

UPENDER REDDY BADDAM

PROFESSIONAL SUMMARY

Having 9 years of experience in the field of Information Technology with 5 years of experience in Salesforce.com CRM, this involves working on configuration, customization, integration with external systems using SOAP API and REST API, communities, lightning migration, lightning components, lightning design system, lightning Data services and lightning locker services. 4 Years of experience on JAVA/J2EE .

- Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Actions.

SKILLS

- Force.com- Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components & Controllers), S-Controls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in Business Process
- Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management,
- ASP.NET, Charts, Edit, LINUX, Oracle, SOAP, Web sites
- Administrative, Client/Server, Email, Log4j, Oracle database, Software Development, Web Logic 7.x
- Adobe PhotoShop, Cold Fusion, EJB, Logic, Developer, Sound, Workbench
- Premier, Cold Fusion Studio, ERWIN, Managing, Order Management, Microsoft SQL Server, Workflow
- Automation, Customer support,
- Application design, Controller, Graphics, Excel, Pricing, Struts
- Application development, CRM, HTML, Microsoft Excel, Processes, Struts1.2
- ASP 3.0, CSS, HUB, Exchange, Programmer, Tables
- Automate, Clients, DB2, Outlook, Progress, Territory management
- Automation, Customer support, IDE, Microsoft Outlook, Proposals, Tomcat
- Backup, Version

<p>Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements</p> <ul style="list-style-type: none"> • Visualforce • Custom Visualforce Pages • Languages- Apex, Core Java, Java Script, VB.Net, WCF, ASP 3.0, HTML, DHTML, VBScript, Perl, XML, XSL, SQLXML, Transact SQL, Cold Fusion, and Java • Database- Microsoft SQL Server, MS Access, Oracle 10g, Oracle 11g, SQL Server, DB2, • Web- C#.NET, ASP.NET, HTML, XML, CSS, JavaScript. Visual Studio 2013, .NET Framework 4.5, Cold Fusion Studio, Visual InterDev 6.0, and FrontPage • Platforms- Windows, Windows Server. • Tools- Data Loader, Workbench, Eclipse IDE, Rational ClearQuest, SQL 	<p>IDE, Microsoft Outlook, Proposals, Tomcat</p> <ul style="list-style-type: none"> • Backup, Version control, Informatica, Windows, Quality, Transact SQL • Banking, CVS, Explorer, 2000, QA, UNIX • BASH, Data migration, J2EE, 98, Reporting, Upgrade • Basic, Data warehouse, Java, NT, Requirement, User Interface • Branding, Database, JSP, MSDOS, Requirements gathering, Validation • Business analyst, Databases, Java Script, MS-DOS, Sales, VBScript • Business processes, Debugging, JavaScript, MVC, Sales analysis, View 	<p>control, Informatica, Windows, Quality, Transact SQL</p> <ul style="list-style-type: none"> • Banking, CVS, Explorer, 2000, QA, UNIX • BASH, Data migration, J2EE, 98, Reporting, Upgrade • Basic, Data warehouse, Java, NT, Requirement, User Interface • Branding, Database, JSP, MSDOS, Requirements gathering, Validation • Business analyst, Databases, Java Script, MS-DOS, Sales, VBScript • Business processes, Debugging, JavaScript, MVC, Sales analysis, View
---	--	---

- Query Analyzer, SQL Profiler, SQL Programmer, SQL Advantage, ERWIN, Adobe PhotoShop, and SoapUI.
- Operating Systems- 2003/XP/2000/2008/ R2/NT/98/95, MS-DOS, UNIX, MSDOS, LINUX,
- NET, Business Process, Designing, JBuilder, MySQL, SAP, Visual InterDev 6.0
- C#.NET, Call Center, DHTML, JDBC, Object-Oriented design, SDLC, Visual Studio
- VB.Net, CLI, Eclipse, JMS, Operating Systems, Scripts, Website

WORK HISTORY

SFDC LIGHTNING DEVELOPER 01/2020 to Current

Consolidated Electrical Distributors, CED, Irving, TX

Responsibilities:

- Development, implementation and update focusing on Sales cloud and Service cloud.
- Implementation of Apex Triggers, Apex Class for automation of business process on Account, Contact, Opportunity and Custom Objects.
- Performed role of Salesforce developer, lightning developer and interacted with various business user groups for gathering requirements for salesforce.com, Lightning and CRM implementation.
- Implementation of Batch Classes, Scheduled Classes as part of Business Requirement.
- Wrote Apex Trigger on Contact for cross-object field update for reporting purposes.
- Enhanced Apex Class and Visual Force Page to create custom Related List,

showing activities for selected contacts or clients.

- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
- Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components.
- As Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
- Case Assignment Rules to direct case to appropriate group such as Stories & PCS Central Support.
- Managed ongoing support requests and Administrative needs of users.
- Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
- Implemented Apttus CPQ to create quote, quote line items after submitting quote creating Sales orders.
- Implemented custom functionality on Apttus CPQ like uploading charges, charge line items, Offers and offer line items.
- Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API.
- Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
- Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
- Customized Chatter objects and tabs to view progress and discussion on business process.
- Used SOQL & SOSL for data manipulation needs of application using Platform database objects.
- Worked on different Sandboxes for development & testing; Involved in migrating code to production instance in installments using Change Set.
- Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all aspects are fully functional.
- Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
- Developed lightning components framework and some tools for developer's makes it easier to build responsive applications for force.com platform.
- Developed Lightning App Builder can help build responsive apps that display on any device, as well as custom pages for Lightning Experience.
- Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new

accounts and another business process.

- Created and maintained Reports and Dashboards to provide fast access to key business metrics.
- Case Management by Configuring Email-to-Case for end user to submit case through Outlook.
- Configured Chatter to track emails from Outlook to Salesforce by following user.
- Responsible for weekly and monthly Data Export, updates and backup for organization.
- Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.
- **Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Components and Controller, Data Loader, Apex classes, Apex triggers, JavaScript.

SALESFORCE DEVELOPER 12/2018 to 12/2019

Caterpillar, Morton, Illinois

Responsibilities:

- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in application.
- Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to visual pages.
- Created Custom Objects and fields for transactional and contractual information.
- Worked extensively in force.com sites with Customer community.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Involved on creating lightning Pages inside Lightning Community Builder.
- Created Community, Enabled Community Users, Profiles and Access.
- Created templates, approval processes, approval page layouts and defined approval actions on them to automate processes.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to custom objects.
- Created page layouts, search layouts to organize fields, custom links,

related lists and other components on record detail and edit pages.

- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as sales tool and configured various Reports and for different user profiles based on need in organization.
- Using Customer community, customer can find required banking information.
- Go through articles that are published.
- Community site also contains branding pages to show case articles.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in application.
- Created reusable UI components with lightning component framework.
- Experience in building reusable UI components with lightning component framework.
- Involved in migrating data from Oracle database to Salesforce application using Apex Data Loader.
- Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
- Performed Data Migration from home grown legacy system to Salesforce CRM.
- Used SOQL & SOSL for data manipulation needs of application using Platform database objects.
- Used field level security along with page layouts to manage access to certain fields.
- Created UI Pages using lightning app builder.
- Experienced in Unit Testing, for customizations and developments done during project.
- Extracted data from Salesforce.com application into external databases for generating large data reports using Informatica on Demand.
- Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
- Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- Used Data loader to load records on to force.com platform.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- Involved in Data Transformation and Data Cleansing activities while transferring data to external system using Informatics on Demand.
- Used sandbox for testing and migrated code to deployment instance

after testing.

- Involved with Salesforce.com Premier Support and handled support cases with help Salesforce.com support.
- **Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

SALESFORCE DEVELOPER 10/2017 to 11/2018

UTI Worldwide, Portland, OR

Responsibilities:

- Serve as point of contact for all Salesforce related issues, updates, enhancements and questions for organization.
- Designed, and deployed Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, to suit to needs of application.
- Maintain consistency between territory management application and SFDC accounts and leads, assuring all sales people are assigned correct accounts and leads.
- Created Field mapping document for various objects like Accounts, Contacts, Tasks, Opportunity and Lead.
- Maintained data cleanliness and accuracy by adding custom validation rules.
- Involved in various activities of project, like information gathering, analyzing information, documenting functional and nonfunctional requirements.
- Worked on Eclipse, Developer Console and Anonymous blocks development tools for developing, debugging and testing of Apex classes, Visualforce pages, triggers and test classes.
- Implemented Apex Scheduler and Triggers to invoke Apex classes at regular intervals.
- Dynamically replicating existing website.
- Used JIRA tool for project issue and bug tracking.
- Worked on Service Cloud, focusing majorly on cases and solutions.
- Implemented Apex Classes & Triggers and linked them to manage workflows Implemented in system.
- Developed several Triggers, Apex classes and Visualforce pages as part of application development.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Created Apex REST web service methods to inbound calls to Salesforce and supported response in JSON and XML format.

- Worked on Salesforce Community (Customer Community).
- Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, Components to suit to needs of application.
- Used Force.com CLI (Command Line Interface) tool for data backup.
- Used GIT BASH to run GIT from command line, using which merged all components to other environments (IntDev, QA, Stage and Prod).
- Handled deployments process using GIT HUB.
- Worked on Email-Templates associated to multiple profiles.
- Created various profiles and permission sets according to business needs.
- Data migration from external systems to sales force using Data Loader, Import wizard.
- Worked on Inbound and Outbound change sets for deployment.
- Created various profiles and configured permissions based on organizational hierarchy requirements.
- Implemented Chatter, Chatter desktop, created public and private groups.
- Developed Apex Classes, Apex Triggers, Components, Visualforce Pages and Controller classes for various functional needs in application.
- Extensive experience in Apex/Visualforce development.
- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute.
- Governors and Limits.
- Developed Apex Triggers, Apex Classes and Test Methods.
- **Environment:** Salesforce.com platform, Sales cloud, APEX Language, Visualforce Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

SALESFORCE DEVELOPER 05/2016 to 09/2017

Sonata Software, Hyderabad, India, India

Responsibilities:

- Analyzed business requirements and mapped to Salesforce.
- Involved in data migration from Excel to Salesforce using Apex Data Loader.
- Created user Roles and Profiles, security controls and sharing settings.
- Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
- Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
- Experience in User acceptance testing.
- Worked on mobile application 'UTI Mobi' to connect with users for fast

and easy service.

- Good Knowledge on GIT technology for data integrity and support user application.
- Developed Apex Classes, Visualforce pages and Apex Triggers to develop custom functionality as per requirements.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects - comma separated values (CSV) files.
- Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Worked on various AppExchange products according to needs of organization.
- Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
- Responsible for all activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for correctness of data.
- Worked on building strong communication with customers using communities and site.com.
- Integrated Salesforce with Microsoft Outlook to synchronize contacts, events and tasks.
- Implemented Case Management by creating record-types specific to user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
- Configured and Integrated Salesforce with Oracle database.
- Implemented Error Processing for Informatica Mappings and Workflows.
- Worked on Accounts.
- Campaigns, Leads and Opportunity Management in Service Cloud.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail and edit page.
- Interact with Business Analysts and Developers to design better test plan and strategies based on requirements of business.
- Deployment of code from Sandbox to production using Force.com IDE tool.
- Created Visualforce pages and Visualforce components to achieve custom functionality.
- Wrote SOQL, SOSL considering governor limits.
- Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated.
- Used Force.com web service API for implementing WSDL in application for access to data from external systems and web sites.
- **Environment:** Salesforce.com platform, Service Cloud, Customer Community, Force.com CLI, JIRA, GIT BASH, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom

Tabs, Email Services, Security Controls, Approval process, Apex Classes, Apex Triggers, Controller Classes, Eclipse IDE, Visualforce Pages.

JAVA DEVELOPER 05/2012 to 04/2016

Genpact, Hyderabad, INDIA.

Responsibilities:

- Developed component using Java, J2EE/JEE, JSP, Struts, hibernate framework.
- Involved in complete SDLC – Requirement Analysis, Development, System and Integration Testing.
- Implementation of SOAP Web Services using CXF.
- Used spring IOC integrated with Struts MVC framework to inject session layer objects into web layer.
- Develop persistent objects using Hibernate.
- Developed Presentation layer by Struts.
- Involved in designing frontends using JSPs, HTML, DHTML and CSS.
- Extensively used Eclipse while writing code & used CVS for version control.
- Analyzed performance of application and fine tune code where it is necessary.
- Debugging and resolving issue for web service binding and deployments with attachments.
- Involved in requirements gathering, analysis, design and testing of complete system.
- Implemented presentation layer using JSP, HTML and CSS.
- Configured Tomcat Apache for deployment.
- Responsible for understanding requirements and existing functionality of system by communicating with business analyst.
- Responsible for understanding business process by communicating with business users.
- Involved in developing functionality as per use case documents for various modules of application.
- Responsible for writing ANT Scripts for building entire web application.
- Performed unit testing using JUnit.
- Experience in working with Qlikview and Data warehouse.
- Developed EJB components encapsulating business logic.
- Involved in Configuring web.xml and struts-config.xml according to struts framework.
- Used SVN as source control.
- Developed and deployed applications using Web Logic 7.x with JBuilder as IDE tool.
- Used JDBC to connect and perform operations on database.
- Responsible for fixing production issues and supported application after

pushing to production.

- Designed and created various tables required for project in MySQL database.
- Used Log4j to capture log that includes runtime exceptions and debug information.
- Developed application using Eclipse.
- **Environment:** Java, JSP, JavaScript, DHTML, SQL, AJAX, Apache Struts1.2, JMS, Hibernate 3.0, Eclipse, WSDL, SOAP Web services, Oracle 10g.

EDUCATION

JNTUH, Hyderabad, India

Bachelor's of Technology, Electrical & Communication Engineering, 2011

CERTIFICATIONS

- Salesforce Certified Administrator.
- Salesforce Certified Platform Developer (PD-1)

ADDITIONAL INFORMATION

- Experience in SFDC development using Apex classes and Triggers, VisualForce, Force.com IDE, SOQL, SOSL. Extensive experience in designing validation rules, custom objects, custom fields, role based page layouts, workflow alerts & actions, pick lists, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements. Developed and Integrated Applications with Salesforce1 mobile app for easy access to the users Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader. Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard. Hands on experience in using the Aura framework and Salesforce lightning Design System (SLDS) Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users. Sound understanding of SOQL and SOSL for Querying and Searching Data for Force.com platform. Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes. Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud. Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using

Salesforce.com Expertise in performing data migration from legacy system to Salesforce. Worked in developing various lightning components, events and Applications Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA). Experienced in web technologies like HTML, XML, CSS, JavaScript, WSDL, and SOAP. Used Service cloud to manage Cases and Entitlements and worked on APTTUS CPQ Involved in Test configuration of Apttus within sandbox environments to ensure that once users are granted access, all the aspects are fully functional. Proficient in Data Migration from Traditional Applications to Salesforce Using Data Loader Utility and Informatica on Demand. Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements. Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS).