**KAITHI VARUN KUMAR REDDY**

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**Professional Summary:**

• Over 6 Years of extensive experience in Salesforce.com CRM and Force.com cloud platform with proficiency as developer and administrator.

• Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.

• Experience in Salesforce CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.

• Experience in using Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).

• Worked on Apttus configuration, pricing, discounting, approvals and proposal generation.

• Expertise in diversified Sales domain like Configure - Price-Quote, Contract Management, Revenue Management & Billing.

• Built catalog, created options groups and associated the options, product attribute groups in Apttus implementation

• Configured X-Author to change contract templates and clauses.

• Experience in understanding the structure of Field Service features and customize them with code.

• Experience in Understanding Field Service Life Cycle.

• Experience in implementing Field Service Solutions like Scheduling and optimization,Resource management,Asset management,Inventory management, Work Order and Service Appointments lifecycle management,Contracts, entitlements, and warranties,Service reporting & Maintenance plans.

• Extensive Experience Working in Agile Methodology.

• Experience in using Salesforce DX to streamline the Entire Development Life Cycle.

• Experience in Using Salesforce Command Line Interface for creating & Configuring Scratch Orgs.

• Experience in using Dev Hub and Scratch Orgs in Development & Testing.

• Experience in Developing Lightning Web Components following Modern Web Components Standards.

• Experience in using New Lightning UI to bring Salesforce into the responsive UI era of web

applications.

• Experienced in Lightning Experience which includes the Lightning Component Framework and also

involved in building lightning component using the aura framework and experienced with Locker Service

with Lightning Components.

• Experience in modifying Visualforce pages to be supported in Lightning Experience and good

understanding of Lightning and its features.

• Experience in using Lightning Data Service to load, create, edit, or delete a record in Lightning components without requiring Apex code.

• Experience in developing User Interface, Page Layouts, Search Layouts Tabs, Custom fields, Custom objects, Validation Rules, Triggers.

• Experience on the Salesforce CRM platform and Worked on different environment of SFDC such as Sales and Service Clouds.

• Experience in Designing Salesforce Data Model.

• Experience in Designing Salesforce Security Model.

• Hands on experience on creating Custom Objects and Tabs, designing Custom Fields, Validation Rules, Workflow Rules and Field-Level Dependencies, Approval Processes, Pick Lists.

• Expertise at administrative tasks such as User management, Creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard, Record Types.

• Experience in Using Custom Settings, Custom Metadata Types, Custom Labels and Field Sets.

• Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard for Importing and Exporting Data.

• Experience on implementing Apex classes, VisualForce Pages, Apex Components and Controllers, Triggers, Lightning Components and working with Force.com IDE.

• Good working experience in various capacities such as Salesforce developer, Salesforce Administrator and involved in various phases of the entire project from requirement gathering, architecture development and implementation and training the end users.

• Have good experience Test Methods for Apex Triggers, Apex Classes and writing SOQL and SOSL queries.

• Experience implementing Asynchronous Processes like Batch Apex for Processing Large Volumes of Data,Schedule Apex,Future Methods,Queueable Apex and Continuation Callouts.

• Experience in Using Apex Design Patterns and Apex Integration Patterns.

• Experience in Implementing SOAP and REST Webservices.

• Experience in Implementing SOAP and Http Based Callouts.

• Experience in Synchronizing Salesforce data with External Systems and External Systems data with Salesforce.

• Experience in Authenticating Connected Applications and Authenticating External Services using Named Credentials.

• Experience in Testing SOAP and Http Callout using Mock Service Calls.

• Experience in using Migration tools ANT and Change Sets for Deploying Components.

• Installing Applications by using AppExchange.

• Ability to develop and effectively leverage relationships across an organization at all levels.

• Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.

• Detail-Oriented Energetic Team Player, Motivated With Multi-Tasking Capabilities, Problem Solver, And Hands-On Leader With Exceptional Presentation And Client/Customer Relation Skills.

• Strong Analytical, Administration And Problem Solving Skills Dedicated To Maintain The High Quality Standards. Good Communication Skills, Ability to Work Independently.

**Technical Skills:**

* **Salesforce CRM** : Apex Classes, Triggers, VisualForce Pages.
* **Salesforce CRM Tools** : Apex Data Loader, Force.com IDE.
* **Web Designing Tools** : HTML, CSS, Java script.

**Professional Experience:**

* Currently working as SFDC Developer with **Dhruvsoft Pvt Ltd, Hyderabad, Feb - 2015 To Till Date**.

**Certifications:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer I.
* Salesforce Certified Platform Developer II.

**Education:**

* 20011-14 BSC (MPCS) Osmania University. 62%.
* 2009- 11 Intermediate BIE 61%.
* 2009- X SSC 73.2%.

**Project Experience:**

**PROJECT#1**

**Client : Mac Apartments**

**Title : Mac**

**Role : Salesforce.com Developer**

**Duration : Oct19– Till Date**

**Team Size : 4**

**Description:**

The Mac Apartment is the “US” based Real Estate Company they will provide the apartments and retail spaces for Rent/Lease in Chicago, IL, Kansas City and St. Louis, MO.

**Responsibilities:**

• Involved in creating user interfaces with Lightning using Aura components and Lightning Web Components.

• Involved in creating Lightning Components, Ciient side Controllers, Helper Methods and Server Side Controllers.

• Hands-on experience on Salesforce Lightning Inspector to debug the lightning components during the

development process.

• Created Apex methods for the lightning controller and helper methods to perform DML operations .

• Involved in creating Test methods to make sure complete code coverage of apex class and triggers.

• Involved in creating various types of email templates based on various stages of case progression.

• Created triggers to send out emails and automate Business Processing Logic.

• Created processes using Process builder to send out email alerts and Field Updates.

• Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom

buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs

of the application.

• Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional

needs in the application.

• Developed Test Classes for Controllers,Classes, Triggers to generate Code Coverage.

• Created various Visualforce templates for sending Email notifications.

• Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-

Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.

• Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SObjects.

• Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the

application using platform database objects.

• Designed and developed salesforce.com Standard Objects, Custom Objects, Apex Classes to support

Visualforce pages development.

• Developed Triggers to implement the business logic as per the requirements. Worked on Apex classes

like Schedule Apex and Batch Apex.

• Developed Visualforce pages using the Visualforce components, HTML, JavaScript and CSS.

• Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities,

Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards. Worked on REST API

Integration.

• Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom

formulas.

• Used the Sandbox for testing the developed App after migrating some test data from client application.

• Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce

data.

• Provided ongoing salesforce.com maintenance support and administration services

**Client : Janapriya**

**Title : Janapriya**

**Role : Salesforce.com Developer**

**Duration : Jan 19– Sep19**

**Team Size : 2**

**Description:**

South India's Most Preferred Real Estate Developer in Hyderabad. They offer Residential

Apartments, flats, Independent villas for sale with Modern Amenities. The application is designed to send the salesforce data into the PHP website to display the apartments, flats and independent villas.

**Responsibilities:**

• Used custom tabs to monitor the use of company applications by customers and licensed users.

• Experience in data cleansing and mapping data from source to target salesforce.com.

• Customized standard Salesforce objects like campaigns, leads, accounts, contacts, and opportunities.

• Created custom fields and field dependencies on standard objects like Campaigns, Lead, Accounts and

Contacts.

• Created dependent pick lists, lookups fields, junction objects, master detail relationships, validation and formula fields.

• Developed workflow rules, time triggered workflows for various business requirements.

• Used field level security, profiles and audit trail setup to ensure that protected data is only with

authorized users.

• Designed and Implemented the Page layouts and Custom tabs to suit the needs of the application.

• Migrated data from Legacy Systems to Salesforce CRM using data loader.

• Responsible for all activities related to configuring data loader, uploading data, in CSV files into

salesforce.com, checking for data accuracy.

• Developed and deployed Apex Classes and Apex Triggers in the Force.com IDE, to accomplish

different business needs not supported by the Declarative Framework.

• Developed Test Classes for Controllers,Classes, Triggers to generate Code Coverage.

• Created Roles, public groups and implemented role hierarchies, sharing rules and record level

permissions to provide shared access among different users.

**PROJECT#3**

**Client : Sivio (Dhruvsoft Product)**

**Title : Sivio**

**Role : Salesforce.com Developer**

**Duration : Oct 17– Dec18**

**Team Size : 5**

**Description:**

SIVIO is a Front & Back Office App for overseas education & immigration consultants involved in facilitating students going overseas for Study / Intern / Volunteer and professionals who are immigrating overseas.

**Responsibilities:**

* Worked closely with sales team and performed detailed analysis of business and technical requirements
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Designed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Test case creation and set up, User Acceptance Testing, Regression testing and Functional and Unit testing various products and processes.
* Developed various Custom Objects, Tabs, Lightning Components and VisualForce Pages.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Worked with cross-functional teams to identify and document process requirements, functional requirements, process flows, information sources and system specifications.
* Involved in packaging the Application.

**PROJECT#4**

**Client : Bellmond Financial**

**Title : Bellmond**

**Role : Salesforce.com Developer**

**Duration : Feb 17 – Sep 17**

**Team Size : 4**

**Description:**

Bellmond is a Financial Services Company in the USA. They are in the business of loans for business and individuals. The application is designed to capture Lead data through various forms. Converting the Lead to Opportunity.

**Responsibilities:**

* Coordinated business process review meetings with multiple teams to establish standardized workflow processes.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from internal systems.
* Worked on Sales Cloud Objects Accounts, Leads, Contacts, Campaigns, Opportunities.
* Creating dashboards to present the reports according to the user profiles.
* Designed custom objects, tabs, records, and views within SFDC to support new workflow processes.
* Full Administrative access to Production instances and created and refreshed sandboxes as per the need.
* Developed Triggers on the object with rules for data synchronization with the system of record and applying future callouts where applicable and needed.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Developed a bulk upload process to create a bunch of offers at the same time.
* Customizing the existing Apex classes and VisualForce pages for better performance.
* Developed complex Apex batches to clean up the offers data.
* Providing Support to Day-to-Day issues.

**PROJECT#5**

**Client : Teach For India**

**Title : TFI**

**Role : Salesforce.com Developer**

**Duration : Oct 16 – Jan 17**

**Description:**

Teach for India is a nonprofit organization. They are provide education to poor children in India. This application is designed to capture and track the activities of the staff.

**Responsibilities:**

* Developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developed SOQL and SOSL queries to get data from different related objects.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Leads, Reports and Dashboards.
* Created Custom objects to build new application functionality in the Salesforce.com.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Email Alerts, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Involved in requirements gathering for the business and also analyzing the information provided by the business.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Loaded data into SFDC using Data loader and migrated several legacy applications to the Force.com Platform.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on Implementation of Sites.
* Worked on QA & UAT Defects.

**PROJECT #6**

**Client : Air Liquide**

**Title : ALMS**

**Role : Salesforce.com Developer**

**Duration : May 16 – Sep 16**

**Team Size : 2**

**Description:**

Air Liquide is a French multinational company which supplies industrial gases and services to various industries including medical, chemical and electronic manufacturers. The application is designed to create and track the opportunity and its orders. Custom functionality is developed to generate invoices.

**Responsibilities:**

* Created and managed users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Added new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Configured Profiled-based IP address restrictions, Organization-wide IP address restrictions and Profile- based login hour restrictions.
* Designed various HTML Email templates.
* Developed and deployed Apex Classes and Apex Triggers in the Force.com IDE, to accomplish different business needs not supported by the Declarative Framework.
* Provided user support and bug fixing activities as per the SLA.

**PROJECT#7**

**Client : Keller Williams**

**Title : KW**

**Role : Salesforce.com Administrator; Developer**

**Duration : April 15 – April 16**

**Team Size : 5**

**Description:** Keller Williams (KW) is a US Real Estate Company and have many branches across the world. We are the one of the Companies which provide support for KW.

**Responsibilities:**

* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Provided ongoing Salesforce.com maintenance and administration services like creating custom objects and workflows.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Experienced in the use of Data Loader and Import Wizard.
* Implemented case management automation (on Case Object) to track and solve customer's issues.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Built relationships across multiple technology, operations, services, sales, program and product team to accomplish end goal.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.

**Declaration:**

I hereby declare that all particulars stated in this form are true to the best of my knowledge and belief.