**Praneeth K**

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**SUMMARY**

* A Senior Salesforce consultant with 9 years of IT Experience and 5+ years on Design, Development and Customization on Salesforce.com Platform with extensive experience in Sales, Service and Marketing clouds.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experienced in Creating Lightning Apps, combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Hands-on experience on building lightening components using web components and Aura components.
* Experience working on various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* Experience in creating Workflow Rules, Approval Processes to automate business process.
* Good understanding of the Business logic, programs and systems that could lead the effort for planning, developing and implementing changes in the design and code pattern.
* Experience in wide range of languages and technologies such as HTML, CSS, AJAX, and .NET Framework.
* Expertise in using tools like Apex Data Loader, Apex Explorer, VS code, Eclipse IDE and ETL tools like Data Migrator (IBI), SQL Server Integration Services (SSIS).
* Experience in working on Vlocity, Avaya & Cisco call center applications.
* Good knowledge on SOQL and SOSL queries in Apex.
* Experience in implementing Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Web Service APIs etc. to achieve complex business functionalities.
* Hands full of experience on Batch jobs, Bulk triggers, Future methods and Test Classes.
* Extensive experience in Agile Methodology of Software Development Life Cycle (SDLC), Scrum methodology of software engineering processes.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed Salesforce apex SOAP and REST web service classes.
* Very comfortable building and demonstrating Salesforce CPQ (Configure, Price, Quote) and CLM (Customer Lifecycle Management) prototypes in Salesforce.
* Extensive work experience using Force.com Web Services API for implementing web services in the application for access to data from different users.
* Experience working with Salesforce1 mobile application development and customizations.
* Experience on Salesforce DX and knowledge on commercial tools like Auto Rabbit and Copa-do.
* Competent in salesforce.com -Import wizard, Apex Data Loader, demand tools, Excel Connector, VLOOKUP and other integration tools to perform DML operation using CSV files.
* Capability of learning new technologies and implementing them in the project successfully.
* Team player with good Interpersonal skills, strong understanding of fundamental business process.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**TECHNICAL EXPERIENCE**

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| **Salesforce.Com** | Apex, Visual force, SOQL, SOSL, Validation rules, Email template, Formula Apex Trigger, Workflow, Approvals, App exchange, Eclipse, Salesforce.com, IDE, Web services, Apex data loader, Field updates, Reports, Custom Objects, Service Cloud, Sales Cloud, Lightning Components, Role Hierarchy, Dashboards, Security Controls, Security Model, Package & Custom Application and Sandbox data loading & Product offering. |
| **SalesForce Tools** | Eclipse IDE Plug-in, Data Loader, Force.com IDE, Force.com Explorer, Change Sets, Force.com Platform (Sandbox and Production), Force.com Workbench. |
| **Programming languages** | Java, JavaScript, jQuery, json |
| **Web Technologies** | CSS3, XML, HTML5, XHTML,SOAP API,REST API |
| **Other tools** | Oracle databases, SQL Server, Visual Studio, C#.Net, VB.NET, SharePoint |

**WORK EXPERIENCE**

**SalesForce Developer/Administrator**

**Elavon, Atlanta, GA Sep 2019 - till date**

* Worked with end users for requirements gathering and prepared technical design document based on user requirements.
* Worked closely with IT teams and business to help them understand how business problems and opportunities can be addressed with salesforce solutions.
* Generated various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Worked on Lightning components, Event registration, handlers and apex classes for performing logic in the actions.
* Wrote Apex classes with customized logic using SOQL, Database methods, Controller, Extension Controllers, Apex triggers for various Business/functional requirements.
* Implemented SalesForce best practices while writing Triggers, Controllers, Batch, SOQL and avoided reaching governor limits exceptions.
* Integrated the Web Services for extracting the data from client legacy systems to display in the lightning components.
* Implemented Apttus CLM (Contract Lifecycle Management) to increase the efficacy of creating customized Agreements and integrating with DocuSign to send out a pdf copy to customers.
* Created Custom Objects and outlined lookup and master-detail relationships and Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of Schema Builder.
* Worked on building behavior driven Salesforce Lightning flow.
* Worked on advanced Approval process and Apttus Approval management.
* Customized Agreement page and Agreement detailed page in lightning by creating custom screens and updating the field values using web services.
* Knowledge on Lightning Apex settings, Custom Permissions, Custom Settings, Email Services, Remote Access, Static Resources.
* Extensive experience in designing of custom objects, custom fields, Picklist, Role based Page Layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats.
* Worked on integration between Apttus and DocuSign.
* Worked on JIRA tool and Kanban Board.

**SalesForce Administrator/Developer**

**Coherent, Santa Clara, CA Sep 2016 - Aug 2019**

* Worked as Salesforce SME to build and implement solutions for the CPQ system deployed on the salesforce.com
* Gathered user requirements and was involved in application design discussions and documentation.
* Worked with Project Managers and architects as a technical consultant to make recommendations for efficient translation of business requirements to ensure that requirements can be met or suggest alternative approaches.
* Implemented Sales cloud and Service cloud in incorporating the enhanced features as required to streamline the business Process.
* Used SOQL & SOSL considering the Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Created Custom Objects, Custom fields, Validation rules, Page layouts in salesforce within Apttus CPQ.
* Configured Products, catalog, Catalog Hierarchies, Bundles, Bundles within bundles, Price Lists across all products.
* Configured X-Author to change contract templates and clause.
* Implemented quote approvals using Oracle CPQ Cloud (BigMachines) in-built approval functionality.
* Involved in migration of products, product bundles from legacy systems to Sales Force.
* Worked on SalesForce partner portals.
* Created rich UI components in visualforce pages using third party frameworks.
* worked on Web to Case, Email to Case functionalities for client service cloud implementation.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Used the Java Ant for testing and migrated the code to the deployment instance after testing.
* Worked with Oracle relational databases according to the need of the client.
* Used Data Loader/ workbench/ import wizard 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.
* Experienced with Force.com IDE and Eclipse for deploying data between organizations.
* Customized Reports and Dashboards for business use and added lightning components to lightning pages and record pages.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Experience in migrating data from various systems into force CRM using Data ETL tools - Informatics on Demand, Cast Iron and SOQL and SOSL queries in Apex.
* Good knowledge on integrating external web systems with SalesForce using REST and SOAP web services.
* Experienced in working with Force.com migration tool for moving metadata from sandbox to production org.
* Designed and deployed custom tabs, validation rules, Approval processes and Auto Response rules for automating business logic.
* Used force.com developer toolkit including Apex classes, Apex controllers and Apex triggers to develop custom business logic.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Interacted and worked with cross-functional teams by managing requests on ALM (Application Lifecycle Management) process.

**Salesforce Admin/Developer**

**Thrivent Financial, Appleton, WI Oct 2015 - Sep 2016**

* Worked as salesforce service cloud administrator.
* Utilized internal defect tracking tool to log and track application defects and feature requests in the current release under test.
* Experienced in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Experience in implementing 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.
* Involved in Knowledge management and knowledge article migration from external system to Salesforce.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Created various Reports like summary reports, matrix reports, pie charts, dashboards and assist managers to better utilize Salesforce as a service tool and configured various Reports for different user profiles based on the needs of the organization.
* SFDC Configurations/Customization – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Worked on different AppExchange Products.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Conducted Training sessions for End users and testing team.
* Implemented Sales force Service Cloud Case Management, Entitlement Management, High Volume Customer Portal, Partner Portal, Visual Force Sitesfor business support and technical support for its channel customers.

**UI/ .NET Developer**

**Doer’s Guild, Hyderabad, India Nov 2009 - Oct 2013**

* Involved in Design, Development & Testing of Windows Forms, Web Forms, UI pages& Web Services using IIS, ASP.NET, XML Dataset and .NET Framework, HTML, CSS, JavaScript, jQuery and ajax.
* Software Development Life Cycle like Requirement Analysis, Design, Implementation & Testing.
* Created role based security level for Windows Forms Authorization.
* Involved in customizing the windows Forms Data Grid.
* Used jQuery and ajax for service calls on pages to interact with the server for information.
* Used ADO.NET extensively to access the backend databases.
* Created SQL queries to perform insert, update or delete operation on MySQL database.
* Developed application for different browsers and fixed bugs for browser compatibility.
* Interacted and worked with cross-functional teams
* Created and optimized graphic prototype websites and application interfaces using HTML and CSS.
* Created Stored Procedures, functions and triggers in SQL Server 2008.
* Used Cascading Style Sheets (CSS) for ASP.NET web pages. Developed the Data Access Layer using C# and made use of data controls Data Grid, Data List and Repeater Controls throughout the application to display data in customized format in the web pages.
* Developed custom Web application module with ASP.NET, C# and integrated with portal sites.
* Used XSLT for transforming data and XML in business layer.
* Developed web parts and used Share Point web services and Object Model.
* Create, deploy, update new and existing workflows for SharePoint using Visual Studio .NET and C#.
* Testing the web forms and pages on multiple browsers with their old as well as latest releases.

**EDUCATION**

**Master of Sciences in Computer Science – August 2015**

**Bachelor of Sciences in Computer Science – July 2009**