**Pavan Koppula**

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**Professional Summary:**

* **Salesforce Consultant with** 6 years’ experience in **Administration, Configuration, Customization, Implementation, Data Migration and Integration** with External Systems.
* Extensively worked on various **SFDC standard objects** like **Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards**.
* Excellent work experience in designing of **custom objects and junction objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Work with Organization & User Setup Created user **Roles and Profiles, Security controls** and **sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings For Schema Level Security.**
* Implemented security and **sharing rules at object level, field level** and **record level,** and **system audit trail setup** for different users based on Organizational hierarchy.
* Experience in developing **Validation Rules, Workflows and Approval Processes**, **process builder, Flows** for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* **Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic Developed Lightning Apps using Lightning Design System for Salesforce1.**
* **Technical Knowledge about Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect.**
* **Working with Lightning bundle Component, Controller, Helper, Renderer, Style, SVG, Documentation, Design.**
* **Working on Global actions, Quick actions, Lightning Tabs, Chatter approvals and post templates.**
* Experience in web technologies including **HTML, XML, CSS, Java Script, and jQuery**.
* **Setting up external data integration with Salesforce Connect involves on Creation external data source, external objects and their fields, Indirect Lookups.**
* **Experience in handling events like Component event, System events, and Application events.**
* **Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.**
* Experience working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Call center.**
* **Experience with Design of Service Cloud, Sales Cloud with web-to-lead, Web-to case, Email-to-case.**
* **Live Agent Configuration Created and Assign Live Agent Skills, Chat Buttons for live Agent.**

 **For Service Console customization.**

* **Salesforce integrates with several different marketing automation solutions like Paradot, Marketo for marketing cloud implementation.**
* Maintain our growing **Einstein Analytics Apps, Dashboards, Lenses, and Datasets**.
* **Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects and different related object.**
* **Experience in SFDC Development implementing the APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.**
* **Professional experience in Data Extraction, Transformation, Loading ETL, Dimensional data modeling, Star schema modeling, Snow-Flake modeling, identification of fact and dimension tables, Normalization and Physical and Logical data modeling.**
* **Used the sandbox for testing and migrated the code to the deployment instance after testing.**
* **Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound**
* **Classes and used Http Request methods to call external applications SOAP API, REST API endpoint and Apex Callouts and call in services.**
* Experience with the integrating SFDC and AppExchange partners such as **CPQ/Apptus**, **Steel Brick (config, price & quote).**
* **Salesforce CPQ working on Quotes, Select Products, Calculate Prices, Generation of PDF Quotes, Manage Contracts and Renewals.**
* **Proficient in working with JIRA and confluence.**

**EDUCATION:**

* Master’s in **Computer Science**, **Rivier University**, Nashua, New Hamshire
* Bachelor’s in Mechanical Engineering,JNTU,Hyderabad,India

Technical Skills:

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| --- | --- |
| **Salesforce****Technologies** | SFDC Certified Force.com Developer, Sales force CRM, Sales force SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools**  | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production), Marketo. |
| **Other Programming****Languages** | Java, JavaScript, HTML, XML, DHTML, C, C++ , C#,SQL |
| **Databases** | MS SQL Server 2005/2008, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL |
| **Operating Systems** | Windows 2000/ XP Pro/ Vista, Windows Server 2000/ 2003/2008 |

**Certification:**

| Certification | **Issued By** | **Certification Number****(If Applicable)** |
| --- | --- | --- |
|  [Salesforce Administrator (WI18)](http://certification.salesforce.com/certification-detail-print?conId=003G0000017E52pIAC) | Salesforce | 18227381 |
| Salesforce Platform Developer 1 | Salesforce | 18650243 |
| Salesforce Platform Developer 2 | Salesforce | 20870871 |

**Professional Experience:**

**Client: LoanDepot December 2019- Till Date**

**Role: SalesforceLightiningDeveloper/Admin Plano,Tx**

**Responsibilities:**

* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions asper Client Requirements.
* AS a lead working with business analysts, developers and stakeholders to implement, integrate and maintain the Salesforce.com
* Worked on Classic to lightning Migration.
* Extensively worked on VF pages to Lightning Components, url buttons to quick actions, lightning Record, Home, App pages, lightning Tabs.
* Worked with **Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework**.
* Experience in Salesforce Lightning Inspector Chrome Extension and chrome dev tools.
* Working on team building and project management skills.
* As an Administrator, implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Experience in Powerful command-line interface (CLI) removes the complexity of working with your Salesforce org for development, continuous integration, and delivery using Salesforce DX
* Managed ongoing support requests and administrative needs of users.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Defined objects and Field Level Security for different profiles.
* Worked on Apex Triggers for Automated actions.
* Distributed version control system that makes it easy for you to collaborate with your team using Git Hub,**Team Foundation Services(TFS)** Worked with Trello Ticket handling system.
* Worked on creating Validation Rules, Workflow Rules and Approval Process.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance by using Change Sets and **Azure Devops.**
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex Data Loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Experienced in web technologies like HTML, XML, CSS, JSP, jQuery, JavaScript, WSDL, and SOAP.
* Used Services cloud to manage Cases and Entitlements.
* Developed **Apex Classes, Controller** Classes and **Apex Triggers** for various functional needs in the application.  Implemented **CPQ**System to improve user experience in the Quoting process using Salesforce.
* Made enhancements to **Apttus CPQ** (Configure Price Quote) tool, shopping cart by adding new fields. Run batches in order provided to project changes by following the instructions provided by **Apttus**.
* Proficient in Data Migration from Traditional Applications to Sales force Using Data Loader.
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.

**Environment:**Salesforce.com,Git Hub, Workflow Rules, Approval Process, Apex Data Loader, Force.com, Import Wizard, visual studio, Trello ticketing , salesforce DX , Controllers, Visual Force Pages, XML, Triggers.

**Professional Experience:**

**Client: PlymouthRock Assurance June2019- Novemnber 2019**

**Role: SalesforceLightiningDeveloper/Admin Boston,MA**

**Responsibilities:**

* 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.
* Responsible for Salesforce.com Development and Administration in the organization.
* Created user Roles and Profiles, security controls and shared settings.
* Worked on various Sales force standard objects like Accounts, Contacts, Leads, Reports and Dashboards Case, Solutions and Opportunities.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Involved in APTTUS X-Author excel for migration of products, price lists and price list items in salesforce.
* Setup smart campaigns in Marketo to adjust data, setup alerts from forms filled.
* Worked in developing various **lightning** components, events and **lightning** applications.
* Created **Lightning Component** Tabs and Visual force Tabs.
* Worked with SF Chatter which helps the users to communicate with the organization easily and quickly.
* Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented Apex Triggers with SOQL queries and also created workflows like email alerts and field updates.
* Used agile methodology and interacted with different stakeholders and participated in the regular meetings.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM.
* Provided daily user support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, and installation and support of App Exchange applications like Exact Target and Marketo.
* Integrated the web services using REST and SOAP by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Implemented Web API to use OAuth2.0 with JWT (JSON Web Tokens) to secure the Web API Service Layer.
* Developed and supported Extraction, Transformation and Load process (ETL) using Informatica.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed Apex Test Classes with assurance of maximum code coverage.
* Worked with Salesforce1 sandbox simulator to run and test the Lightning Applications
* Created custom components to be used in visual force pages and visual force email templates.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

**Environment:** Saleforce.com platform, Apex Language, Apttus CPQ, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Marketo, Reports, Custom Objects, Lightning, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

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**Client: Acquia Sep 2018- May 2019**

**Role: Salesforce Developer Boston,MA**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Designed, implemented and deployed the Custom objects, Page layouts, Custom tabs, Controller Classes, Extensions, Components to suit the needs of the application using Eclipse.
* Designed, Developed and Deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs of the application.
* Gained basic knowledge on **Lightning App Builder** to develop apps visually, without code using **Custom-BuiltLightning Components.**
* Developed business logic as per business requirements using force.com IDE, **Apex Classes**, **Triggers**, Test methods and writing **SOQL** and **SOSL queries**.
* Worked extensively on Visualforce pages, Visualforce Custom Controllers components for creating various user interfaces for different Users and Customers.
* Developed and configured various **Custom Report** and **Report** Folders for different user profiles based on the need in the organization.
* Created **Visualforce, workflow rules, Validation rules, configuration** and defined related tasks, **time-triggeredtasks, email alerts** and **field updates** to implement business logic.
* Integration using Web Sphere Cast Iron and Informatica cloud for data migration into the cloud.
* Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes.
* Created Custom **Reports** to track the Cases, assets to be available to different levels in the organization based on their **Profiles.**
* Created mash up between Salesforce CRM and Gmail through **Force.com**, AppExchange’s Email integration engine.
* Developed Lightning App Builder can help you build responsive apps that display on any device, as well as custom pages for Lightning Experience.
* Implementation of a custom partner community using visual force and lighting components projects.
* Created Workbench web-based suite of tools designed for administrators and developers to interact with Salesforce.com organizations via the Force.com APIs.
* Integrated salesforce.com with External .Net Applications to capture Custom Objects and using **REST API** by configuring Connected App.
* Customized Marketing Cloud Objects and Scheduled and managed marketing email sends with SalesforceMarketing Cloud.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Implemented Web service using visualforce framework to promote the quotes from external systems toCPQ.
* Design solutions using the CPQ Cloud’s standard APIs to integrate with CRM, ERP, or any backend system.
* Experienced Data loader user with knowledge on complex and large CSV files for faster dataIntegration into the Salesforce.
* Performed data migrations using Salesforce.com Data Loader.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Used the Sandbox for testing and migrated the code to the deployment instances after testing using change sets.
* Worked on Agile/Scrum Methodology using Version One and SDLC.

**Environment:** Salesforce.com Platform, Apex Language, Visualforce (Pages, Components and Controllers), Workflow & Approvals, Reports, Flows, Custom Objects, Custom Tabs, Email Services, and Java Script, Web Services.

**Client: Nisource Mar 2017- Aug 2018**

**Role: Salesforce Developer Coloumbus,OH**

**Responsibilities:**

* Created **Lightning Components**, added CSS and Design Parameters which improves performance
* Developed **Lightning** apps using **Lightning Components** and made them compatible with salesforce1 mobile app
* Enabled **Aura Framework**, by adding **Aura** Attributes and **Aura** Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the **Lightning** App.
* Formatting and migrating user data into LE, Implemented Salesforce **Lightning Components** for small set of users within the organization.
* Built customized **Lightning components** replacing the existing ones; using **JavaScript** on the client side and Apex on the server side.
* 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.
* Created Apex methods for the **lightning controller** and helper methods to perform **DML operations** on the case records.
* Worked on **JIRA** tool and **Kanban Board**.
* Used Salesforce.com platform, **Force.com IDE** for development for **Visualforce Pages**, Apex classes, **Triggers** and creating Objects.
* Written **Apex Classes**, **Controller**, Extension **Controllers** and Apex Triggers in the application for various Business/functional requirements.
* Worked on customization like creating objects, **fields, Page Layouts, Record Types, Workflow rules, Validation Rules, Approval Process by** enhancing the Salesforce applications.
* Worked on designing **Reports** and **Dashboards**.
* Integrated with external system using **Web Services callouts** for cleansing the Address and save the data in the pages of Salesforce.com and **SOAP** and **REST** based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Integration experience using both Web based technologies (**SOAP, REST**) and Integration/Middleware tools such as **Informatica**, **Jitterbit.**
* Involved in Deployment by using Change Sets and **Force.com IDE** tool
* Worked on creating Apex Triggers, Apex Classes, and **Visualforce Pages** to get custom logic.
* Installing Applications by using AppExchange.
* Worked on writing Test Classes for **Apex Triggers**, Apex classes and Controllers.
* Worked on Schedule **Apex Class** and **Batch Apex Class**.

**Environment**: SFDC, Apex Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, Triggers, XML, JIRA tool, Kanban.

**Client: Paypal Mar 2016 – Feb 2017**

**Role: Salesforce Developer Lincoln, Nebraska**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Worked on Eclipse,DeveloperConsole and Anonymous blocks development tools for developing, debugging and testing of Apex classes, Visualforce pages, triggers and test classes.
* Implemented Apex Scheduler and Triggers to invoke Apex classes at regular intervals.
* Dynamically replicating an existing website.
* Used JIRAtool for project issue and bug tracking.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created Apex REST web service methods to inbound calls toSalesforceand supported response in JSON and XML format.
* Worked on Salesforce Community (Customer Community).
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Used Force.com CLI (Command Line Interface) tool for data backup.
* Used GIT BASH to run GIT from the command line, using which merged all the components to other environments (IntDev, QA, Stage and Prod).
* Handled the deployments process using GIT HUB.
* Worked on Email-Templates associated to multiple profiles.
* Created various profiles and permission **sets** according to the business needs.
* Data migration from external systems to sales force using Data Loader, Import wizard.
* Worked on Inbound and Outbound changesets for deployment.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.

**Environment:** Saleforce.com platform, Service Cloud, Customer Community, Force.com CLI, JIRA, GIT BASH, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Client: AP Pro Systems, Hyderabad Mar 2014 – Nov 2015**

**Role: Software Engineer Hyderabad,India**

**Responsibilities:**

* Written low-level design for features document creation, container creation and document relocation.
* Handled assignments in developing UI pages using JSP, HTML, DHTML, CSS and Java Script technologies.
* Application developed in MVC architecture using Struts, JSP, Ajax, HTML, Java Script, CSS, JMS and Hibernate.
* Updated the required data in the DB2 database to save and update the database using hibernate, corresponding to actions performed in the struts class.
* Involved in understanding business requirements and functionality of Cost Management Reporting.
* Involved in drawing the UML diagrams such as Use Case Diagrams, Class Diagrams and Sequence Diagrams using Rational Rose.
* Developed java classes for posting and processing mails using EJB and Java Mail API.
* Deployment of the application in the Web Logic Application server.
* Involved in implementing Value Object Pattern, MVC and Singleton Pattern.

**Environment:** Java, JSF, Java Script, spring, Hibernate, Web logic 8.1, Oracle 9i, Toad, Eclipse