**Navaneeth Reddy Venkannagari**

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**9199993683**

**Certified Salesforce Administrator & Platform Developer 1**

**PROFESSIONAL SUMMARY:**

* 8 years of professional experience in the field of Information Technology and Salesforce platform which involves Administration, Development and Commerce Cloud.
* Strong Knowledge in Salesforce Administration, Development, Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Experience in complete life cycle of project development (SDLC) including system analysis, design, development, testing, deployment, maintenance, integration, communities and classic to lightning migration
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Actions.
* Extensive experience in data migration from traditional applications to Salesforce.com using Apex Data Loader Utility.
* Hands on experience implementing Security/Sharing rules, configured permission sets, field level Security, process builders, record level security, profiles, roles and resource monitoring at different hierarchical level of organization.
* Experienced at building various custom reports, Report types with multiple objects and daily day to day Reports and Dashboards for Management.
* Highly experienced in writing Apex Classes, Apex Triggers, Process builders, developing Visual Force pages using standard and custom controllers.
* Experienced in developing Salesforce Lightning Apps, Components.
* Proficiency in territory management such as lead routing and ownership, account assignment and opportunity ownership.
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales/marketing.
* Experience in Salesforce Commerce Cloud architecture, design and security framework.
* Experienced in syncing the tasks, events and contacts through Process Builders from Salesforce to Outlook, vice-versa.
* Great interpersonal and communication skills, focused, self-motivated, organized, quick learner and team oriented.

**TECHNICAL SKILLSET:**

* Salesforce Technologies: SFDC Certified Force.com Developer, Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Workflow &Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.
* Salesforce Tools: Postman, GitHub, Force.com Explorer, Apex Data Loader, Apttus CLM/CPQ, Gear set, Force.com, Workbench, Force.com Platform (Sandbox and Production).
* Programming Languages: Java, JavaScript, HTML, C and C++.
* Databases: MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MySQL and HQL.
* Operating Systems: Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003, Mac OS X 10.9/10.8/10.7, Linux, UNIX.

**EDUCATION:**

* Master of Science in Information Systems from Northwest Missouri State University Maryville, Missouri, USA.
* Bachelor of Technology in Computer Science from Jawaharlal Nehru Technological University Hyderabad, India.

**CERTIFICATION:**

* Certified Salesforce Developer PD 1
* Certified Salesforce Admin

**PROFESSIONAL EXPERIENCE:**

**Principal Financial Group, Des Moines, IA Feb 2020 to Till Date**

**Salesforce Developer/IT Application Analyst.**

**Responsibilities:**

* Removal of managed packaged Vlocity Project (Vlocity divestiture).
* Mapping of Vlocity objects to newly created Salesforce objects.
* Changing of old references in apex classes and making the functionality work exactly as previous Vlocity functionality.
* Assigning new fields to Reports and report types in place of old fields.
* Creating new triggers in place of old one to replace exact functionality of insurance application.
* Creating new page layouts and adding required components like visual force pages and lightning components to match old page layouts.
* Data migration using Salesforce data loader and import wizard from old objects to new objects.
* Created new trigger which creates new records in both old and new objects.
* **W**orked on updating profile level settings, object level settings and field level security to match new profiles as created as part of migration from vlocity.
* Worked on removing vlocity fields from apex classes, visual force pages and lightning components.
* Responsible for setting up Development and QA environments and prepare pre-production for deployments for every release/sprint.
* Worked on various SFDC objects (custom and standard), controllers, page layouts, validation, SOAP &REST API Integration, data, and security.
* Worked with Process Builders that used Email Approvals and Parallel Approval steps.
* Used Process Visualizer to study Approval steps.
* Involved in creation of custom Web to lead forms and Campaign to lead forms.

**Environment:** Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Process Builders, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex Schema Builders, App Exchange, Advanced use of Excel

**Biogen, Morrisville, NC August 2019 to January 2020**

**Salesforce Developer**

**Responsibilities:**

* Classic to lightning migration project (Agent Experience and lightning)
* Worked on existing visual force pages to fix issues to make the visual force page work in both classic and lightning.
* Worked on errors and warnings shown in lightning configuration converter.
* Created new buttons in lightning environment as an alternative for JavaScript buttons.
* Worked on Rebuilding service console entirely for salesforce lightning.
* Created new visual force pages and used lightning component in the visual force page for list buttons in lightning.
* Worked on updating Hard-Coded URLs for Lightning Experience.
* Created accounts, tab, fields, and schema builders to define relationships.
* Designed and customized visual force pages using extension controllers, custom controllers and standard controllers.
* Designed and deployed custom tabs, validation rules, approval processes and auto-response rules for automating business logic.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL an SOQL queries, locking statements, Transactional control and Exception statements to invoke Apex triggers.
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive using Process Builders.
* Designed Visual Force pages for the reports and dashboards to grant access for specific group of users.
* Implemented Service Cloud solutions including Service Console, Customer Portal, Case Feed and Knowledge base.
* Involved in designing approval processes and creating visual workflows to automate field updates and new record creation.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.
* Worked with data migration using Salesforce data loader and import wizard.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.

**Environment:** Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Process Builders, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex Schema Builders, App Exchange, Advanced use of Excel.

**ACT, Iowa City, Iowa Feb 2019 to July 2019**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization and performing day-to-day administrative tasks on SFDC.
* Supporting QA testing of Salesforce/Pardot releases and new features. Making Support recommendations to management regarding implementation as appropriate.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Worked with Visualforce Pages Using Lightning Design Systems (LDS), Lightning components, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Responsible for all the activities related to configuring Data Loader; uploading data in CSV files into salesforce.com and checking for data integrity.
* Implemented Security and Sharing rules at Object, Field and Record level for different users at different levels of Org. Also, have created various roles and profiles and configured permissions based on the organizational hierarchy.
* Provided existing and new users/groups with training and one to one training on an on- going basis.
* Worked with Business analysts in documenting company processes and workflows.
* Created and maintained dashboards and business driven reports to summarize business information for senior management.

**Environment:** Salesforce.com platform, Visual Force (pages, component & controllers), Apex language, Data loader, Html, Workflow & Approvals, Reports, Custom Objects, Custom tabs, Email services, Sandbox data loading.

**Hallmark Cards, Kansas City, MO August 2018 to Jan 2019**

**Salesforce Developer**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in various activities of the project like gathering information, analyzing the information and documenting the functional and nonfunctional requirements.
* Worked closely with Salesforce.com consultants and implemented the required solutions.
* Designing, developing and deployment of APEX classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created various Custom reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) orders, Renewal Forecasting and customer Balance Report with Multi-Currency support.
* Created profiles ad implemented Object level, field level and record level security.
* Provided support ongoing salesforce.com maintenance and administration serviced including periodic data cleansing, custom objects, workflow, campaign management
* Unit and integration test cases are being designed and developed using JUnit and JMockit.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Implemented various Custom Reports and deployed them for different business user levels.
* Involved with Salesforce.com Premier Support and handled the support cases with the helpsalesforce.com support.
* Administrated and monitored the company’s Salesforce CRM application.

**Environment:** APEX, Data Loader, Process Builders, Web services API, SOAP and REST, SOSL, SOQL, Force.com IDE, Import Wizard, XML, CSS3 and Visual Force Pages, Lightning, sales cloud.

**F5 Networks, India June 2012 to Dec 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked with Business System Analyst to provide recommendation and designed the Best Solutions for implementing new business ideas.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick list fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and Field Level Security for different profiles.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.