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# A picture containing drawing Description automatically generatedHarsha Mamilla

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**Summary**

* Around 8 years of experience as an IT professional with 6 years of Salesforce.com platform involving development, administration, configurationofPartnerPortal,CustomerPortal,deployment,ClassictoLightningmigration,LightningDesign System, Lightning component, Aura framework and dataservices.
* Great Knowledge in SDLC methodologies including but not restricted to requirement gathering, analysis, design, development, testing, deployment, and productionsupport.
* Experienced in designing objects and implementing various advanced fields like Picklist, Field Dependencies, Custom Formula Fields and write Validation Rules, Workflows, and Approval Processes for automated alerts, Email generation, field updates according to therequirements.
* Configured SFDC includes User Management, Permission Sets, Security, Profiles, Role hierarchies, and Sharing rules.
* Expertise in implementation of salesforce.com applications like the Sales, Marketing, Service, and support Modules.
* Migrated the standard and custom objects in standard experience to Lightningexperience.
* Conducted gap analysis in outlining the gaps between the Lightning experience and salesforceclassic.
* Extensive experience in creating custom reports, analytical snapshots, anddashboards.
* Experienced in Field Service Lightning (FSL) mobile app how it works and aids on ‐ site job management toa mobile workforce.
* Experienced in developing Salesforce Lightning apps, controllers, components, andevents.
* Experienced working with Lightning Component, Lightning App Builder and CommunityBuilder
* Experience with Apex Language, Apex Trigger, Batch Apex, Apex Class, Apex Scheduler, Apex Web Service, Visual Force (page, component &controllers).
* ImplementedvariousSFDCandSAPCRMimplementationscoveringSalesCloud,ServiceCloud,Quote‐to‐Cash, Chatter & App‐exchangeapplications.
* WorkedonSalesforceplatformsorotherCRMsoftwarepackages(MicrosoftCRM,InterAction,SalesLogix, Oracle On‐Demand,SAP.
* Implemented running Apex code asynchronously using Queueable, Scheduled, and BatchApex.
* Experienced in developing framework using Salesforce Lightning to build reusable UI components andpages.
* Comprehensive understanding of the CRM business process including Business Management, Case Management, Lead Management, Account Management, andForecasting.
* Experienced using REST and SOAP APIs for integrating Salesforce with otherapplications.
* Worked on continuous integration and version control using GitHub, Jenkins, andEclipse.
* Used SFDC standard data structures extensively within the Force.com platform to improveperformance.
* Experienced in migrating data from other applications to Salesforce using DataLoader.
* Experience in web technologies like HTML, XML, CSS, JavaScript, REST, andSOAP.
* Ability to word independently or collaboratively meet deadlines and coordinate multiple tasks in afast‐paced environment.

**Technical Skills**

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| --- | --- |
| **Languages** | Salesforce, Apex, Java |
| **Operating Systems** | Windows, Linux, Mac OS |
| **Salesforce Technologies** | Force.com platform, Apex Web Services, SOQL & SOSL, Reports and Dashboards, Workflow & Approvals, Process Builder, Software Architecture, Data Synchronization, Visualforce |
| **Cloud Modules** | Service Cloud, Sales Cloud, Gov Cloud, Community Cloud |
| **Data Services** | Data warehousing and analytics, AWS, Heroku |
| **Web Technologies** | JavaScript, CSS, HTML |
| **Development Methodologies** | Agile, Waterfall |
| **Tools** | IntelliJ, Eclipse, Sublime |

**Educational details**:

Master’s in Electrical and Computer’s (2016), Texas A&M Kingsville

Bachelor’s in Electrical and Engineering (2012) JNTU

# Work Experience:

# Senior Lightning Salesforce Developer

# State of Ohio | Columbus, OH

# 01/2021- Till Now

* + Involved in Debugging Production Issues and modifying Aura components that primarily involves Ohio’s Taxation Details.
  + Developed Lightning web components which would adjust accordingly in various devices (mobile, tablet, desktop). Have good experience in using Flows with LWC components.
  + Have good exposure in creating Lightning web components that involve Platform events for communication within salesforce/external systems.
  + Reduced multiple server trip calls by efficiently Utilizing Lightning data service functions (createRecord, updateRecord, and deleteRecord) in various LWC components.
  + Handled error logging mechanism in Lightning web components by using in-place/inline error messages in the component instead of multiple toast messages.
  + Worked on providing Taxation Reports to Business user’s by utilizing Salesforce Reports and Dashboards.
  + Good Experience in utilizing History Tracking Reports.
  + Have exposure working with Experience Builder setup, Registering Community Portals under All Sites.
  + Prepare high level design, technical design documents for assigned use-cases.
  + Worked on APEX Rest Service Callouts. Have good understanding of Rest Integration based on Named Credentials and Remote site settings.
  + Experience in MVC layered architecture of Salesforce by creating Visual Force pages, Page Layouts, Tabs under View Layer, Workflows, Apex Classes, Triggers, and Objects, Fields, Relationships under Model Layer. Proficient in Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
  + Scheduled calls with Business user’s along with salesforce support team and Debugged the issue over the calls.
  + Effectively followed all KPI’s and avoided Escalations/Violation emails from Customer’s.
  + Planned/ Provided effort estimates for various customer issues and delivered them within the deadlines.
  + Involved in multiple practice building activities like designing solutions, automation of tools & processes, conducting training sessions etc.
  + Used GIT for code version control and managed branches to track developers codecommits and resolved code conflicts.
  + Tracked Error logs which occur daily in Production. Monitored all these errors and processed each error wherever applicable.
  + Have good understanding on Einstein analytics studio. Created Various datasets, dataflows that are useful for extraction, transformation and for analyzing data which provides meaningful insights on various Objects in salesforce.

## Environment: Vs Code, Community Cloud, Azure Devops, REST, SOQL and SOSL, CSS, HTML, GIT, JQuery, Data loader, Congo, Data Import wizard, Sales Cloud, Service Cloud,

## Senior Lightning Salesforce Developer

## Rei Systems Inc| Herndon, VA 06/2019 ‐ 12/2020

* + Designed and implemented Customer Community Portal to allow user to check in with existing user login application.
  + Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
  + Used Email to case, Web to Case features and created a community where the customers can create, update, and manage their cases.
  + Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
  + Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
  + Checking information for Loan processing I have Developed LWC components which basically consist of proper security handling mechanism from the browser side as well as the backend. Handled this activity successfully by creating digests, message authentication codes, and signatures, as well as by using encrypting and decrypting information.
  + Designed custom UI page using Lightning Component to help registration and login page forcustomers.
  + Created on Lightning components, Event registration, handlers, and apex classes for performing logic in the actions.
  + IntegratedtheAPIandWebServicesforextractingtherecordsfromlegacysystemsintoSalesforceusingthe RESTservices.
  + Extensively used tool such as MULESOFT for integration of Data with Legacy system.
  + DevelopedwebpageswhichusedLightningwebcomponent(LWC)todisplayquestionnairestosubsequent answer to question on the loan periodpage.
  + Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
  + Development of SOAP and REST based web services used for customdevelopment.
  + Experienced with Web‐to‐Lead and Web‐to‐Case scenarios along with Assignment Rules and Escalation rules.
  + Utilized Copado to improve the efficiency of salesforce release management and version control.
  + Worked on a pulling data from JIRA, manipulating this data in excel using macros to make them salesforce data load compatible. This was used to load stories into Copado to track components related to each user story.

## Environment: Salesforce.com IDE, Lightning App Builder, Salesforce 1, Community Cloud, SOAP, SOQL and SOSL, Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud

**Salesforce/Lightning Developer Lowes | Mooresville, NC 07/2017 – 05/2019**

* + Performeddetailedanalysisofthebusinessrequirementsandthendesignedtheapplicationafterworking with the business analyst, architect, sales team, and businessusers.
  + Created modern Enterprise Lightning Apps combining Lightning Component features, Lightning App Builder and Lightning DesignSystem**.**
  + Omni-Channel configuration enhancement for case assignment.
  + Worked on a menu driven Einstein bot. End to end development for Live Agent.
  + Configured Live Agent with Salesforce Call Center software and added reference pages which consists of F&Q’s, knowledge articles for internal and externalusers.
  + Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support most critical processes and workflows at Lowes.
  + CreatedserviceresourcesandservicecrewsthatrepresentyourfieldservicetechniciansinFieldService Lightening (FSL) app and add details about their skills, service territories, andavailability.
  + Created Field Service Lightning (FSL) Set up for multi‐level service territories that represent the regions where your agents and technician canwork.
  + Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning(FSL).
  + Migrated (Salesforce.com) Classic to Lightning experience, developed Lightning components for various business use cases.
  + Enabled Lightning AuraFramework,byaddingAuraattributesandAurahandlersforEventstofocusonLogicand Interactions in Lightningapplications.
  + 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.
  + WorkedonLightningExperienceEnhancementsandDevelopmentforthebetterUIExperiencetotheUser.
  + Used Data Loader to insert, update, and bulk import/export of statistics into Salesforce objects and extracted data and loaded facts from comma separated values (CSV)files.
  + Integrated Salesforce with SAP to retrieve customer information, utilizing RESTAPI.
  + SuccessfullyimplementedtoconnectSalesforcewithSAPapplicationtoSharedatausingOracleIntegration CloudService
  + ConfiguredServiceCloudinclusiveofCaseManagement,OrderManagementandLead‐ContactAccount Management.
  + Integrated JIRA with Salesforce to get data continuously using App Exchangetools.
  + Used Copado as a Deployment and Release management solution.
  + Implemented Call Center application with CTI integration onSalesforce.
  + Used Visual Studio Code, Eclipse Force for creating Apex classes and ApexTriggers.
  + Assigned customers to Call Center information to use positive features, cloned present call middlerecord.
  + Used SOSL to manipulate information the usage of databaseobject.

## Environment: Salesforce.Com, Lightning, Service Cloud, Apex Classes/Controllers, Visualforce, Apex Data Loader, Reports, Email Services, Force.Com IDE, FSL, Eclipse, Approvals, Custom Objects/Tabs/Sandbox/Triggers.

**Salesforce Developer Hill‐Rom | Cary, NC 03/2016 ‐ 06/2017**

* + Secured the middle‐tier system to make customer data profiles for external webportals.
  + DevelopedApexClassesandVisualforcepagestoallowclientstosubmitrequestsforloginsandregistration, which were then resolved through the CSSteam.
  + Utilized Chatter collaboration and case management in ServiceCloud.
  + Implemented security settings on profiles and configured permissionsets.
  + Implemented Salesforce Chatter capability for many‐to‐manyusers.
  + Migrated Data using Import Wizard and Apex Data loader to retrievedata.
  + Developed unit test classes in Apex to improve codecoverage.
  + CreatedwebpagelayoutsforprofilessotheCSSteamshouldpopulateCRMformswithtakesinputfromthe customers.
  + Worked on Apex Batch and Schedule fornotifications.
  + Used Data Loader to insert, update and bulk import or export information from Salesforce.Com, in addition to read, extract, and load data from CSVfiles.
  + Developed SOAP and REST‐based Web services for customdevelopment.
  + Implemented Web‐to‐Case and Email‐to‐Case to track cases from thewebsite.
  + Deployed change sets across sandboxes and Production usingIDE.
  + Worked on Metadata API to retrieve, deploy, create, replace, or delete customization records consisting of custom object definition and pagelayouts.
  + Modified custom objects including assignments, projects, regions, expense reports, timecards, expenses, work, aid requests, andmilestones.
  + Created mail merges and Visualforce e‐mail templates and then automatically sending electronic email notifications to new customers with set upinstructions.
  + Extracted data from Salesforce.com into external databases to generate large data reports by using InformaticaOn‐demand.

## Environment: Sales/Service/Marketing Cloud, Apex Explorer, Data Loader, Workflow & Approvals, Reports, Custom Objects/Tabs, Email Services, Security Controls, Force.Com IDE (Eclipse).

**Business System Analyst**

**Smartron | Hyderabad, IND 11/2012 - 12/2014**

* + Re-engineered a strategic managerial reporting system from Business Objects to web standards with exporting capability in PDF, Excel.
  + Gathered and documented requirements (UML)
  + Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
  + Analyzed impact of requirements on effort (Impact analysis)
  + Performed in depth Business Analysis and Technical Specification by working with Implementation Managers, Traders, Operations and IT and prepared Business Specifications, Technical Specifications, Data mapping documents.
  + Analyzed high-level requirements and identified all existing OLAP reports that are currently used and converted requirements into technical details.
  + Improved the performance of the Client’s report generation system from 2 minutes to 5 seconds through improved SQL Queries tuning and reengineering.
  + Identified the report generating process in existing batch jobs and decommissioned the batch jobs that produced the reports that were no longer used by the End users.
  + Was responsible for the SDLC Process Documentation.
  + Worked with QA team to design test plan and test cases for Integration Testing and User Acceptance Testing (UAT)
  + Developed timelines for project delivery and worked with development and testing teams to accomplish successful completion and timely release of the deliverables.