** Vinod Yelala**  ****

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**303-506-1227**

**Certified Salesforce Developer● Certified Salesforce Administrator**

**PROFESSIONAL SUMMARY:** Over 6 years of experience as an IT professional, committed to maintain cutting edge technical skills and up-to-date industry knowledge in SFDC Development in implementing Like Service Cloud, Sales Cloud, Community Cloud and Management.

* 6 years of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a developer and an administrator.
* Extensive experience in customization, configuration, integration, Eclipse IDE, Apex, Visual Force and integration tools like Apex Data Loader, etc.
* Proficiency in SFDC Development in implementing Apex classes, Triggers, Visual Force (Pages, Components), Batch Apex, Scheduled Apex, Change Sets Deployment, Custom Settings, SOQL and SOSL
* Extensively worked in the Lightning frame work involving in both Aura and LWC Components.
* Involved in various stages of Software Development Life Cycle (SDLC) including experience in Integration of Salesforce with in-house legacy ERP systems using Apex Web services WSDL and outbound messaging
* Involved in analyzed requirements and developed detailed design of Sales force integration.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language
* Proficient in creating the Lightning Component Tabs and Visual Force Tabs.
* Extensive experience in designing of custom objects, custom fields, Pick-list, Page layouts, Workflows, custom Tabs, reports, design of Visualforce Pages, Dashboards, and Email generation according to application requirements
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events
* Experience in SFDC Administrative tasks like creating Profiles, Permission Sets, Validation Rules, Roles, Users, Page Layouts, Record Types, Custom objects (includes junction objects), master-detail and look up relationships, Approvals, Workflows, Cases, Custom Report Types, Reports, and Dashboards
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility
* Knowledge of WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs
* Hands-on experience in various phases Software Development Life Cycle (SDLC)
* Expertise in soft skills including good communication skills, quick learning and multi-tasking are my key strengths. As a part of project assignments, I have been a part of Application Maintenance, Operations Support and Issue analysis, Bulk Data Migration, Server Upgradation, Installation and Implementation of New Customization
* Experience with Data Migration and updates through the tool App Exchange Data loader in Salesforce.com
* Excellent knowledge in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns as per requirement
* Deployed Salesforce components using meta-data API across various Sandbox and Production instances with Change Set, Eclipse and Force.com Migration tool
* Comfortable using and hands on experience in Data load, Data Management Tool (DMT)
* Experience in providing production support, analyzing the cause and fixing it
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills

**TECHNICAL SKILLS**:

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| **SALESFORCE PLATFORM:** | Sales, Service, Marketing, Field Service and Community Clouds |
| **PROGRAMMING LANGUAGES** | Apex, Lightning, Visualforce, HTML, CSS and Javascript |
| **SALESFORCE SKILLS** | SOQL (Structured Object Query Language), SOSL, VisualForce, Apex Web Services & Testing, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects |
| **SALESFORCE TOOLS:** | GIT integrated with VS Code, Eclipse with Force.com Eclipse IDE Plug-in, Apex Data Loader, Workbench, Change Sets, Data Import Wizard, Bit Bucket |

**EDUCATION**:

* Bachelor’s in computer science and Engineering, Science, JNTU, India
* Master’s in computer science, Wilmington University, New Castle city, Delaware

**CERTIFICATIONS:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer.
* Salesforce Certified Platform App Builder.
* Salesforce Certified Sales Cloud Consultant.

**PROFESSIONAL EXPERIENCE**

**Client: Cummins Inc Nov 2018 – Present**

**Role: Salesforce Field Service Lightning Developer**

**Description:** **Cummins is an American Fortune 500 corporation that designs, manufactures, and distributes engines, filtration, and power generation products.Project at Cummins involved in the development of custom applications with Salesforce to build custom portal. Its involved complete We leveraged on Apex to integrate its existing management application for an integrated CRM and different ERP Systems like (Siebel, SRT Web System).**

**Responsibilities:**

* Responsible for design and building core framework for enhanced case management features.
* Implemented event-based integration from middleware for Work Order creation Using **Field Service Lighting** in salesforce for enrollment users.
* Created many **Lightning Web Components** and server-side controllers to meet the business requirements.
* Developed rich UI using **HTML** and **CSS** in **LWC UI** , **Visualforce** pages and used JavaScript and JQuery to utilize the plug-ins.
* Used LWC **wire, track and api** services inside the **LWC** components and also implememted the **LWC Custom events**.
* Experience in building integration services between salesforce and Non – salesforce applications using **REST API’s** in both the **Apex Classes** and **LWC.**
* Experience on SFDC implementations covering **Sales cloud, Service cloud, Chatter and AppExchange**applications.
* Developed **Lightning apps**with design systems using CSS and Parameters, App Builder and **Lightning web components**features for the use of Desktop and Salesforce1 Mobile Platforms.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* Built **Workflow rules, Approval process** and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Change Management (Testing, Training, Customer Betas, Internal and external communication) & Service cloud Console.
* Implementation and rollout experience with salesforce.com **CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.**
* Extensively developed Visual-force pages, Apex class & Triggers for various custom functionalities for business requirements.
* Responsible for setting up both form of Single Sign on, Delegated Authentication and Federated Authentication using SAML 2.0.
* Responsible for setting up security and sharing model for enrollment business group within in the application.
* Have done peer code reviews and responsible for environment refresh strategy and maintenance.
* **Experience in Configuration and code deployment across multiple Orgs.**
* **Experience in deployment and working on version control tools like GIT, GITHub, Jenkins.**

**Client: McKesson Corporation AZ May 2017 –September 2018**

**Role: Salesforce Developer**

**Description:   
Project at McKesson involved in the development of custom applications with Salesforce to build custom portal. We leveraged on Apex to integrate its existing management application for an integrated CRM and Customer Management system. McKesson Corporation has been actively seeking to improve the health of its workforce since 2007. Beginning with a simple program that offered health risk assessments and screening to help employees understand their health risks, the health promotion program has evolved to incorporate a wide range of evidence-based initiatives. Between 2011 and 2014, participants increased their involvement in the program from an average of 21 to 106 activities per year, with 83 percent of employees and spouses completing at least one health promoting activity in 2014. From 2012 to 2014, on-the-job performance increased by 3.6 percent, as measured by the World Health Organization Health and Work Performance Questionnaire, with the greatest increase seen for employees with the highest level of program utilization. Independent assessment indicates that early savings exceed program costs.**

**Responsibilities:**

* Developed and implemented **Health Cloud** for the **Contact Center to assist Patients**.
* Developed and implemented **Service console** for Custom care department comprising more than 10000 users.
* Designed and Developed multiple visual force pages as **PDF for the “Fax Templates**” which are now used across the **Mckesson Speciality health** to send faxes to **Doctors** and **Pharmacies** using **zPaper application**.
* Developed and Designes of **outbound fax templates** which was a critical aspect to end-user communications because these documents were sent directly to **healthcare providers, pharmacies**, and their patients as part of the subscription **fulfillment** process.
* Developed the Complete **Contact Center Console for the Provdiers** in service cloud, Where they can easily assit with there **patients** by using this custom application.
* Developed various custom tabs and components for Service console to assist the customer care to resolve the custom issues/cases at minimum time using several technologies like VisualForce, Bootstrap, jQuery and Javascript.
* Wrote**Apex Triggers**to implement business logic which sends**E-Mails**to the customers**.**
* Implemented Agile Methodologies, i.e. **Test-Driven Development (TDD)** with continuous builds and controlling iterative and incremental projects.
* Worked with Salesforce standard objects like accounts, contacts, leads, campaigns, reports and opportunities.
* Gained basic knowledge on **Lightning App Builder** to develop apps visually, without code using **Custom-Built Lightning Component.**
* Involved in **Salesforce.com Application Setup activities** and **customized the apps** to match the functional needs of the organization Designed, Developed and Deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs of the application.
* Responsible for setting up web service ( **REST**) integrations.
* Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.
* Performed IDE, ChangeSets and **ANT** Script deployments as needed and validated the components before deployment to ensure a smooth process.
* Implemented **Apex Scheduler** and **triggers** to invoke **Apex Classes** at regular intervals and to trigger them at some particular events.
* Developed a **CRM** marketing automation strategy and executed a lifecycle marketing to increase retention using email and other strategies.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Worked in creating **lightning**components using the **UI**in Enterprise, Performance, Developer editions or sandbox. Customized the objects, Tabs using the **salesforce Lightning** Experience as per the requirement.
* Worked on customization of visual force to have Lightning**Experience** for desktop and mobile applications. Created insightful dashboards, including underlying reports, to be primarily viewed in Salesforce Classic &Lightning Experience as well.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Customized the interface with **Visual force** pages and various visual force components and controls.
* Responsible for all the activities related to (migration)configuring Data Loader, uploading data in **CSV** files into salesforce.com, checking for integrity of the data.
* Designed Visualforce pages with **XML, HTML** along with custom controllers and controller extensions.
* Extensively using Apex Programming, VF pages, Triggers, Workflows, Page Layouts, Roles, Profiles, Reports & Dashboards.
* Worked with multiple Visualforce pages and visual force components.

**Client: Trans Union, Chicago, IL Jan 2016 – April 2017**

**Role: Salesforce Developer/Admin**

**Description:**

**TransUnion is committed to providing you with quick and easy access to your credit data. The fastest, easiest way to accomplish your goals is online, right now. All requests and results are stored on the Trans Union server. In the search department orders are received via SSI web site.**

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in **Designing, Developing** and **Data Modeling** of the application and ensured that they are within the Salesforce **Governor Limits**.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed  **Apex**Classes, Controller Classes and **Apex**Triggers for various functional needs in the application.
* Designed and developed Visual Force pages based on the business requirements.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Developed integrations to **Integrate Data**from**Salesforce.com** using **SFDC** **APIs**.
* Deploy using **Force.com IDE tool, Changesets** &**Eclipse** for the andbox to production environments.
* Created productive documents which will be used by rest of the team to have a better understanding of the**related system**; Salesforce.com **CRM**.
* As a part of **Administrative**tasks**, Created custom objects, custom Fields, Validation Rules**and**Formula Fields**. Wrote scripts to load**Forecast Data**fromSalesforce.com.
* Created **Visualforce pages, Apex Triggers, Apex Classes**, **Test Methods** and **Workflows**.
* Created **Page Layouts**to organize **Fields**, **Custom Links**, **Related Lists** and other components on Record Pages.
* Implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, **Custom Formula Fields**, and defined **Field Dependencies** for custom Picklist fields.
* Implemented **Case Assignment Rules** to direct the case to appropriate groups such as Stories and **PCS** Central Support.
* Wrote **Case Escalation Rules** to escalate cases depending on timeframe and difficulty of case issues.
* Migrated data from Excel / CSV files to SFDC using Data Loader
* Maintained data cleanliness and accuracy by adding custom validation rules and formulas
* Implementing automated process to simulate daily scheduled jobs within the limitations of the system and hosted entirely on Salesforce.com in Production environment.
* At a team level, playing a consultative role to help put in place the appropriate people, process, and tools and coaching members of the team as needed to optimize the efficiency of the project team.

**Environment:** Salesforce.com Platform, Apex Language, Data Loader, HTML, Java Script, S- Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading.

**Client: Charter Communication, St. Louis, MO April 2014 to Dec 2015**

**Role: Sales Force Developer**

**Description:**

**Charter Communications is an American telecommunications company, which offers its services to consumers and businesses under the branding of Spectrum. Providing services to over 25 million customers in 41 states, it is the second-largest cable operator in the United States by subscribers, just behind Comcast.**

**Responsibilities:**

* Designed and developed **Visualforce Pages** to meet various functional needs.
* Migrated data using **Apex Data-loader** to centralize data and processes across different divisions that were previously using **decentralized systems / databases.**
* Used **Apex classes** and Visualforce page to customize partner portal and make it convenient for the customers to review and renew the licenses for the purchased products and price books.
* Created web to lead forms, assigned tasks, and managed workflows for managing app.
* Worked on various SalesForce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports, and Dashboards.
* Created **workflow rules** to send auto response emails, email alerts, field updates, and other tasks.
* Designed and developed the Custom objects, validation rules, Page layouts, Custom tabs.
* Extensive Knowledge in building Custom Applications that includes administration, configuration, implementation, and support experience with Salesforce.com platform
* Worked on **Apex Data Loader** and **Salesforce** Workbench to import and/or export data to and from Salesforce
* Strong knowledge of sales, marketing, service and support automation.
* Strong **SOQL**, **SOSL**, **Relationships** and **Lookups** and **PLSQL** writing skills with emphasis in integrating in Various CRM Applications.
* Comprehensive knowledge **in Web services API, Force.com Sites, Analytic Snapshots, analyzing data with Reports and Dashboards**.

**Environment:** Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, Visual Force, SalesForce.com Data Loader, Security Controls, Veeva App, HTML, XML, CSS, Bootstrap, jQuery, JavaScript, AngularJS, Sandbox, Eclipse IDE Plug-in, Dashboards, Analytical Snapshot and Data Migration, GitHub.