Gurunadham Chennamsetty
SFDC Certified
Gmail:gurunadhsfdc@gmail.com
Mobile no: 8712334123   **2X-**

PROFESSIONAL HIGHLIGHTS:

- I have total 5 years of experience and 3.6 Years as a Salesforce CRM Developer including analysis, modeling, coding, and maintenance of CRM systems 1.6 Years in initial SFDC Support engineer.

- Good end to end implementation of Sales cloud with CPQ configuration .

- 1.8 years of experience in Lightning Aura components.

- Experience in SFDC Development in implementing Apex Classes, Controllers & Triggers, Visual Force, Force.com IDE, SOQL and SOSL.

- Good Experience with Lightning Events, LDS, LWC.

- Pervasive experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom objects, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.

- 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

- 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

- Well versed in analyzing of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management.

- 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

- Experience in designing, creating and implementing profiles, roles, record types, page layouts, assignment and workflow rules, dashboards, escalation rules,

communication templates, approval processes and reports, and configuring security settings.

- Extensive experience in data migration from traditional applications to Salesforce.com using Apex Data Loader Utility.

- Hands on Lightning Components with More than 2 years.

- Good experience of Software Development Life Cycle (SDLC), Agile and Scrum Methodologies.

EDUCATION:
B.sc Computer Science From Acharya Nagarjuna University .

PROFESSIONAL EXPERIENCE:
- working With **Cognizant** Technology Solutions from April 2021 to Till Now.
- worked With **Persistent Systems Limited** from April 2019 to Jan 2021.
- Worked with **Vipra Infotech Private Limited** from Jan 2018 to April 2019.

Certifications:
Salesforce Certified Platform Developer1
Salesforce Certified App Builder

- **SFDC Technologies**: Apex Language, Lightning, LWC, Classes, Triggers, Apex Scheduler, SOQL, SOSL, Visual Force (Pages, Components and Controllers),Apex Data Loader, REST API, Apex Services, Custom objects.

- **SFDC Tools**: Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Platform (Sandbox and Production), Force.com Migration Tool, Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, Reports.

- **Web Technologies** : XML, HTML, CSS, Java Script, JSP.

PROJECT DETAILS:

Project Name : Western Union

Role : Salesforce Developer

The Western Union Company is an American worldwide financial services and communications company. Financial services corporation that specializes in the transfer of money from one location to another location. The company is based out of the United States, but processes financial transactions from across the world. Individuals deposit money at one of the company's kiosks and then the receiver is able to pick-up the funds at another branch. The company has been in business since 1851

Roles &Responsibilities:

- Constant interaction with higher management and business users for gathering requirements, analysis, development, Lightning Development with LDS and LWC.
- Designed and implemented CustomTicket Management Feature for the service cloud application
- Designed and implemented custom Real-Time Stats App using the AJAX Toolkit to build features that required asynchronous calls
- Lightning Development according to Business requirement.
- ⑩ Lightning Events, LDS, Buttons, JS controllers.
- Lightning apps, Lightning Data table, aura components
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs do build multiple applications for the company
- Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts to suit to the needs of various customized applications
- Designed, built and maintained a service cloud application for Firstcall that handles heavy call volumes
- Deployed the code over sandboxes using Change set
- Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel
- Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements
- Migrated data from Oracle database to Salesforce database using Data Loader and completed the configurations which was in Oracle Application to Salesforce platform
- Created Workflow rules and defined related tasks, email alerts, and field updates
- Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules
- ⑩ Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API(XML, WSDL, SOAP,REST)
- Worked on different portals like Self Service Portal, Partner Portal and Customer Portal

- Involved in Agile methodology, Scrum which dramatically improved productivity and reduced errors.

Project : Azuga

Role: Salesforce Developer

Azuga is an innovative connected-vehicle solutions company, with more than 30 years in the automotive electronics industry and with a proven track record of disrupting markets with game changing solutions.

Roles & Responsibilities:
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- Involved in Agile methodology, Scrum which dramatically improved productivity and reduced errors.

Project: Cisco Systems

Role: Salesforce developer

Cisco Systems, Inc. is an American multinational technology company headquartered in San Jose, California, that designs, manufactures, and sells networking equipment. The stock was added to the Dow Jones Industrial Average on June 8, 2009 and is also included in the S&P 500 Index, the Russell 1000 Index, NASDAQ-100 Index, and the Russell 1000 Growth Stock Index.

Roles & Responsibilities:
- Gathered requirements and had a thorough understanding of interpreting customer/clients business needs and translate them into operational requirements
- Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages
- Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects
- Added Budget object to the Campaign resulting into ability of managers to effectively allocate budgets and review based on budget reporting
- Developed stored procedures, triggers in MySQL for lowering traffic between servers & clients.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Working with Salesforce data tools such as Data Loader, Excel Connector, DemandTools, and Eclipse Force.com IDE for data migration
- Created ETL test data for all ETL mapping rules to test the functionality of the Informatica mappings
- Performed integration of salesforce.com with other apps via realtime, batch and sync/async

- Good knowledge of test-driven and formal QA Development environment which includes development, staging, production deployment cycles
- Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partner hotels
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
- Created profiles and implemented Object and field level security to hide critical information.
- Integrated Salesforce CRM with Siebel CRM explicitly using web services API
- Created Managed Packages with deprecated annotations to be available for partner Salesforce users
- Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system
- Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity
- Worked on Dimensional modeling, Data cleansing and Data Staging of operational sources using ETL processes
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
- Used Apex Data Loader to migrate data such as accounts, campaigns from legacy system ACT
- Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard
- Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management and triggers
- Interpersonal skills to liaison extensively with customers and internal stakeholders and to negotiate requirements
- Developed and configured various Reports for different user profiles based on the need in the organization