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| Samanth | | Sunnyvale, CA  +1  [samanth0221@gmail.com](mailto:samanth0221@gmail.com) |
| sr.salesforce Consultant | | |
| KEY COMPETENCE   * Salesforce Technologies:   Apex, SOQL, SOSL,  VisualForcePages/Components &  Controllers, S-Controls, Dashboards,  Lightning, Reports, Einstein Analytics , Apttus, Analytic  Snapshots, SteelBrick , Jitterbit, Workflow rule, MuleSoft  Approvals, Case Management  Automation, Sandbox and  Production, Heroku.   * Force.com Configuration:   Campaigns, Leads, Accounts, Contacts, Price Books, Products, Assets, Contracts, Case, Queues, Quotes and Custom Object development, Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation, Reports, Dashboards, Formula Fields and Cross Object.   * Cloud:   Sales Cloud, Marketing, AWSs  Service,Communities, Commerce   * Scripting Languages:   Java script, jQuery   * Programming Languages:   Java, SQL, Python, Apex.   * Front End Technologies:   HTML, XHTML, XML, CSS   * ETL/Integration Tools:   Apex Data Loader,  MuleSoft, Cast Iron, Force.com  Workbench, MuleSoft.   * Databases:   Oracle 11g, MySQL, MS SQL Server,   * Operating Systems:   Linux, Windows, Mac  Education   * Master’s in Computer Science   Silicon Valley University, 2017 | **PROFESSIONAL SUMMARY**   * 8+ Years of hands on experience in Software Development and 6+ years of hands on experience on Salesforce Developer, Administration and Analyst with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications. * Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events. * Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform. * Extensive administrative experience in designing custom and junction objects, look-up and master-detail relationships, pick lists, custom fields, page layouts and custom tabs. * Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups. * Designed and managed Wave datasets, dashboards and lenses in Salesforce Einstein platform . * Experience with Salesforce Dx, Heroku CLI and GitHub for Creating of apps and deployments. * Performed data analysis for data migration, integration to Salesforce from other data bases and performed Data migration using Data Loader, Import/ Export Wizard. * Experience in obtaining data from external systems using Salesforce Connect. Experience in Salesforce.com MVC architecture, designed and developed Salesforce customizations using Apex Classes, Triggers and Visual force pages with Standard, Custom, and Extension controllers. * Worked on developing rich user interfaces using Visual force pages with standard components, CSS, JavaScript, and JQuery and developed Custom Visual Force Components. * Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations. * Full SDLC designing and implementing Salesforce or other CRM platforms (Siebel, Oracle, Microsoft), and/or CPQ, Apttus, Steelbrick technologies. * Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder. * Good experience in integrating external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts. * Good working experience with Eclipse IDE, Force.com Plug-in, Developer console and Force.com Explorer environment. * Used JIRA Agile for project management and bug tracking. * Experienced in JAVA/J2EE technologies, Oracle and SQL. * Experience in wide range of languages and technologies such JSP/JSF, AJAX, Spring MVC Framework, HTML5, CSS3, JavaScript, XML, and SOAP. | |

**Work Experience:**

**Salesforce Consultant**

**Thermofisher Scientific, Sunnyvale, CA Apr 2019 to Present**

**Description:** Thermofisher Scientific is a Multi-National Biotechnology product development company that sells Analytical instruments, equipment, reagents and consumables, software and services for research, manufacturing, analysis, discovery and diagnostics.

**Responsibilities:**

* Involved in Direct discussions with the Business users to gather the requirements and provided input for the design from Technical Standpoint.
* Involved in complete End to End functionality implementation, using agile methodology.
* Designed and developed various Custom Objects to support the Business functionality apart from Standard Objects.
* Developed Triggers, Apex Classes for various business requirements.
* Developed lightning components to capture leads using Aura framework.
* Build Apps Visual with lightning App Builder. Developed re-usable UI Components with the Lightening Framework.
* Worked on the integration of SteelBrick to generate quotes, invoicing and discounting by sales reps along with CRM Data.
* Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics).
* Worked on different Process Builders and Flows which are mostly user interacted.
* Refactored Process Builders which have updates on same records to Apex code, as multiple recursion of Triggers is occurring because of updates on same record and if recursion is stopped, we were missing some business functionality.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Developed various Workflows, Formula fields based on business requirements.
* Worked on Pardot landing pages and forms.
* Integrated marketing cloud with salesforce CRM.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Developed different record types to support different relationships of an object to different objects and also maintaining different List of Values (LOV) as a place holder in the system in a single object for different business requirements.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Created Heroku App Using Salesforce DX and GitHub for testing purpose of external Identity where Heroku app acts as external site core website.
* Worked on Heroku Connect to migrate metadata between organizations.
* Worked very closely with the Business Leadership to provide updates on the development status.
* Developed different Batch Classes, Future Methods, and Queueable Methods for different complex scenarios where synchronous methods were running into governor limits.
* Developed custom report types, reports and dashboards based on business requirements.
* Refactored code where 101 SOQL errors were occurring by merging different methods and stopping recursions of the triggers.
* Designed and Developed Vlocity CPQ for couple of telecom clients.
* I worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, and contract templates.
* Configured Apttus CLM Agreements types (NDA and MSA) and built templates using Apttus X-Author.
* Worked on different Test Classes to improve the code coverage above 75% for successful deployments to Production Environment.
* Worked on different securities in the system developing Sharing rules, permission sets, public groups, and maintaining Roles and Profiles.
* Used Custom settings and Custom Metadata for different scenarios for ease of use of the system by Admins.
* Customized page layouts for different profiles and different record types based on the level of access the users should have.
* Used JIRA-CX and Confluence to maintain Epics, Components, Stories, Issues, and Tasks and update the status of the development for Client to review.

**Environment:** Saleforce.com CRM, Pardot, Salesforce Marketing Cloud, Heroku, Apex Classes, Visual Force Pages, Custom Objects, Custom Tabs, Email Services, Reports.

**Salesforce Consultant**

**HCSC, Sunnyvale, CA Feb 2018 to Apr 2019**

**Description:** The ISP projects includes various transactions from client to customers and customers to client and they are Request and Receive Enterprise Patient Profile Data, Patient Rx Profile Data and Patient DUR Profile Data, Display an Enterprise Patient Profile, Patient Rx Profile for all specialty systems (HBS and CATS).

**Responsibilities:**

* Worked with a team of solution partner and/or client developers and specialists to meet specific client requirements; responsible for ensuring an optimal system architecture to facilitate the successful completion of implementations.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Designed, developed and deployed Apex Classes, Controller Extension Classes to support Visualforce Pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Worked on salesforce Lightning components for building customized components replacing the existing ones and also embed Lightning components in Visual force page by using new lightning out feature by event-driven programming. Involved in migrating from salesforce classic to lightning.
* I configured product and pricing setup using CPQ/Product consoles Formatted and migrated the user data into Lightning Experience. Tested the Lightning components.
* Worked on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
* Provide guidance, analysis and recommendations to design decisions including but not limited to: architecture, integrations, order management and fulfillment systems, customizations, impacts to scale and performance, rollout strategies and optimal use of features o Provide pre-sales support for order management and fulfillment to solution partners and/or sales teams.
* Designed and implemented an extensible org-wide monitoring framework with components like a monitor for Vlocity Dataraptor app problems along with custom logic to restart, and a component to clean up data from partial copy sandboxes that are nearing capacity, etc.
* Defined Org wide default to restrict access from users.
* Development of SOAP and REST based web services used for custom development.
* Proficient writing SOQL queries in Apex Classes and Triggers.
* Configured various functional requirements in a CPQ solution and migrating Steelbrick to Apttus CPQ.
* Worked on APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* Good with Configure Price Quote (APTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Implemented and configured Apttus CLM into the Salesforce.com platform, worked with configurations in Sales cloud. Lead to Apttus and SteelBrick, Developed POC's in Apttus CPQ and SteelBrick CPQ.
* Gathered product launch specifications from key stakeholders to load products, product features, product options, price books, and price book entries to SteelBrick CPQ and configure required price rules, product rules, product constraints, and all other configuration.
* Designed, developed, tested and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Integrating the salesforce.com with the MuleSoft for connecting applications, data sources and APIs, in the cloud.
* Experience in MuleSoft Any Point API platform on designing and implementing Mule APIs.
* Designed and developed enterprise services using RAML and REST based APIs.
* Managed relationships with business stakeholders to drive Einstein Analytics adoption.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Handling projects from planning to post-launch phases.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Heroku , Data Loader, Lightning components, Force.com API, Apttus, Steelbrick, Einstein , JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, Eclipse IDE Plug-in, SOQL, SOSL.

**Salesforce Developer**

**USAA, San Antonio, TX Feb 2017 - Feb 2018**

**Description:** USAA Credit is expanding its support for monthly payments with an option for retailers that allow them to decide on the number of months and interest rates that work best for their customers. The CDE handles the decisioning of new and existing customers from applications, authorizations, void authorizations and notifications.

**Responsibilities:**

* Interacted with multiple end users, consultant, business users and team members on regular basis for improving the user experience in the production environment.
* Designed and developed various MuleSoft ESB applications to implement the integration in this organization.
* Developed visual Force pages with JavaScript and Apex classes.
* Extensively working on Apex triggers, and classes to populate field values on update or insert into salesforce org.
* Performed Steelbrick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on Integration, Heroku Connect, Postgress SQL by establishing connections from salesforce to Heroku to split the orgs with respective filter conditions approved by business.
* Wrote test classes for apex classes, triggers and trigger handlers with 100% code coverage to ensure easy deployment.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud. Helped in developing strategy and roadmaps for email marketing programs to drive acquisition, customer retention, customer growth, and demand generation to achieve quantifiable revenue goals.
* Perform proof of concepts and prototypes on mulesoft features for the redesign of existing processes and services.
* Designed and deployed the custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow rules, Email alerts, and Page Layouts in Lightning version.
* Designed, developed and tested 30+ workflows and approval processes.
* 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.
* Implementing different types of custom fields like Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships.
* Extensive experience in Amazon Web Services (AWS) Cloud services.
* Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS accounts.
* Created discount limits using SteelBrick CPQ and combined them with approval processes and integrated them with mobile devices.
* Worked extensively on managing Products, Price Lists, and Categories, Price rules, Constraint rules and defining Product Visibility for Apttus CPQ package.
* Implemented REST and SOAP api’s using mulesoft best practices. Optimized mulesoft solutions using mule reliable and security principles.
* Integrated Salesforce with external billing applications using MuleSoft Salesforce connector.
* Worked with business stakeholders to understand & collaborate Salesforce reporting requirements.
* Helped the customer in transitioning from Classic reporting to Einstein Analytics platform.
* Designed and managed Wave datasets, dashboards and lenses in Salesforce Einstein platform.
* Performed deep dive data analysis and presented a coherent story to business customers.

**Environment:** Eclipse Force.com IDE, Salesforce.com, Sandbox Apex, Visual force, Heroku , Lightning Components, triggers, Schedule, SOAP, REST, Einstein, Workflows and Approvals, MuleSoft , Data Warehousing, Case Management, Automation, Sandbox, S-Controls

**Salesforce Developer**

**Softstandar Solution, Hyderabad Nov 2013 - Mar 2015**

**Description:** They Implemented Salesforce CRM to Automate their Sales process, controlling marketing strategy, Making Quotation, analyzing product business and constructing their customer database.

**Responsibilities:**

* Proficient in security and sharing rules at object, field, and record level for different users at different levels of organization.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created many Report Types and created various Reports (summary reports) using the Report Builder according to the need of the organization.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* Responsible for all the activities related to configuring Workbench, Data Loader uploading data in CSV files into salesforce.com and downloading data for analysis, checking for the correctness of the data.
* Performed all tasks related to the day-to-day operations including managing users, handling data migration, maintenance and installation and support of AppExchange applications.
* Implemented Picklists, Dependent picklist, Lookup, Junction Objects, Master-Detail Relation- ships, Validation Rules and Formula fields to the Custom Objects.
* Managed customer data: Data duplication identification and resolution, ongoing audits to uncover and resolve data integrity issues, bulk imports of data, batch reassignment of accounts and opportunities based on organizational changes.
* Performed system configurations like setting profile, roles based on hierarchy, permission sets, work flows, process builder, visual flows, email templates, and parallelly did security managements as well like OWDS, sharing settings

**Environment**: Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Sandbox data loading, Data Loader, SQL, Eclipse IDE, Force.com Sandbox, JavaScript, Controllers, Sharing Rules.

**Java Developer**

**Ericson, Pune, Maharashtra Nov 2010 - Oct 2013**

**Responsibilities:**

* Designed necessary backend Java classes to support data access and user authorization.
* Implemented MVC Architecture using Struts Framework.
* Involved in the coding of generating the Actions, Action Forms.
* Wrote Client side validation using Struts Validate framework and Java script.
* Wrote unit test cases for different modules and resolved the test findings
* Developed various daily jobs using PL/SQL stored procedure to update notification status in multiple tables.
* Created WSDL and REST based Web services for adding, modifying and deleting trading partners.

**Environment**: J2EE, JDK, JSP, JavaScript, Spring, Eclipse, Struts, Hibernate, HTML, AJAX, XML, EJB, PL/SQL, JUnit, Web Services, UNIX, SVN, Apache Tomcat, Oracle, SOAP, WSDL