# Laxmi Narsimha Konatham

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**SUMMARY**

* Around 9 years of experience as an IT professional, committed to maintain cutting edge technical skills and up-to-date industry knowledge including Salesforce developer with 5 years of experience in all aspects of SDLC like writing Apex and Visualforce code on the Force.com Platform
* Hands on experience in developing and customizing complex functionality
* Hands on experience in salesforce migration from classic to lightning
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, JavaScript and other technologies
* Deep passion to understand and improve systems in fundamental ways
* Self driven, adaptive and open-minded learner and researcher

**EMPLOYMENT**

***Freeosk Inc, Chicago IL***

**March 2019 – Present**

***Salesforce Developer***

***Partial list of design and implementation accomplishments with major (80% - 100%) contribution:***

**Salesforce Classic**

* **100% contribution in developing, implementing, and deploying changes not limited to Apex Classes, Triggers, Visualforce pages with a great impact on Freeosk revenue** 
  + Training of salesforce.com globally for the Sales and Marketing Teams
  + Design of a standardized a Sales Process to be used by all team members in each service line and division based on Sales and Marketing preference and requirements
  + Create reports and dashboards for each geography within service lines based on necessary analytics
  + Auditing for data quality and training for users to increase quality usage leading to 100%
  + Experience in conga composer and DocuSign.
  + Research new applications and the benefits for each of the teams along with ease of use regarding Marketing, Mass Email, Reporting, and Sales
  + Administrator for over 125 users

**Lightning**

* **100% contribution in migration process from Salesforce Classic to Lightning**
  + Expertise in aura framework Lightning Components and Salesforce Lightning Design System (SLDS).
  + Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
  + Migrated Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
  + Interacted with various business user groups for gathering the requirements for Salesforce.com implementation and documented the Business and Software Requirements.
  + Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
  + Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
  + Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.

***Salesforce Developer***

**Jan ’18- June ‘19**

**Credit Suisse, NC**

* Designed and implemented a wide array of projects spanning both systems and applications which involves handling Configure Price Quote(CPQ)
* Designed and implemented a wide array of projects spanning both systems and applications which involves handling of 5000+ users

***Partial list of design and implementation accomplishments with major (80% - 100%) contribution:***

**Salesforce Classic**

* + Translate requirements into clearly defined technical tasks
  + Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses
  + Ensure reporting is created and structured to provider Management on the health of their teams and the business
  + Develop effective data management processes and data governance
  + Performs routine Salesforce data management/cleanup tasks
  + Skilled in Salesforce CRM, Apttus CLM &amp; CPQ, In-depth Analysis of Business Processes, AGILE Methodology, SCRUM and SPRINT Techniques.
  + Knowledge and hands on experience of the fundamental capabilities of Apttus CPQ including but not limited to: Products and Pricing, General Shopping Cart functionality, Quoting and Quote Templates, Approvals (Deal Manager/IWA preferred)
  + Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
  + Manage all ongoing projects related to Service Cloud including interfacing with development and/or IT teams
  + Create and maintain system documentation for fields, processes and workflows
  + Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building
  + Performed multi-record data migration for million-dollar company using Data loader, Excel V Lookups and Salesforce Reports
  + Data mapping and integration into our database
  + Created custom objects and its related reports / dashboards to hide data access from other profiles across the organization

**Lightning :**

* **100% contribution in migration process from Salesforce Classic to Lightning**
  + Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
  + Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
  + Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app
  + Experience in developing new Lightning System Design which helps to create modern enterprise apps using Lightning App Builder quickly and easily and Lightning Components Performed
  + Worked on Lightning Experience has evaluated complete Readiness report provided by Salesforce and redid the work in Lightning sandbox and made sure everything is working.
  + Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
  + Formatting and migrating user data into LE, Implemented Salesforce Lightning Components within the organization. Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
  + Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
  + Developed salesforce1 Lightning apps, components, controllers, handlers and events in the existing organization

***Salesforce Consultant***

***CalACES, CA***

***Jan’15– Dec 2017***

Responsible for maintenance of Salesforce.com "Production Environment" and "Development Environments" to ensure that all business information systems are functioning in support of immediate and long term business objectives.

**Salesforce Classic**

* Worked on Interfaces, Data Objects, Screen Flows, and Conversions according to business processes.
* Developed Custom Report Types, Custom Reports (Lead Generation, Campaign, and Activity related reports), and Dashboards to meet the reporting needs of the organization.
* Used Email Services to create Leads, Contacts, and Accounts from inbound emails.
* Maintained various email templates for use in Workflows, Auto Assignment Rules, and Auto Response Rules as part of Leads Management in Sales Cloud.
* Used the Force.com plugin for Eclipse IDE to develop, enhance, test, and deploy applications on the Salesforce Platform.
* Worked on Apttus CPQ product setup, pricing setup and integration with Salesforce objects to bring existing custom functionality in parity. I also worked on DocuSign for Quote approvals.
* Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Developed Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions.
* Hands on experience implementing integrations between Salesforce and external systems using REST/SOAP as well as generating WSDL's for third parties to consume
* Experience implementing Flows and using Flows to call Apex Classes
* Integrated Salesforce with Informatica using REST API.
* Configured Workflow Rules to increase visibility into the sales pipeline.
* Deployed changes from sandbox to production environment using Change Sets.
* Configured page layouts, workflows, document templates, record types, & data fields.
* Implemented & maintained reports and dashboards.
* Created custom objects, fields, and triggers.
* Managed multiple sandbox environments and completed work in timely manner.

***SQL Developer***

***Fiserv, INDIA***

***May 2012 to Nov 2014***

**Responsibilities:**

* Installation and configuration of **SQL Server 2008R2/10.50 on Window 2007/NT OS.**
* Managing of database objects like **Tables, views, stored procedures, indexes etc**.
* Written complex stored procedures and functions according to business requirements.
* Implementing **Backups and restoring when necessary.**
* Used BCP utility to **publish table output to text files.**
* Developed **DTS Packages to transfer the data between SQL Server database and files.**
* Creation and management of **Database maintenance plan for various database consistency checks.**
* Developed original system for tracking database objects (tables, views, procedures, etc.) over multiple Sybase servers using Unix Shell Scripting.
* Creating monthly transaction report for all sections. Developing of Multi-Lingual Reports using Crystal Reports
* Designed and **Implemented Reports using Business Objects Full Client.**
* Reports were developed using **Crystal Reports utility**.
* Used SQL Profiler to monitor the server performance, debug **T-SQL** and slow running queries.
* Worked on monitoring and tuning of **SQL scripts. Created upgrade scripts** for production database and supported it.
* Managing of users including **creation/alteration, grant of system/db roles** and permission on various database objects.
* Extensively used **Joins and sub-Queries** to simplify complex queries involving multiple tables.
* Extensively **Developed SQL scripts** for maintaining administration tasks.
* Develop documentation that sufficiently describes technical deliverable as required for internal controls so that the maintenance responsibility can be passed on to production support team.

**Environment:** SQL Server 2008R2/10.50, Enterprise Manager, Windows 2007, **SQL Profiler, DTS**, Crystal Reports, Business Objects, **T -SQL**, BCP.

**TECHNICAL SKILLS**

**Operating Systems** Linux, Windows 10,8,7/ VISTA/XP

**SDFC Tools** Apex classes, controllers and extensions, Apex, Triggers, Visual Force Page, SOQL, SOSL, SFDC Utilities/Tools: Data Loader, Workflows &amp; Approvals, Dashboards, Custom Objects.

**Web Technologies** HTML, CSS, XML, JavaScript, Salesforce, Ajax, JQuery, Web Services.

**Databases** Oracle, SQL server

**SFDC Tools :** Apex Data Loader, Connect for Outlook,Force.com, Copado

Dev Console, Workbench.

**Languages** C, C++, Java, SQL, Apex.

**Version Control Software** GIT,VSCODE.

**EDUCATION**

**Master of Science in Information Technology from Campbellsville University(2017), KY.**

**Bachelor of Engineering and Technology(Electrical and Electronics Engineering) from JNTUH(2012), INDIA**

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**Course work-**

* Leadership skills and Techniques to use in workplace.
* Quality management control using quality tools.
* Engineering project management.
* Human Resource development.
* Innovation engineering.

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