**Vijana Ananth**

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***Salesforce Consultant***

***Salesforce.com Certified Administrator (ADM 201) :*** *CERTIFICATION NUMBER****: 3404384***

+7 Years of hands on experience in Software Development and 5 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**.** Very strong communication and inter-personal skills and experience with working in both large and small team environments.

***Summary***

* 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 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.
* 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.
* Worked closely with Business Users to enable business process using SFDC.

***Education & Professional Certifications***

• ***Bachelor of Science in Computer Science*** *Avanthi Degree college (Osmania University), Hyderabad, India*

***Related course work*** *-* Software Foundations, Computer Architecture, Algorithms, Introduction to Artificial Intelligence, Operating Systems, Computer Networks, Database management systems, Web Technologies, Computational Theory, Java, Network programming, C, C++

***Technical Skills***

**Salesforce Technologies:** Apex, SOQL, SOSL,VisualForcePages/Components &Controllers, S-Controls, Dashboards, Lightning, Reports, Einstein Analytics , Apttus, AnalyticSnapshots, 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.

**ETL/Integration Tools:** Force.com Data Loader, Connect for Outlook, Force.com Explorer and

Force.com Workbench, Salesforce Inspector.

**Cloud:** Sales Cloud, Marketing, AWSsService, Communities, Commerce

**Scripting Languages:** Java script, jQuery

**Programming & Data Analysis:** Java, C+, SQL, Apex, HTML, DHTML, XML, CSS

**Databases:** Microsoft SQL Server 2000/2005/ 2008, MS Access, Oracle 11g, MySQL, MS SQL Server

**Web Services:** SOAP, REST

**Operating Systems:** Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008, Linux,

Unix.

***Professional Experience***

**Thermofisher Scentific, July 2019- Present** *Location:* ***Sunnyvale, California*** *Role:* ***Salesforce Consultant***

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.
* 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.
* 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.
* Developed different record types to support different relationships of an object to different objects and 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.

*Client:* **Enghouse LLC, October 2017– June 2019** *Location:* ***Chicago, Illinois*** *Role:* ***Salesforce Consultant***

Enghouse is a Multi-National Telephony Technology product development company that sells Analytical software, equipment, product packages around globe.

***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.
* 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.
* I configured product and pricing setup using CPQ/Product consoles Formatted and migrated the user data into Lightning Experience. Tested the Lightning components.
* 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.
* 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.

*Client:***Karsun Solutions LLC, August 2015 to September 2017** *Location:****Herndon, VA***

*Role:****Salesforce Administrator/Developer***

The federal IT modernization experts, Karsun Solutions enables enterprise transformation for its government customers including the Department of Homeland Security, Federal Aviation Administration, and General Services Administration. An innovation-based and performance-driven culture, they deliver extraordinary outcomes for their customers. They are an established firm, with a **DCAA Approved Accounting System**, **CMMI Level 5 – DEV appraisal**, and **ISO 9001, ISO 20000 and ISO 27001** certifications.

***Responsibilities:***

* Interacted with various business user groups for gathering the requirements
* Worked closely with project manager to define the scope, timeline, effort and resources necessary to complete business requirements.
* 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.

*Client:* **Spectrum Internet Marketing, June 2013 to July 2015** *Location:* ***Schaumburg, IL*** *Role:* ***Java Developer***

Spectrum is a full-service Internet marketing and software development company. It serves the small and medium-sized business owners in improving their business. It has implemented hundreds of successful Internet marketing campaigns. It helps in improving sales and achieving a good return on investment by providing website designs and effective marketing strategies.

***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, JB,PL/SQL, JUnit, Web Services, UNIX, SVN, Apache Tomcat, Oracle, SOAP, WSDL