**Bhagavan Reddy**

**302-299-7105**

[**ibinturi@gmail.com**](mailto:ibinturi@gmail.com)

**Lead Salesforce Developer (Community Cloud &Einstein Analytics)**

* 4x Salesforce Certified Consultant

(<https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=62kUXhZDXK6enM6OnbghCAVUafkTtSJ4I4FIgoMUIlftZQ2e5myBxYpg5AC8AIDC>)

* Certified **Community Cloud, Einstein Analytics, Platform Developer 1 and Administrator**.
* Over 9 years of IT experience with 7 years of experience in the Salesforce.com CRM platform both as Administrator and Developer in Salesforce.com and 2 years of experience in Java/ J2EE Technologies.
* Strong IT experience in Software Development that includes all phases of Requirement Analysis, Design, Development, UAT and maintenance of Product / business applications including Cloud Based, Web Applications, Windows Applications, Web Service.
* Extensive experience in building the **Lighting components using Java Script, HTML and CSS.**
* Developed rich UI based using **HTML5**, **CSS**, **JavaScript**, **JQuery**, **Angular** **JS** and **Ajax** based on forms provided by business.
* Good experience in using standard Lightning components and building new Lightning components.
* Good experience in **Lightning web components(LWC)**
* Extensive Experience on **Apex Trigger, Apex Class, Visualforce Pages, Visualforce Components & Controllers, Apex Web Service, SOQL, SOSL**
* **OAuth Securities** for rest web service
* Extensive experience in designing, creating and maintaining Salesforce.com **Workflow Rules, Approvals, Visual flows, Process builder components, Lightening components, Email Templates (HTML & Visual Force Templates).**
* Good experience building **Tableau Dashboards, data sources, APPS, custom queries and advanced analytics.**
* Good experience in **Tableu Desktop integrations and different components like charts.**
* Good Experience in configuring sales dashboard based on **Einstein Analytics and discovery.**
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Queues, Public Groups and Email Templates**.
* Hands on experience using **Salesforce lightning framework** to drive the client –server management and lightning app builder to build visual force pages for lightning experience.
* Strong knowledge in developing **Lightning** **Components (Aura attributes)** by creating events in controller and styling the container page and then lightning components to lightning pages.
* Highly skilled in Salesforce.com (SFDC) development and implantation.
* Extensive experience in analyzing business requirements, entity relationships and converting **to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts**, field updates, and Email generation according to application requirements
* Experience in integration of Salesforce.com Applications with Other applications with an emphasis of the **REST/SOAP API and integration tools like Mulesfoft,Jitterbit, IBM Cast Iron.**
* In Salesforce.com have extensive exposure of different entity like **Lead, Campaign, Account, Opportunity, Order, Quotes, Reporting, Email Administration, Admin Activities.**
* Extensive experience in automating processes using process builder, workflow rules and visual workflows.
* Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, Validation rules, sharing rules, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards.
* Experience in installing, evaluating the AppExchange applications under the salesforce.com platform.
* Experience in **Batch jobs, Bulk triggers, Future methods, Schedule Apex, http callouts, dynamic apex, single e-mail methods**, mass e-mail methods, test classes, wrapper classes.
* Experience in working version control tools like Visual Source Safe and SV
* Experience working across SFDC implementations including **Sales** **Cloud**, **Service** **Cloud**, **Marketing cloud** **Web** **services** and **App** **Exchange** on salesforce.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Tools** | Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Force.com Eclipse IDE. |
| **Salesforce Technologies** | Salesforce CRM, Einstein Analytics, Tableu, Community Cloud, Apex (Classes, Triggers, SOSL, SOQL) Visual force (pages, components and controllers), Apex Data Loader, Apex web services, Dashboards, Workflow Approvals, Analytic Snapshots and Custom Objects. |
| **Custom Integration** | Workflows and Approvals, Field Updates, Reports, Custom Objects, settings, tabs and Email Services, Role Hierarchy, Dashboards, Security Controls, Custom application ans Sandbox data loading. |
| **Programming languages** | Java, Apex, J2EE, C, C++ |
| **Web Development Technologies** | HTML 5, XML, XHTML, CSS, JavaScript, JQuery, Angular JS. |
| **Database Servers** | Oracle 8i/9i/10g, PL/SQL, MS Access, MYSQL. |
| **Software Development Methodologies** | Agile, Scrum, MVC, SDLC. |
| **IDE** | Eclipse 3.x, Data Loader, MS Visio, Force.com IDE. |

**WORK EXPERIENCE**

**Client: CSC, Austin, TX Sep 2020 – Till Date**

**Role: Lead Salesforce Developer**

**Responsibilities:**

* Configured and build **the new customer on boarding site using Salesforce community cloud.**
* Developed new **Lighting web components** for custom customer on boarding site by leveraging the enterprise **OCC**(content delivery) servers for enterprise look and feel,
* Designed and developed the integrations between **salesforce and payment gateway (PCI)** by leveraging custom token based authentication model.
* Build the complex bi-directional integrations between **the customer MDM and salesforce account** creation process.
* Build the several performance dashboards in **Tableu dashboards** and **Einstein** Analytics.
* Designed and developed discovery **Einstein** Analytics to analyse the lost leads.
* Build the several data sources to bring external data for data analytics for **Einstein and Tableu.**
* Worked on various standard objects and developed **Custom objects, Custom tabs**, **Entity relationships**, **Validation rules**, **Workflow rules**, **Page** **layouts** and **Visual** **pages** to match the requirements of the application.
* Project includes system architecture, **Security, workflow, integration, User interface design, data integrity** and **customer & partner communities** on SFDC unlimited edition.
* Created **Users**, **Public** **groups** and implemented **Role** **hierarchies**, **sharing** **rules** to manage sharing access for different users.
* Integrated the **customer MDM** to on board the new customers by consuming customer MDM APIs.
* Developed **Reports** and **Dashboards** to continuously monitor **data quality** and **integrity**.
* Designed **Apex** **classes**, **Controller** **classes**, **Extensions** and **Apex** **triggers** according to the needs of the application.
* Worked with **Apttus Quote to cash** app and generated quotes, contracts and invoicing flow.
* Extended standard native Force.com functionality using **Visual force, Apex, JQuery and Web Services**.
* Developed **JavaScript** methods for doing actions for a single button click to overcome the Salesforce limitations.
* Used **SOSL & SOQL** with consideration to governor limits for data manipulation using platform database objects.
* Used tools such as **ANT** migration tool and **Change sets** to deploy code to various sandboxes and to production.
* Handled various support issues on day-day basis and done regression testing for many scenarios by logging the bugs in **JIRA**.
* Responsible for Force.com **Continuous Integration** setting up **Jenkins** and manually built Ant scripts**.**
* Worked on automation tools like **Jenkins** and **ANT** scripts.
* Developed **Communities** by providing self-service on the web and adding chatter answers to self-service.
* Involved in **Unit testing** for the customizations and developments during the project.
* Worked with **Steel brick** **CPQ** on App exchange for pricing sales quotes and assisting Sales representatives in providing multiple quotes easily.
* **Marketing cloud (Exact Target)** - Implemented Marketing cloudconnect**,** Email send to automatically send emails, track responses and synchronize with Sales and service cloud data.
* Built **Lightning component Tab for** Salesforce 1Navigation and Custom applications in lightning experience.
* Developed **Lightning components** and **Lightning app** to provide better and more interactive interface to end users, which improves sales enhancements.
* Worked on building **Lightning components** in Visualforce pages by using new **Lightning out** feature by event-driven programming where handlers are written to respond to interface events triggered by user interaction which includes lightning component framework.

**Client: Chevron, San Ramon, CA Sep 2019 – Sep 2020**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Build sales performance dashboard using **Tableu and Einstein Analytics**.
* Designed and developed complex analytics using **Einstein Analytics and Tableu** and Embedded in salesforce applications.
* Build **discovery tool for Sales Ops team using Einstein Analytics.**
* Performed the roles of Salesforce Administrator/Developer in the organization.
* Worked under Agile SDLC using Scrum methodology.
* Designed and developed integration between chase.com and salesforce for mortgage lead data.
* Integrate d common lead application (MAX) with salesforce and maintained the MAX Lead #.
* Designed and developed several batch jobs to process nightly lead data from marketing applications.
* Strong business knowledge in Salesforce out of the box features.
* Designed and developed workflow rules, validation rules, approval processes, process builder components, Visual flows, lightning components to automate certain business flows and customizations within Salesforce.
* Wrote Apex classes, triggers to route the escalations to different queues and levels, assign it to different users according to the business logic.
* Developed Visualforce pages to prepopulate certain fields and embedded it in the application.
* Created custom reports to track the cases, assets etc. to be available to different levels in the organization based on their profiles.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Created Change Sets and deployed it in Production organizations.
* Communicated with the business regularly to understand their requirements and designed solutions to implement them.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Experienced in integrating 3rd party systems with Salesforce.com
* Excellent unit testing abilities with strong attention to detail
* Experience with extract, transformation and load tools
* Experience on Batch Apex and Scheduled Jobs
* Responsible to develop web services to integrate Coupa, Archer and salesforce.
* Develop knowledge article management for service representative using service cloud console
* Configure data category and article types to service representative.
* Configure Web to case, Email to Case, Omni channel and queue management.
* Developing snaps to connect people soft using Snap logic snaps.
* Develop lightning components to display the items in rich user interface and resolve device compatibility issues.
* Developed several custom APEX services and published them through API gateway.

**Client: Target, Minneapolis, MN Oct 2017 – Aug 2019**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce Administrator/Developer in the organization.
* Worked under Agile SDLC using Scrum methodology.
* Strong business knowledge in Sales Force Automation, Opportunity/ Lead Management, Quote, Case Management and Customer communities and partner communities functionalities
* Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce.
* Experience in Apex Classes, Controllers & Triggers considering governor limits and various other components as per the client and application requirements.
* Wrote Apex classes, triggers to route the escalations to different queues and levels, assign it to different users according to the business logic.
* Created templates, page layouts, and record types according to the business process requirements.
* Developed Visualforce pages to prepopulate certain fields and embedded it in the application.
* Experience in creating visual work flows, Process builder and lightening components to automate certain business flows.
* Created custom reports to track the cases, assets etc to be available to different levels in the organization based on their profiles.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Created Change Sets and deployed it in Production organizations.
* Communicated with the business regularly to understand their requirements and designed solutions to implement them.
* Communicated the requirements to the team onsite and offshore and was responsible for providing the deliverables on time.
* Co-ordinate with the team on daily basis to track the requirements.
* Provided knowledge transfer to the key users and to the support team.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Experienced in integrating 3rd party systems with Salesforce.com
* Excellent unit testing abilities with strong attention to detail
* Experience with extract, transformation and load tools
* Experience on Batch Apex and Scheduled Jobs
* Responsible to develop web services to integrate SAP and salesforce.
* Develop solution management and knowledge article management for partner using service cloud console.

**Client: Comcast, Philadelphia, PA Aug 2016 – Sep 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in different responsibilities of the project such as requirement gathering, analysing the requirement and documenting the functional and non-functional requirements.
* Developed various **Custom** **objects**, **Tabs**, **Entity** **relationship** **data** **model**, **Validation** **rules**, **components** and **Visualforce pages**.
* Performed customizations by creating **Profiles, Record types** and customized tabs for different user groups and business centres.
* Managed **Organization**- **Wide** IP addresses restrictions and **profile** **based** **login** hour restrictions.
* Created **Workflow** rules and time triggered tasks and email alerts according to the business requirements.
* Debugged Apex scripts using debug logs and System log Console to catch Exceptions and execute **Governor Limits.**
* Worked with third party application **Dupe blocker** for de duplicationand to warn users aboutduplicate records being created in salesforce.
* Responsible for importing data from excel sheets into Leads, Accounts, Contacts and Opportunities using **Data** **Loader, Import Wizard, Workbench and Informatica Cloud.**
* Assisted in building and customizing **Communities** to meet business requirements.
* Created knowledge base and enabled partners to use **community** knowledge bank.
* Worked with CTI integration and **SSO** implementation for browser based logins to salesforce.
* Developed **ETL mappings in Informatica** for integration between SAP and Salesforce.
* Responsible for developing **Apex** **Classes**, **Controller** **Classes** and **Triggers** for the application.
* Wrote **Triggers** to process incoming service e-mail to process service e-mail requests from customers to automatically create new case records.
* Developed and used **JavaScript**, **CSS** for performing validations and assigning style sheet to the visual force pages and developed **HTML** to create custom Email templates inside Visual force pages under communication templates section.
* Customized **Service Cloud Console** by inserting Visual force pages in custom console components, highlight panel and interaction log.
* Designed tasks such as navigation wizard at front end using **JQuery.**
* Worked on **Salesforce Communities** and created VF pagesforcommunities**.**
* Integrated salesforce with external applications by making callouts that used **SOAP** web services and **WSDL** to display it on to salesforce.
* Enabled **SAML** based **Single Sign On** in the Production and Sandbox for authentication.
* Used **Action** **Polar**, **Action** **Support** visual force page tags effectively.
* Worked in salesforce application set up activities and customization of applications to match the functional specification of requirements.

**Client: Several Clients (TCS, India) May 2013 – Jul 2016 Role: Salesforce Developer**

**Responsibilities:**

* Developed different visual force pages to suit the needs of the application using different visual force components.
* Efficiently worked with standard Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Cases** and **Opportunities**.
* Implemented data security by configuring OWD and by creating criteria &amp; owner based sharing rules on different objects.
* Created **Custom** **Buttons** and **Links** on Account and Relationship Group object for generating auto Reports.
* Created email-to-cases, automated-responses, assignment rules, email alerts and templates for case management.
* Configured **Chatter** for the users in the organization for collaboration.
* Installed Salesforce **AppExchange** Apps, configured and maintained user security permissions with associated to organization needs.
* Extensive knowledge in creating **Apex** **triggers**, **Apex** **Classes** and also developed **Complex** **Workflows**, **Approvals**, **Validation** **rules**, **Assignment** **Rules** and **System** **Triggers**.
* Object Oriented Analysis and Design using UML include development of class diagrams, Sequence diagrams, and State diagrams.
* Worked on Client, Admin module and HSBC Payment gateway Integration for online payment processing.
* Developed the controller servlet to handle the requests and responses.
* Designed and created Java objects, JSP pages, JSF, JavaBeans and Servlets to achieve various business functionalities. Created validation methods using JavaScript and Backing Beans.
* Developed the application using Struts Framework that leverages classical Model View Layer (MVC) architecture.
* Involved in writing client side validations using Java Script, CSS.
* Involved in the design of the Referential Data Service module to interface with various databases using JDBC.
* Used Hibernate framework to persist the employee work hours to the database.
* Spring framework AOP features were extensively used.
* Developed and configured using Jboss Application Server 8.1.
* Developed the build scripts using Ant.
* Involved in designing test plans, test cases and overall Unit testing of the system.
* Developed controllers and actions encapsulating the business logic.
* Developed classes to interface with underlying web services layer.
* Designed web services for the above modules.
* Prepared documentation and participated in preparing user’s manual for the application.