**Prathyusha P **

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**VISA status: OPT**

**PROFESSIONAL SUMMARY:**

* With 6+ years of experience in the field of IT industry which includes experience of working in **Salesforce as Developer and Administrator**, also include experience in development of software applications using **JAVA**.
* Expertise in all phases of **Software Development Life Cycle** (SDLC) which involves requirement gathering, requirement analysis, design, development.
* Experience working in teams in **Agile** Environment involving in daily **Scrum methodology** and planning sessions.
* Experience in SFDC implementations with strong expertise in **Sales Cloud, Service Cloud, marketing Cloud, CPQ Tools (Apttus), Einstein Analytics**
* Strong Salesforce development experience with Apex Classes, Triggers, Controller Classes, Visualforce pages and Integrating with external sources by developing SOAP, REST Apex Web Services for inbound calls to Salesforce.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support.
* Efficient in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP, REST**
* Experience in **UI / UX** development.
* Good Knowledge on **SOQL and SOSL** for Querying and Searching Data for Force.com platform.
* Understanding of the SFDC data model, customizing schema using custom objects, fields**, master - detail** and **lookup** relationship.
* Strong skills of implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Experience in using Version Control system such as **Git**.
* Good working Knowledge in **OOA&OOD** using UML and designing use cases.
* Experience of working with diverse Database platforms including **Oracle, SQL, PL/SQL, DB2, Microsoft SQL server, MS Access**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility.**
* Experience of working with Salesforce.com **Sandbox**, **production environment**, **developer sandbox.**
* Installed Apps from App Exchange, Configured and maintained user Security Permissions in compliance with organizational needs.
* Experience in building and customizing **lightning components** and **applications.**
* **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**
* Flourished in both independent and collaborative work environments with quick learning abilities and excellent communication skills and presentation skills.

**Technical Skills**

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| --- | --- |
| **SalesForce Technologies** | Sales force CRM, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages /Components, CPQ Apttus Veeva, Einstein Analytics, Workflow Approvals, Process Builder, Validation Rules, Sharing Rules, Chatter, Dashboards, Analytic Snapshots, Custom Objects, Custom Fields, Case Management, Test Classes, CPQ, Assignment Rules, Escalation Rules, Apex Web Services, Lightening components, BatchApex, SchedulableApex, Futuremethods |
| **Languages** | C, Java, Apex |
| **Web**  | HTML, XML, CSS, JavaScript, VisualForce, AURA, SOAP, REST |
| **Database** | MySQL, SQL Server, Oracle 10g /11g, MS Access |
| **Tools** | Data Loader, Workbench, Eclipse, Netbeans, IntelliJ |

**EDUCATION**

* Masters in Information Technology, Delaware, US
* Bachelors in Computer Science and Engineering, India

**WORK EXPERIENCE**

**Client: Pfizer, Peapack, NJ**

**Role: Salesforce Developer/Admin**

**Duration: Oct 2019 – Present**

**Responsibilities:**

* Developed **Apex classes, Apex triggers** and Controller classes for various functional needs in the application
* Developed real-time and batch integrations between Salesforce.com and internal/external systems.
* As a **lead** worked with business analysts, developers and stakeholders to design, implement, integrate and maintain the Salesforce.com platform.
* Worked closely with BA for gathering the requirements and review the client stories.
* Attended Technical review sessions and coordinated with Offshore.
* Implemented **CPQ** using **Apttus** to increase efficiency of deal cycle
* Used **Apttus (CPQ)** for Salesforce to configure, price and quote new deals, add-on sales and renewals
* Translated market and product requirements into UI designs in the form of conceptual models, wire frames and prototypes
* Worked on **lightning components** of client server framework that accelerates development, as well as app performance.
* Worked on Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute **Governor Limit** best practices.
* Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Created different Lightning Components such as Input fields, output text, checkboxes, date picker, If and Switch cases based on the business requirements and used them in building Lightning Applications.
* Worked on stitching the data from the backend Apex controllers to client-side **JavaScript** controllers in Lightning Applications.
* Customized Salesforce.com **Fields, Page Layouts, Record Types, Queues, and Profiles** and make the same changes in test and production boxes.
* Executed various levels of **Unit, Integration, Regression and User Acceptance** (UAT) using test cases to prove that system confirm to specifications of business and quality assurance requirements.
* Responsible for **knowledge transfer** to internal employees and external audiences.
* Defined Custom Profiles, User Permissions and created Custom **Sharing Rules** for Record owners with “Read-only” Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Worked with Salesforce **Sales Analytics and Service Analytics** standard applications in **Einstein Analytics**
* Worked on application support to resolve bugs and mitigate risks.
* Developed dynamic web apps for desktop devices and mobile using Lightning Component framework.
* Experience of working as **support** in times of issues that raise as part of development.
* Responsible for integrating SFDC with 3rd party systems as well as create and maintain custom objects, fields, validation rules and workflows rules.
* Deployed applications from **Sandbox to Production**.

**Client: BCBS, Plano, Texas**

**Role: Salesforce Developer/Admin**

**Duration: Jan 2019 – Sep 2019**

**Responsibilities:**

* Implemented Salesforce Lightning Web Components(LWC) for small set of users within the Organization
* Extensively worked on VF pages to Lightning Components, URL buttons to quick actions, lightning Record, Home, App pages, lightning Tabs.
* Experience in Implementing **Apttus** CLM.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product
* Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework.
* Working on team building and **Project Management** skills.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in **Einstein Analytics.**
* Managed ongoing support requests and administrative needs of users.
* Worked on **Classic to lightning Migration**.
* As an Administrator, implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Defined objects and Field Level Security for different profiles.
* Worked on **Apex Triggers** for Automated actions.
* 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 with Salesforce1 sandbox, simulator to run and test the Lightning Applications.
* 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.
* Used Services cloud to manage Cases and Entitlements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* 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.

**Client: VSS soft Solutions, Hyderabad, India**

**Role: Salesforce Developer**

**Duration: Jan 2018 – Nov 2018**

**Responsibilities:**

* Implemented salesforce.com application using Agile that involves iterative development methodology.
* Created data migration document for export/import data from salesforce.com environment.
* Developed Various Visual force pages as per organization requirements.
* Designed the optimized screens for service agents to manage the social media and case activities.
* Enabled Aura Framework, by adding **Aura Attributes and Aura Handlers** for Events to focus on Logic and Interactions in Applications.
* Production issues were fixed in a timely fashion resulting in minimal business impact
* Implemented Salesforce.com **S-control** calendar, integrated with campaign management and other Sales force applications.
* Developed the presentation layer in Visual force and business logic in Apex Programming by creating/using the **Classes, Triggers, Controllers, components, Batch Apex and Web Services API.**
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from objects.
* Developed and deployed workflows and approval processes for Opportunities and Products**, Legal Agreements, and Assets management**.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Client: Khosla labs, Bangalore, India**

**Role: Jr. Salesforce Admin/Developer**

**Duration: Nov 2015 – Dec 2017**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Designed and deployed **Visual Force Pages** to suit to the needs of the application.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Performed Web Service Callout using the RESTful services with the third party application Broadbean API.
* Implemented **field level security**, profiles and audit trial setup. Established deployment strategy for deploying.
* Used **SOQL, SOSL** to select the data from salesforce.com platform database.
* Created **Workflow Rules** to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Implemented Single-Sign on (SSO) integration for browser based logins to Sales force.
* Configured workflows with time-based actions to send email alerts based on the escalation level for cases and leads.
* Provided the training to Business users about the system.
* Created custom objects and defined **look-up and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Enabled **Chatter** for the Organization and effectively communicated with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Involved in the **Data Transformation** and Data Cleansing activities while transferring the data from the external system into salesforce.com using Apex Data Loader.

**Client: Lead Semantics, Hyderabad, India**

**Role: Java Developer**

**Duration: Nov 2014 – Oct 2015**

**Responsibilities:**

* Implemented the project according to the Software Development Life Cycle (SDLC) using **Waterfall methodology**.
* Developed web pages using Servlets and XML for various modules.
* Participated in the design of the application using **UML and Object Oriented Analysis Design and Development**.
* Developed Front-End of the Application using **JSP, HTML, AJAX and JavaScript**.
* Developed high quality coding that meets customer requirements.
* Conducted Code reviews and Peer Reviews to get the team together to have one thought on business and technical logic.
* Extensively worked with **tables, views, triggers**, and stored procedures in Oracle.
* Designed and implemented the database using **ER diagrams**.
* Played an active role in the team by interacting with welfare business analyst/program specialists and converted business requirements into system requirements.
* Involved in Database design and developed **SQL Queries**, stored procedures on MySQL.
* Used **JDBC** to connect and perform operations on database
* Involved in Unit Testing, User Acceptance Testing and Bug Fixing.