**Bharath Reddy **

**SUMMARY:**

Salesforce Developer/Admin having 7+ years of experience in Salesforce CRM platform.Comprehensive knowledge of platform development, enterprise architecture, agile methodologies, cloud services and web-based applications.

* **Extensive working experience on different work environments included Administration, Development and Production Support of Salesforce CRM application leveraging Force.com platform.**
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in **SFDC Development** using Lightning Application, Apex Language, VisualForce Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Good Experience on Salesforce LightningComponent Design system using standard web based technologies.
* Hands on experience in writing queries using**SOQL**an**d SOSL** in Apex Classes and Triggers.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Expertise in working on Scheduled jobs and **APEX Batch jobs** and executed approval processes, e-mail services and workflows via customization
* Created and updated users, reports, and dashboards in Einstein Analytics to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, **Ant Migration**.
* Expertise in maintaining the functional areas of Data Management, **Campaigns**, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experience working on supporting integrations with third party applications.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
* Good understanding of salesforce **Governor limits** experience in overcoming limitations in Apex, Triggers, SOQL and Batch classes.
* Good knowledge and experience on **sales cloud**, service cloud, **community** cloud and marketing cloud.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Experience in **SFDC** Integration using **Web Service** and Apex Programming, App-Exchange Packages & Custom Applications,Salesforce.com Service Cloud expertise.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**,**CI/CD**, Force.com Plug-in environment, **Ant Migration**, Bitbucket, Jenkins.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.

**TECHNICAL SKILL-SET**

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| **Salesforce Platform** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Service Cloud, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Languages** | Apex, Java, SQL, SOQL, SOSL. |
| **Web Technologies** | HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API , BULK API |

**WORK EXPERIENCE:**

**Lowe’s, Charlotte, NC May 2020- Current**

**SalesForce Developer**

Enabling and developing the CRM technologies that support customer-centric business processes which support sales agents through lead automation, pipeline management and advanced reporting. Building applications for Managers and Sales specialists to actively manage the Pro customers and the Accounts with efficient Account management , Case and Activity management etc.

**ROLES & RESPONSIBILITIES**

* Involved in Salesforce.com Application setup activities and customized the apps to match the functional needs of the organization.
* Worked on Workflow management, Reports and Analytics, Sales Portfolio management and Territory management.
* Working in a team which is leveraging a Salesforce **Sales cloud** & commerce cloud applications to Lowe’s environment.
* Having good experience in designing and development of Ecommerce Solutions.
* Expertise in the following area of Ecommerce solutions - Product Management, Catalog Management, Management Center, Search optimization.
* Experience with configurations like Flows, Process builders, Flows, Email templates , Sharing settings, Validation Rules, Reports, dashboards etc.
* Experience in customizations using Apex to achieve the business needs.
* Experience working with Salesforce CLI.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Converted visualforce components to Lightning components.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications**.**
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning application thereby deployed Applications from Sandbox to Production.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Integrated with ETL with Mulesoft as middleware, provided SOQL and SQL queries to the mulesoft team to load data into Salesforce from ETL.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Retrieved the changes and deployed using Workbench with XML files.
* Worked with organization wide defaults, Role Hierarchies, Sharing rules and manual sharing to implement Record-based sharing.
* Created and maintained various email templates for use in Workflows, Auto Assignment Rules, and Auto Response in **Sales Cloud**.
* Packaged and deployed customizations from Sandbox to other environments using eclipse and changesets.
* Responsible for production support to help end users to resolve issues with agreed SLAs.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Worked on the Salesforce community cloud like how to engage with employees, customers, partners.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Involved in daily standup meetings, Scrum. This resulted in a good solution to the business requirement.
* Interacts with Product Manager to understand complex business requirements as needed and also gives a dev demo to the Product team in a weekly dev demo meetings.
* Experience working with cross-functional teams of supporting technologies and also experienced working in offshore/Onsite model.

**ENVIRONMENT:**Salesforce.com Platform, CLI, FFLib, Einstein Analytics, Mulesoft, VSCode, Bitbucket, Sourcetree, Microstrategy, Talend.

**XPO Logistics, Charlotte, NC Apr 2019 - May 2020 Salesforce Developer**

**ROLES & RESPONSIBILITIES**

* Implemented Service cloud to build applications for Customer Service Agents.
* Worked on end-to-end functionalities related to **Service Cloud, Omni channel, Live Agent, Open CTI, Lightning Dialer and Snap-Ins.**
* Configured **Liveagent** and developed a **webchat** for the customers to communicate with the live agents.
* Worked on **omni-channel** configurations and did custom development to enable **liveagent** and route the **chat cases** to appropriate agents which is skill based routing.
* Implemented Service Cloud including**: Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.**
* Did extensive configurations within **Livegent, omni-channel** and chat settings as per the XPOs Customer Experience Management (CXM) real time issues.
* Created pre-chat forms for users using CSS and JavaScript. Where it can be used by the customers to initiate a communication with customer service representatives.
* Built **CTI ( Computer Telephony Integration)** adapters to integrate with Desktop applications and third party CTI systems.
* Built **CTI** adapters with Salesforce CRM call center used to integrate with their Salesforce Softphone..
* Resolved issues connected to **Call Centers, usage of CTI** adapters and Mobile applications.
* Created custom objects associated with the cases.
* Developed apex batch classes to archive **chatter post** and custom object interactions data daily and monthly basis. Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader
* Experience working across various SFDC implementations covering **Sales Cloud**, Service Cloud, Call center, Chatter & App-exchange applications.
* Created new record types for the custom objects in order to create cases using the appropriate record types.
* Created Workflows, process builders, Assignment rules, visual flows and defined related tasks, email alerts to implement business logics.
* Using process builder created a flow to associate the new chat contacts to the default accounts.
* Did detail impact analysis of critical salesforce security updates which impacts org.
* Reviewed users access to custom settings and custom metadata types through profiles and custom permission sets by activating the new updates.
* Worked on Salesforce&Outlook integration and Lightning Sync in order to save time for sales representatives to switch between the two applications.
* Setup salesforce add-in on Microsoft outlook side-panel to enable the sales teams to track emails relevant to Salesforce records.
* Tested the Salesforce& Yoxel integration to check the compatibility with Org.
* Experienced in various IDE and deployment tools like Metazoa.
* Experienced in building lightning web components using Aura framework.
* Worked on customizations by writing triggers and Apex classes to meet complex business requirements.
* Developed the **Einstein Analytics** Dashboard, including creating all of the data sets and flows, and building each component of the dashboard
* Created custom visualforce pages for communities to provide enhanced look and functionality for the customers
* Writing code for existing JavaScript buttons to make those functional on Lightning Aura framework pages, which includes wiring code in apex programming and JavaScript.
* SFDC administration of profiles, roles, users, page layouts, email services, approvals, workflows, process automation, reports, dashboards, tasks and events.
* Collaborate with the business to assess the cross functional impacts of changes across the Salesforce.com platform and other impacted applications.
* Experience working with Business users and Product owners during UAT testing and demonstrating the Proof of Concepts (POC).
* Project planning, estimating and monitoring.

**ENVIRONMENT:**Salesforce.com Platform, Force.com, Force.com, Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Selenium, SOAP, REST, Sales cloud, Service cloud.

**EFI, Fremont, CA Dec 2017 - Mar 2019**

**SalesForce Developer**

**ROLES & RESPONSIBILITIES**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Using controllers and embedded JavaScript and HTML as needed.
* Implemented web based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Web Pages in **Visual Force** for capturing various customer inquiries and Implemented logic for migrating cases to different queues based on the type of customer inquiry.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Installed Instant Service Chat and Email from the AppExchange to let agents click to create cases from Chat and EMAIL.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Designed and developed User Interfaces for SalesForce users as per requirements.
* Used force.com IDE for developing custom applications.
* Wrote Test Plan and Test Case. Involved directly with the Test Team and did bug fixing using ClearQuest.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE

**Environment:** Salesforce CRM, Salesforce Community Cloud, Communities, Partner Portal, Salesforce Lightning, Lightning Data Services, Apex Classes and Triggers, Workflow, Process Builders, Data Loader, Force.com, Controllers, Triggers, Security Controls, API.

**City of Hope Medical, Duarte , CA Jan 2016- Nov 2017**

**SalesForce Developer**

**ROLES & RESPONSIBILITIES**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers**,** Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented **Service Cloud** including: Service Console, Customer Portal & Communities**, Case Feed**, andKnowledge Base & Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in the project.
* Scheduled **Apex Batch jobs** for processing large records.
* Involved in **Data mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to **SFDC** using **Data Loader**.
* Worked on Data Loader, which helps us to perform **CRUD operation** with the help of CSV files.
* Created email templates and inbound emails using **VisualForce** for customers and clients.
* Used **Sandbox** migrated the code and deployed inbound and outbound change sets instances after testing.
* Implemented the salesforce.com applications using **Agile Scrum** Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Developed Apex restful webservice classes for Java.
* Integrated the **WebServices** for extracting the data from external systems to display in the pages of Salesforce.

**Environment:** Saleforce.com platform, Apex, Visualforce, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, AppExchange, Custom Tabs, Sales cloud, Service cloud.

**CYIENT , Hyderabad, India Jun 2013 - Aug 2015**

**SalesForce Administrator**

**ROLES & RESPONSIBILITIES**

* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Designed custom objects requested by Team Members.
* Created a custom button. When a user clicks on this button it will redirect him to report and displays all related data.
* Created reports, dashboards and custom fields for Salesforce users.
* Created Sandbox and imported data
* Created users with different profiles and roles.
* Created advanced fields like Picklists and Formula fields.
* Worked on CRM applications for data export, import and application support.
* Implemented the lookup and master-detail relationships between objects.
* Built dynamic applications using Visual Force, HTML, and Apex.
* Experience of adding users, maintaining existing users, creating new profiles, cloning existing profiles, assigning roles to the users.
* Created Profiles and implemented Object-level, Field-level and Record-level security.
* Work with the sales team, business partners, and related practice area leaders to prescribe a complete solution to meet project goals as well as longer term needs.

**Environment:** Saleforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Data Loader, Eclipse IDE Plug-in