**SAI CHANDRA**

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**PROFESSIONAL SUMMARY:**

As a software developer I want to excel and grow in sphere of Information Technology by working with such an organization, which gives me a better opportunity to prove my skills rewarded to fulfill my dreams as well as of organization. Over 5 years experience as a Certified Salesforce Platform Developer and excellent experience as Salesforce Admin as well.

* Salesforce Consultant and Project management professional responsible for delivering Salesforce consulting and cloud computing strategies across Sales and Service areas.
* Experienced in Business Process Modeling, Business Process Improvement, requirement gathering, elicitation, evaluation, analysis, Salesforce configuration, customization and Project Coordination across the project lifecycle.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Experience in working with Salesforce.com sandbox and production environments.
* Proficient in Data Migration from Traditional Applications to Salesforce using Data Loader.
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Expertise in customizing standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick-list, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls.
* Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.
* Ability to multitask, manage details and execute effective follow through in a highly dynamic environment.

**TECHNICAL SKILLS:**

**CRM Tools:**Salesforce.com

**SALESFORCE.COM:**Salesforce CRM, Salesforce Admin, Service Cloud Console, SSO, Apex Language, VisualForce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Triggers, Validation Rules, Dashboards, Reports, Custom Objects, Custom Tabs, Workbench, Email Services, Analytic Snapshots, Case Management System, SOQL, SOSL, Data loader

**Salesforce API Tools:**Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader

Integration Tools, Workflows, Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports.

**Languages:**C, C++, Java, PL/SQL, Apex.

**Operating Systems:**Windows95/98/ XP/2000/2007.

**Web Technologies:**Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, JQuery.

**Web Services:**SOAP, WSDL, XML, JSON, REST

**Databases:**MS SQL Server, Oracle, MS Access

**Project Management:**Microsoft Project, Microsoft Office, Agile Wrap

**EXPERIENCE:**

**Salesforce Developer Jan 2019 - Current**

**Cydcor Aguora California**

Responsibilities:

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls

**Salesforce Consultant - Service cloud June 2017 – July 2018**

**DXC Florida**

Responsibilities:

* Actively involved in the resolving of production issues.
* Conducted feasibility study, gap analysis, and provided recommendations to implement Salesforce CRM compared to other CRM platforms.
* Configured Salesforce Automation (SFA) for account management, opportunity management account and contact management.
* Wrote triggers in SOQL to make complex validation process.
* Developed Custom Objects, Custom Reports and configured Analytical snapshots to dump the data into on a regular basis for sales, performance and lead generation statics.
* Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Used Workflows to govern data flow across various objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Customized reports and dashboards according to the users hierarchy and access level
* Customized Websites and created email templates to enable Web-to-lead and Email-to-lead process.
* Used sandbox for testing and migrated the code to the production instance in installments.
* Expert in Validation Rules, workflows and Visualforce pages.
* Extensively involved in deploying application to various environments.
* Responsible for dealing with Profiles and system administrator activities.
* Responsible for Mobile, Content & Chatter configuration management
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

**Environment:**Salesforce.com platform, Apex, Visual Force, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls, HTML, CSS, JQuery, JavaScript, Rest & Soap api web services.

**Salesforce Developer/Admin May 2015 – June 2017**

**Technohub Inc**

Responsibilities:

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
* Developing Test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Performed data migration into Salesforce application using apex data loader through CSV files.
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed Apex class and triggers to format phone/fax/zip code in account object.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* 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.
* Created Price books and also migrated the active Products from these Price books.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**CERTIFICATIONS:**

* Certified Salesforce.com Developer
* Certified Salesforce.com Administrator

Link to credentials

https://trailblazer.me/id/schandra977