**Sunitha Kolli**

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A dynamic, team-spirited and performance driven professional with 11+ years of extensive experience in the full life cycle of the application development process, possessing diversified technical background with Enterprise Web Applications and Salesforce.com CRM platform.

**PROFESSIONAL SUMMARY**

* 6+ years of experience in the Salesforce.com CRM platform both as an **administrator** and a **developer**.
* 4+ years of experience in PHP in the full life cycle of the application development process.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as **Sales** and **Service** Clouds, Salesforce Customization, **Security** **Access**, creating **profiles**, **roles**, users, page layouts**, email services**.
* Developed **Visual force pages** and custom objects using Apex programming on Force.com platform.
* Good knowledge on Apex development in creating **Objects**, **Triggers**, **Apex Classes**, **Standard** **Controllers**, **Custom Controllers** and **Controller Extensions**.
* Experience in using **SOAP** **web services** for communicating with external systems and **REST API** for communicating with **internal PHP system**.
* Experienced in building custom applications that includes **administration**, **configuration**, implementing and support experience with Salesforce.com platform.
* Proficiency in administrative tasks like Creating Roles, Profiles, Users, Email Services, **Page Layouts**, **Workflow Alerts**, Actions, **Reports** and Approval Processes.
* Implemented 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.
* Developed various Custom Objects, Tabs, **Entity-Relationship data model**, validation rules on the objects and **tabs**, **Components** and **Visualforce** Pages.
* Good Expertise in creating various Reports which include **matrix** and **summary** reports, dashboards and graphics, **pie charts** and **Report** **Folders**.
* Used different data tools – **Apex Data Loader, Import Wizard**, **SFDC Data Export**, Mass Delete etc.
* Worked with Salesforce.com **sandbox** and **production** environments, also with Eclipse IDE Force.com Plug-in environments.
* Technical Knowledge about Salesforce lightning **schema builder, process builder, app builder**, components and Lightning connect.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed Salesforce apex **SOAP** and **REST** web service classes.
* Experience working on XML and **JSON** formats also by creating Parsers Experience in SFDC Configurations/Customizations - as Administrator and Developer.
* Excellent knowledge of Salesforce.com **SOQL, SOSL, Web Services**, Security Model, **Data Loader**, Profiles, Roles, Custom Object/Fields, Email Templates/Handling, etc.
* I have a good understanding of development environment using AGILE methodologies with SCRUM process. Participated in **Daily Scrums, Sprint Planning, Sprint Retrospective meetings**.
* Involved in integration with API's and **Third-Party tools**.
* Have good knowledge/experience in **Core PHP, MySQL, CSS, jQuery, JavaScript, HTML, Ajax, XML**, payment gateways, OOPS concept and MVC Architecture.

**CERTIFICATION:**

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| --- | --- |
| Salesforce Certified Platform Developer I | 21818383 |

**TECHNICAL PROFICIENCIES:**

|  |  |
| --- | --- |
| **Project Methodologies:** | Agile (SCRUM), Waterfall methodologies |
| **Languages** | Apex, SOQL, PL/SQL, Excel, MS Office |
| **Salesforce Technologies:** | Salesforce Process Builder, Flows, Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Custom Settings, Apex Web Services, Workflow & Approvals, Process Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, SOAP, REST Services. Force.com Platform (Sandbox and Production). |
| **IDE / Tools:** | Dream weaver, Notepad++, Edit Plus, My Eclipse, GeoCoreMax, JIRA, Tortoise SVN, Bit bucket, GitHub |
| **Operating Systems:** | Windows NT/2000/ XP/7/8/10 |
| **Databases:** | MYSQL, SQL Server, MSSQL |
| **Languages:** | PHP, Java, HTML, SQL, CSS3, JavaScript, DHTML, AJAX |
| **Additional Tools:** | MS Office, Salesforce Admin |
| **Frameworks/CMS:**  | Drupal, WordPress, Joomla, Social Engine, jQuery, Cake PHP, Smarty, Yii2 |
| **Web Servers:** | XAMPP, WAMP |

**EDUCATIONAL PROFILE:**

* Masters in Computer Applications (MCA).
* Bachelor in Computer Applications (BCA).

**PROFESSIONAL EXPERIENCE:**

**Client: The Seed Company, TX**

**Project:** **IF-Gathering**

**Role: Salesforce Admin/Developer**

**Duration: Oct 2018 – till date**

Seed Company is a Subsidiary Organization of Wycliffe USA and a participant in the Wycliffe Global Alliance. It was launched in 1993 by the former president of Wycliffe USA, Bernie May. Their focus is on linking donors to Bible translation projects where local people are doing Bible translation into their own languages. Seed Company is also a member of the Forum of Bible Agencies International.

**Responsibilities:**

* Worked with the Business group for requirement gathering throughout the planning and implementation.
* Coordinate with business analysts for the issues requiring business analyst help.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Worked with various Applications from App Exchange like Apttus and implemented them.
* Implemented Command Line Interface (CLI) to schedule database operations
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data is only shared with authorized persons.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Participated in the training sessions provided by the Salesforce team

**Environment:** Saleforce.com API version 12.0, Apex Language, Visual Force Pages, Data Loader, S-Controls, Workflow & Approvals, Import Wizard, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**The Seed Company, TX**

**Role: Salesforce Admin/Developer**

**Duratoin: Sept 2018 – Nov 2017**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for salesforce implementation and documented the business and software requirements.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of salesforce.com (SFDC) and using other platform-based technologies like Visual Force and Force.com API.
* Performed the roles of Salesforce.com analyst/ developer and administrator in the organization.
* Involved in Salesforce.com application setup and customized the apps to match the functional needs of the organization.
* Worked on various salesforce.com standard objects like accounts, contacts, cases, leads, campaigns.
* Designed, developed and deployed apex classes, controller classes and apex triggers for various functional needs in the application.
* Developed and configured various reports and report folders for different user profiles based on the organization’s need.
* Involved in customizing Custom modules like Commerce Checkout Form, Recurly payment method and Recurly to Salesforce.
* Written complex relationship SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data from standard and custom objects.
* Written the services calls for sales force to create an account and updating the user details, creating the donation objects.
* Involved in customizing Campaigns setup, Views and Blocks.
* The Seed Company integrating the Salesforce Database Tool to store Campaigns, Donations, Accounts, Contacts of Drupal Database Data into Salesforce Database.
* Creating Campaigns/Projects using Commerce Contributed Module. Custom Module for Commerce Checkout form.
* Custom Module for Recurly payment method for Commerce.
* Integrating Salesforce Contributed Module. Custom Module for Re-curly to Salesforce data synchronization.
* Integrating Recurly Subscription Management Contributed Module.

**Environment:** Saleforce.com platform, Force.com, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, XML, Controllers, Sharing Rules, Workflows, Email Updates, JavaScript, Web Services API,PHP, Ajax, jQuery, MySQL, CSS3, HTML5.

**Storage Auctions, CO**

**Role: Salesforce Developer**

**Duration: Oct 2016 – Aug 2018**

 Storage Auctions is the best place to find online storage auctions. Find units near you and bid with confidence. Storage facilities can streamline their auction process by listing their inventory in one place for both live auctions and online auctions. Allows customers and self-storage unit buyers to purchase and bid on online storage unit auctions. This real-time, updated sale allows for constant bidding throughout the entire process. You can look forward to buying and selling storage units and lockers of all shapes and sizes listed in your area.

**Responsibilities:**

* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data is only shared with authorized persons.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Created Lightning app for company’s retail product page to display items from inventory.
* Worked with the Business group for requirement gathering throughout the planning and implementation. Coordinate with business analysts for the issues requiring business analyst help.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Developed various Apex classes, Apex Triggers and Controller classes for various needs in the application
* Proficiency in data migration and integration using data loader and hands on experience in using ETL tools for handling large data volumes.
* Worked on the integration of authorize payment gateway integrated with geolocations.
* Bids will be shown according to the location of the customer using Geolocations.
* Designed the database and written triggers to fire after the bid closing and starting time
* Report generations for the auction bids sold and unsold.
* Creating the users and providing the permissions on the role of the user.

**Environment:** Saleforce.com platform, Force.com, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, XML, Controllers, Sharing Rules, Workflows, Email Updates, JavaScript, Web Services API,PHP, Ajax, jQuery, MySQL, CSS3, HTML5.

**The Kids Discover Mission, CO**

**Role: Salesforce Developer/Admin**

**Duration**: **Sept 2016 – Mar 2015**

**Responsibilities**

* Worked with the Business group for requirement gathering throughout the planning and implementation.
* Coordinate with business analysts for the issues requiring business analyst help.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Worked with various Applications from App Exchange like Apttus and implemented them.
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**MBCA - Mercedes-Benz Club of America**

**Duration: Feb 2015 – Nov 2014**

**Role: PHP Developer**

**Environment:**  Drupal 7, PHP, Ajax, JavaScript, jQuery, MySQL, CSS3, HTML5

**Description:**
 MBCA is a community of people with a passion for Mercedes-Benz—one of the most revered luxury vehicles in the world. This community is comprised of men, women and young adults living in the United States, Canada and 22 foreign countries from Argentina and Brazil to New Zealand and Norway. Since 1956, this community has introduced tens of thousands of Mercedes-Benz owners and lessees to a network that shares a common enthusiasm for an uncommon automobile. It Offers Refined Recreation, with an Edge. It Teaches Members How to Become Their Own Automotive Experts.

**Responsibilities:**

* Migrating the website from Drupal 6 to Drupal 7.
* To analyze, reproduce and fix the issues that arise after migration.
* Unit testing, Functional testing, Peer testing, and Regression testing and Functional Analysis.
* Assisted in planning, development, maintenance, evaluation, upgrading, documentation, implementation and management of client-specific workstations, servers, software applications and network equipment.

**Food Host, FL**

**Role: PHP Developer**

**Duration: Dec 2014 – Oct 2013**

**Environment:** PHP5.3, Smarty Template, MySQL, CSS3, JavaScript, jQuery, HTML5, Ajax

**Description:**
 Foods Host site is to develop a web application which will act as an online platform for Sellers & Buyers of chicken meat. To build is a trading platform to be used by poultry farmers, traders, end customers such as restaurants etc. The application would allow various users to interact and exchange poultry products.

**Responsibilities:**

* Responsible for the integration of Geo Core Max to customize and modularize according to the client specifications.
* Developed customized and optimized modules for the better performance of the core functionality.
* Performed analysis, maintained and developed the database.
* Customization of reports for invoices, sold goods products and subscription.
* Involved in project documentation and in audits.

**CitizenVoterLink, CO**

**Role: PHP Developer**

**Duration: Sept 2013 – Feb 2012**

**Environment:** PHP, Wordpress3.3.4, MySQL, CSS, JavaScript, jQuery, Ajax, HTML

**Description:**
Citizen Link is a family advocacy organization that inspires men and women to live out biblical citizenship that transforms culture. It will allow the constituent to see how we have analyzed a race in the same place, how the candidate responded to the questionnaire.

 The goal of this project is to equip constituents, as they seek to engage in the biblical citizenship, by providing a web resource that helps inform, equip and educate voters on voter registration deadlines, polling locations, etc. as well as the candidates and their positions on the issues in the coming election, ‘one stop shopping’ for all election information.

* Responsible for the integration of WordPress to customize and modularize according to the client specifications.
* Developed customized and optimized modules for the better performance of the core functionality.
* Performed analysis, maintained and developed the database.
* Involved in mobile integrations with web-application using Wptap and supports all the mobile devices.

**BuildingHopefortheFuture, India**

**Role: PHP Developer**

**Duration: Dec 2011 – May 2011**

**Environment:** PHP, Wordpress3.0, MySQL, CSS, JavaScript, HTML

**Description:**

The goal of this project is to like a bid on the development and hosting of a Landing Page website for the campaign to raise money for a new women/child shelter. They would like all of the church subpage thermometers along with the giving to the overall campaign to add up on the main thermometer on the Landing Page. To do this they would like to use Google Docs integration so that the staff at the mission can input dollar amounts of gifts on a Google Doc in order to change the level of the thermometer. Donations to the site are done through authorize.net.

* Plugin integration such as thermometer for sub-pages and integration with Google docs.
* Payment gateway with authorize.net.
* Performed analysis, maintained and optimized the database for increased productivity.

**Adaptive Payments, India**

**Role: PHP Developer**

**Duration: June 2009 – Jan 2010**

**Environment:** PHP, XAMPP, MySQL, CSS, JavaScript, HTML

**Description:**
 Adaptive Payments 1.0 will enable consumers to make internet purchases in a manner that reduces identity theft risk. We will leverage existing IVR and merchant payment technologies such that we don’t interfere with the merchant payment system or their acquiring technology, but rather, operate alongside the merchant and their acquirer. We intercept the transaction, and in the US, convert it from signature debit to a PIN debit transaction by authenticating the PIN through Asterisk IVR.

* Developed User Interface Screens.
* Developed functionality like managing contacts, change/view profiles.
* Integrating with payment gateway.
* Create/view accounts, registering new merchant.
* Implemented search/advanced search functionality.

**Employee Portal, India**

**Role: PHP Developer**

**Duration: Feb 2010 – May 2010**

**Environment:** Cakephp, XAMPP, MySQL, CSS, JavaScript, HTML, SVN

**Description:** IIC (USA) Employee Portal comprises Content Administrator, System Administrator, Employee and Recruiter Log-in. It provides its employees a unified, online “Employee Intranet Portal” to aid them securely access information related to their Tax returns, Pay slip etc. and also their corporate information. Generating reports to view the details of the employees.

* Developed User Interface Screens.
* Developed functionality like managing contacts, change/view profiles,
* Employee registration for new employees.
* Generating reports through filters.
* Followed the Quality Management Systems (QMS) Procedures.