features and involved in deployments.

Environment: Salesforce.com platform, Apex Language, Lightning components, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Marketing Cloud, Custom Tabs, Email Services, SOQL, SOSL.

Wells Fargo, Charlotte, NC   **Jan 2017 – Dec 2018**
Project: Charles River Development (CRD)
Salesforce Consultant

Description: Charles River Development (CRD) is a third-party interface which will integrate with multiple application system like WDM, Trust, SMP and OSG with lot of features for trading and stock exchange interfaces.

Responsibilities:

- Involved in development, testing, and production deployment phases of the project by following Agile methodology.
- Worked on network of remote servers (cloud) hosted on the Internet to store, manage, and process user data for clients.
- Created multiple custom tables and fields to accommodate high volume data and map the tables to process external data using integration/web services.
- Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
- Experience in designing of custom objects, custom fields, custom formula fields, validation rules,
  Custom reports, work flows and approval processes for automated alerts, field updates and Email services according to the application requirements
- Great experience in creating organization Roles, Profiles, permission sets, sharing rules, organization wide default settings and fields level securities for data security. Created Page Layouts, Record Types, data types, validation rules, and automations like Workflow rules and process builder.
- Encompassing capability in analyzing business requirements, entity relationships and converting them to Sales force custom objects, lookup relationships, junction objects, and master-detail relationships.
- Extensive experience in customizing and developing code like Apex classes, Triggers, Visual force pages, Custom Controllers, Controller Extensions, Sites, Customer Portal, Communities and Force.com API.
- Deeper understanding in building custom client-side JS and embellish user UI experience by adding CSS, HTML5 to visual force pages to access the sales force applications from Mobile devices.
- In depth understanding of the sales cloud and service cloud automations using force.com

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOQL, SOSL.

Tradeking, Charlotte, North Carolina   **May 2016 – Dec 2016**
Project: Force Application
Salesforce Administrator/Analyst
Description: Force is a new trading application which allows the investor to get live quotes and perform trading includes stock, options trading etc. Force is an end-to-end system, which takes investor input then send it to trade servers where transactions take place. Force also allows investors to login and manage their account.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Data migration to Salesforce using Data Loader.
- Queried Salesforce database using SOQL SOSL queries using work bench.
- Involved in analysis of functional and technical requirements created the custom objects, formula fields, lookup and master-detail relationships.

- Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
- Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as a sales tool.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy and created public groups.
- Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
- Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
- Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
- Worked with developers to modify Visualforce Pages, Apex Classes, Apex Test Methods and Triggers.

Environment: SalesForce.com Platform, Workflow Rules, SOQL, SOSL, Data Loader, Import Wizard, Sandbox data loading

AT&T, Middletown, New Jersey   **Sep 2015 – April 2016**
Project: Billboard Application - Role: Applications Consultant

Description: Billboard application tool will provide the Technology Development (Tech. Dev.) organization with a user friendly and efficient mechanism to distribute and receive communications as well as other informational content.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Cases, Opportunities, and Campaigns.
- Designed, Implemented and deployed the Custom objects, Custom Fields, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Involved in analysis of functional and technical requirements created the custom objects, formula fields, lookup and master-detail relationships.
- Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
- Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as a sales tool.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
- Queried Salesforce database using SOQL SOSL queries using work bench.

Environment: SalesForce.com Platform, Workflow Rules, SOQL, SOSL, Data Loader, Import Wizard