**NAME: KIRAN VELLANKI** 

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**Sr. Salesforce developer**

**PROFESSIONAL SUMMARY:**

* Total **7+ years of experience** in the **IT industry** with **6+ years** of experience as a **Salesforce developer/administrator** and force.com platform.
* Worked with various **CRM** applications like **Sales cloud, Service cloud**, and **Marketing cloud**.
* Great Knowledge in **MVC** (Model-View-Controller) architectural design pattern. Strong experience working with Apex classes and Triggers, Controllers and Controller Extensions, Components, Test Method and Application Design and Development on Multitenant Force.com platform.
* Strong experience in developing client- specific solutions on Force.com platform using **Apex classes, Apex Triggers, Visual Force** and **Force.com IDE**.
* Experience in Administration, Configuration, Implementation, **Lightning**, and support experience with Salesforce platform.
* Expertise in configuration and customization of salesforce.com application
* Experience developing reports and dashboards to analyze performance across multiple marketing channels (e.g. Direct Mail, Email, Telesales, etc.)
* Experience with implementing the salesforce.com processes related to **Leads Management, Opportunity, Campaigns and Case Management.**
* Woked on Process Builder to publish event messages from a Salesforce app as part of an automated process.
* Experience with **Sales Cloud** and **Service Cloud** Implementations with in-depth knowledge and understanding of business processes like **Campaign Management, Lead Management, Order Management, Account Management,** and **Case Management**.
* Designed, developed, and deployed **Apex Classes, Controller Classes, Batch Classes, Schedule classes and Apex Triggers** for various functional needs in the application.
* Strong hands on extending the **Lightning Platform using Apex, Visualforce, and Lightning Components.**
* Extensive experience in salesforce.com **Customizations**, **Data-loading**, **Integration,** and **deployment.**
* Expertise in **Configuring, Implementing,** **Administrating** and Supporting **salesforce.com SFA** applications based on **Force.com** Platform
* Writing **Apex batches, Schedule classes** by implementing interfaces to process large data sets
* Experience with **VisualForce** pages using Standard Controller, Custom Controller and Extension Controllers
* Developed re-usable UI Components with **the Lightning Framework** andBuilt Apps visually with **Lightning App Builder**
* Hands-on experiencein creating **AngularJS** factories for using **Angular services** like **$http** and **$resource to** make **RESTful API calls** to the **Java** based backend**.**
* Experienced working with various **AppExchange** products and **CPQ** products like **Salesforce CPQ (formerly SteelBrick CPQ)** and **APPTUS CPQ.**
* Familiar with **SteelBrick CPQ** from **Quote to Cash.** Generated **Revenue recognition** status automatically with **SteelBrick CPQ.**
* Created **custom integrations** to and from **Salesforce** to other **cloud** applications including complex transformations.
* Integratingcore platform servicessuch as **Heroku Enterprise** and **Force.com.**
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Created many Lightning Components and **server-side controllers** to meet the business requirements. Experienced in migrating the **standard and custom objects** in **standard experience to lightning experience**.
* Minimized code in **JavaScript Controllers by adding reusable functions in Helper Component**.
* Updated the **APEX Controller and Helper functions regularly making the Component Context Aware** as per business requirement.
* Created modern Enterprise **Lightning Apps combining Lightning Design System, Lightning App Builder, Aura Components** and **Lightning Component features**.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from **Third-Party API’s and displayed within the lightning component**.
* Created multiple **Lightning Components**, **added CSS and Design Parameters** that makes the Lightning component look and feel better.
* Experienced in working on **client-server framework of lightning components** enhancing better performance of apps and accelerate their development.
* Experienced in Integrating Salesforce Data with 3rd Party Systems Using **SOAP and REST API WebServices**.
* Involved in various stages Designed and developed **Test utility framework** and used annotations **@isTest, @testSetup** and ensured to meet 75% of code coverage.
* Experience as Business analyst working with **Subject Matter Experts** (SMEs) and documented them in a format that could be reviewed and understood by both business and technical teams.
* Strong experience in configuring **Chatter** (Salesforce.com) to process secured data within the company.
* Implemented data security/visibility rules using **Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules** across objects and sharing data to different set of roles.
* Assisted on various **CRM projects**, developing charts, dashboards, entities, fields, forms, and views to meet defined requirements.
* Used **JIRA Agile** for **project management** and **bug tracking.**
* Deliveringservice everywhere through **Field service lightning, omni Routing, Social Customer Service.**
* Experience as web developer with a strong background working on open source technologies **HTML, CSS** and **JavaScript**.
* Created flows **to publish event** messages from a Salesforce app as part of some user interaction, an automated process, Apex, or workflow action.
* Expertise around a range of **Community** Cloud products including Journey Builder, Email studio, Social Studio and Automation Studio.
* Proficient in Data Migration from Traditional Applications to Salesforce **Community** Cloud.
* Proficient in designing the components using Objects and Fields, Roles, Page layouts, **Visual Force Pages, Apex Classes, Controllers & Triggers,** Workflows for automating different business process and various other components as per the client and application requirements.
* Designed and executed training of the salesforce on new Cloud Services products.
* Expertise in deploying code from salesforce.com sandbox to production environments. Experience in working with Eclipse IDE and Force.com Plug-in environment.
* Experience in customer support (service cloud).Excellent understanding of salesforce.com Sales Cloud, Service Cloud, Lightning, Pardot, Chatter and Force.com product offerings.
* Experienced in integration of Salesforce.com with external applications by using **web services SOAP** and **REST API**.
* Strong experience with **salesforce.com CRM** full implementation, migration of sales cloud, service cloud, marketing cloud and Force.com platform.
* Experience in **Lightning components** and Aura Framework.
* Experience in modifying Visual Force Pages to be supported in **Lightning Experience** and good understanding of lightning mode and its features.
* A very good team player with the ability to work independently, a competent having excellent interpersonal, written and oral communicational skills.
* Experience in providing **production support (analysis, designing, development) and testing & analyzing**the cause and fixing it.

**TECHNICAL SKILLS:**

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| **Salesforce.com** | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, app exchange, Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Force.com tools** | Apex Data Loader, ETL, Data Extraction, Force.com Apex Explorer, Apttus, Force.com Migration Toll and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins |
| **Custom Integration and****Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Relational DB** | SQL, SOQL, SOSL |

**PROFESSIONAL EXPERIENCE:**

**Panera St.Louis, MO Dec 2019 --- Till Date**

**Sr. Salesforce Developer**

Responsibilities:
• Developed Visualforce Pages, created Reports, Dashboards and Apex Classes. Worked on handling the Application Development Lifecycle activities for Service Cloud implementation
• Built custom user interfaces using Lightning components. Configured Live Agent buttons and automated chat invitations for skilled based and direct-to-agent routing using Omni-Channel and pre-chat forms,
• Developed, Tested and Deployed Custom fields/objects, Forms, Workflows, Interfaces, Records, and user roles to meet business requirements. Worked as a **Pardot** Administrator and Integration Specialist in the project
• Created **Platform events** enable the flow of event messages within Salesforce and to or from external apps.
• Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application.
• Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records. Worked on external apps use an API to publish **platform event** messages.
• Performed Asynchronous Callouts using the Future Annotation and executed the future methods from a Trigger. Created flows to publish event messages from a Salesforce app as part of some user interaction, an automated process, Apex, or workflow action.
• Involved in Service cloud and Sales cloud for Implementation/Customization. Configuration of salesforce connector in **Pardot** and fields and pages configurations in salesforce
• Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com **platform database**. Implemented Omni channel routing for Chats, emails cases and phone calls
• Involved working in the integrations components by consuming Restful APIs. Configured support processes and assignment rules for Web-to-Case and Email-to-Case cases
• Generated Apex Classes using WSDL and wrote business logic layer for integration with external web services to the system for functional needs.
• Experience with Version Controlling of Code through BitBucket and Github. Development and Integration of **Pardot** forms with external website.
• Developed Lightning components and used Lightning App builder to use those components in Lightning pages.
• Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
• Configured knowledge article types, conflict management, knowledge actions and approval process for concurrent article development and publishing.

**Environment***: Saleforce.com platform, Sales Cloud, Service Cloud, Deployments, Lightning FLS,Salesforce.com platform, CRM, Apex Classes, Apex Triggers, Visual Force, Email Marketing, Flows, Process Builders, Data Loader, API, Workflows Approvals, Reports, Custom, Service cloud.*

**Cisco System.Inc,San Jose, CA Jan 2019 – Nov2019**

**Salesforce Lightning Developer**

**Description: Cisco** is a cloud platforms and applications, the company is best known for its customer relationship management (CRM) product, and networking with Telecommunication which is composed of Sales Cloud, Service Cloud, Marketing Cloud, Analytics Cloud, IoT Cloud, App Cloud, Force.com, and Chatter.

**Responsibilities:**

* Worked on designing development of Service Console for Customer Contact Center (Call center) and Customer service team (Email).
* Hand on experience Customer Portal, Live feeds and Automations (Workflows, Approvals, and Process builder). Development of customer facing troubleshooting wizards using visual flows and lightning components.
* Worked with Apex Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Provide training and coaching in the use of CPQ CRM systems. Identify training and development gaps and create plans to address.
* Integrate of Application with Salesforce.com with using SOAP and REST web services API.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.

**Environment:** *Salesforce.com, Apex Classes, Triggers, Controllers, Visualforce, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Cast Iron, Data Loader, Data Migration, Dashboard, Informatica, Oracle, Windows.*

**NiSource Columbus, OH Dec 2017 --- Nov 2018**

**Sr. Salesforce Developer**

**Description**: Based in Columbus, Ohio Pacific Gas and Electric Company, a subsidiary of NiSource Corporation, is one of the largest combined natural gas and electric utilities in the United States. NiSource designs, develops, operates and maintains the systems and equipment that help make it possible for us to deliver efficient energy services to more than 15 million Californians. This includes over 1,000 software applications, a distributed network infrastructure with over 1,500 miles of fiber, and thousands of devices used by employees. The NiSource IT team plays a critical role in achieving excellence in overall operations

**Responsibilities:**

* Developed Apex triggers, classes to achieve user's desired functionality and have written the dependent test classes.
* Worked on Salesforce Lightning Components for replacing the visual force pages as needed.
* Worked as an Admin/developer to identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Components.
* Performed administration tasks as needed, managing **custom fields**, **integration** and **data clean up.**
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports** and **dashboards**.
* Created test scenarios on **Sandbox** environment and used **Force.com** Component Deployment Wizard for migrating data between Force.com, **IDE** and **Sandbox environment.**
* Enabled **aura framework**, added aura attributes and aura handler for **events** to focus on logic and for interaction between lightning components.
* Gained extensive Implementation knowledge on concepts of **lightning out, lightning data service and lightning design system** Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Developed various **Batch** **Apex classes** and scheduled those using **Apex Schedulable classes** on hourly basis.
* Involved in estimation for migration from **classic** to lightning and documented the changes to be done as part of lightning transition.
* Invoked **apex trigger**s using apex data types, assignment statements, loops, locking statements, exception statements.
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Performed Unit, **Integration**, **Regression** and **User Acceptance Testing**.
* Leverage future methods, **Techniques** to develop **apex code** within **governor limits.**
* Managed the technical process of **layout customization**, navigation within the system, and translation of business user requests into application enhancements
* Basic knowledge on **Salesforce DX** for continuous development and testing and for better organizing of deployments.
* Good working experience in querying Salesforce.com database using **SOQL** and **SOSL** queries using Force.com Explore.
* Worked on various salesforce.com objects like Accounts, Contacts, Leads, Contracts, and Opportunities in the **Sales Cloud**.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Manage Email Marketing Associate in training and businesses processes to take over daily email execution.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Implemented marketing cloud on campaign object in order to promote sales of entire organization.
* Automated the process of syncing the salesforce data with marketing cloud using data streaming.

**Environment:** *SalesForce.com platform, CRM, custom objects, Custom Tabs, Visual force (Pages, Component & amp; Controllers), Workflows, Governor Limits, SOQL, SOSL, Apex Classes/Triggers, Data Loader, HTML, Java Script, Eclipse IDE, service cloud, marketing cloud.*

**CUNA MUTUAL, Madison, WI Sep 2015– Nov 2017**

**Salesforce Developer**

**Description: Cuna Mutual** is a financial services corporation. Working on merchant list exchange in Cuna we have various types of lists for campaigning in Cuna we will provide SE s to downstream customers and this is legacy application migrating from DB2 to Couch base with camel as orchestrator instead of triggers will be writing eventing services.

**Responsibilities:**

* Worked as a legacy for creating new roles and profiles in the organization.
* Integrated salesforce data with external systems by writing salesforce rest web services for inbound classes and used http request methods to call external application RestAPI endpoint.
* Worked with Stakeholders and business users to conduct the system analysis, gather.
* Installed and applied app exchange applications like market to enhance business requirements .Developed a landing page using the visual force.
* Worked with third party applications such as exact target (salesforce marketing cloud) on App exchange to manage marketing activities, consulting and implementation.
* Implemented and customized salesforce customer relationship management CRM for marketing, sales and case management.
* Implemented marketing cloud and worked with entities campaign, campaign influence, leads and contacts. Campaign management; sales (quotation and contract management); complaints and services; correspondence (email & print)
* Created new user accounts and configure salesforce to fit security needs at the user and organization levels.
* Developed automated workflows and approval processes for sales opportunities and lead routing.
* Designed, implemented and deployed the custom objects, page layouts, custom tabs, controller classes, extensions, components to suit the needs of the application using eclipse.
* Worked extensively on visualforce pages, visual force custom controllers components for creating various user interfaces for different users and customers.
* Hands on experience with apttus cpq for generating quotes, creating product catalogue and price.
* Created custom reports and dashboards outlining key sales metrics for upper level management and provided daily administration and support to marketing cloud.
* Setting up service cloud console, cases (web to case, email to case), solutions, case assignment and CTI integration.
* Created visual flows, workflow rules, validation rules, configuration and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Customized objects and fields using master detail relationship, look up relationship depending on the requirements.
* Building package.xml and deploying components to sandbox and production instances using force.com ant migration tool, workbench and change sets.
* Generated sosl and soql statements to search the information.
* Responsible for all the activities related to configuring data loader, uploading data in csv files into salesforce.com, checking for the correctness of the data.
* Customized the dashboards to track usage for productivity and performance of business centers and then sales teams.
* Worked on etl tools to migrate the information from another database. Built apis with salesforce.com apex soap/rest services.

**Environment:** *Saleforce.com platform, Apex Language, Visual force (Pages, Component &Controllers), Salesforce.com Data Loader, ANT, Integration, HTML 5, CSS, Bootstrap, Web Services, WSDL, SOAP/REST, Sandbox and production environment.*

**Techy Red Software Solutions -- India May 2013 -- June 2015**

**Salesforce Consultant**

**Description: Techy** **Red** Software Solutions, Inc is a corporation engaged in the business of software consulting specialized in implementing of software applications, developing Web, Desktop, and Mobile applications to Manufacturing and Service Industries. Apart from Software consulting, Techy Red innovated software products to expand its business into subscription-based software services.

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Triggers, and validation rules for various functional needs in the application. Worked as Enhancement Developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Sales force using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Good Knowledge on GIT technology for data integrity and support the user application
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects - comma separated values (CSV) files
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked on building strong communication with the customers using communities and site.com
* Integrated Sales force with Microsoft Outlook to synchronize contacts, events and tasks.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Configured and Integrated Sales force with Oracle database.
* Implemented Error Processing for Informatica Mappings and Workflows
* Worked on Accounts. Campaigns, Leads and Opportunity Management in Service Cloud
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit page
* Interact with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business
* Deployment of code from Sandbox to production using Force.com IDE tool.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* **Environment:** *Saleforce.com platform, Sales cloud, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in*

**E-Aspire IT Americas – India May 2012 - April 2013**

**Java Intern/ Developer**

**Description:**

E-Aspire IT PVT Ltd is a corporation engaged in the business of software consulting specialized in implementing of software applications, developing Web, Desktop, and Mobile applications to Manufacturing and Service Industries. Apart from Software consulting, E- Aspire innovated software products to expand its business into subscription-based software services.

**Responsibilities:**

* Involved in requirement Analysis, documentation of high level and low-level design.
* Developed application using core java. J2ee and spring framework.
* Developed SOAP web services using Apache CXF and Axis2 framework and deployed on Tomcat.
* Implemented the presentation layer using JSP, HTML, JQUERY, JAVASCRIPT, AJAX and CSS.
* Modified current database design to accommodate required changes.
* Responsible for the delivery, system integration testing, go-live and post go-live phases of the project till the project sign off.
* Utilized existing STRUTS framework as well as written Action Dispatchers, JDBC Mappers, JSPs Custom Tags.
* Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
* Developed Session Façade with Stateless Session bean.
* Development of product which allows two-way communications, interaction and transactions between any application and any mobile device like WAP, palm, SMS, Voice Phones in real time.
* Created DIV layer in the JSP which consists of all measure details.
* Involved in developing JSP pages & UI designing.
* Developed EJB components encapsulating business logic.
* Involved in Configuring web.xml and struts-config.xml according to the struts framework
* Used JDBC to connect and perform operations on database
* Used AJAX for providing enhanced dynamic content to the customers.
* Switch from own SQL/JDBC Mappers to Hibernate persistence classes (Object/Relational mapping), which subsequently improves performance. Used Hibernate 3.0 API.
* Developed and deployed applications using WebLogic 7.x with JBuilder as IDE tool.
* Implemented code according to coding standards and Created AngularJS Controller, which Isolate scopes perform operations.
* Responsible to manipulate HTML5, CSS3 in jQuery as well as making the pages, dynamic using AJAX, JSON and XML.
* Used AJAX methodology to enhance current user hierarchy display.
* Experience in Integration of various data sources like Oracle, Sybase, SQL Server, Flat Files, and FoxPro files. Powerful background in PL/SQL with data migration techniques.

**Environment:** C*ore Java, J2EE, spring, Web services, SOAP, JAX-WS, CXF, AXIS2, JMS, JUNIT, ANT, Maven, XML, XSD, Eclipse, Spring Source Tool suite, SVN, Microsoft visual studio, Linux, Windows XP, Shell scripting, Tomcat, Web sphere, Hibernate, HSQLDB.*

**EDUCATION:**

* Bachelor of Engineering in Computer Science from Osmania University, Hyderabad, India, 2013
* Masters in Management Information systems from Concordia University

**Certification: Salesforce Admin Certication (201), Platformdeveloper PD1 (401)**