**Sree Lekha Gaddam**

**Senior Salesforce Developer**

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**PROFESSIONAL SUMMARY**

* Qualified IT professional with 7+ years of experience as **Salesforce CRM Developer** with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object -oriented enterprise applications.
* Experience in scope, design, testing, and deployment and follow up on a multitude of strategic projects within Salesforce.com.
* Proficient with Software Development Life cycle, **Agile** and **Scrum** Methodologies.
* Experience in **Sales Cloud**, salesforce **Communities**, **Service Cloud** implementations,
* Proficient in dealing with functionalities related to **sales cloud**, **service cloud**
* Used **Email to case**, **Web to Case** features and created a community where the customers can create, update and manage their cases.
* Hands on experience in advanced **APEX/Visualforce** development, including high volume data processing, managed packagesand metadata API.
* Experience building new apps with**Lightning App Builder** and **Lightning Components**
* Worked on **LWC** with lightning components
* Built reusable **UI/UX** components with **lightning component framework.**
* Experience in creating**Apex classes**, **Triggers**, **ApexScheduler, Batch classes**, **Apex Web Service, Visual Force (Page, Component & Controllers).**
* Hands on experience in working on **Scheduled jobs** and **APEX Batch jobs** and executed approval processes, e-mail services and workflows via customization.
* Extensive experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules automation** for implementing complex business process automations.
* Experience in creating**Custom Objects**, outlined **lookup** and **master-detail relationships** and **Junction objects** to implement many-to-many relationships on objects and **Roll-up Summary** fields to aggregate data from child records on the parent.
* Hands-on experience in designing of custom objects/fields, page layouts, Workflow Alerts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, and Email generation according to applicationrequirements.
* Hands on experience with **Profiles**, **Permission sets**, **Organization Wide Defaults** and **Roles**.
* Experience in working within the governor limits when integrating using **SOAP** and **REST** API’sfor both inbound and outbound integration with Salesforce.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers
* Worked on **Journey Builder**, **Email Studio**, **Advertising Studio** / **Marketing cloud**.
* Experience in **Data Migration**using Import Wizard, Excel Connector, Workbench and other integration tools like **Apex Data Loader**
* Experience working in different environments like Production, Sandbox
* Created **Unit Test Cases** and reviewed the tester test scenarios based on the functionality.
* Expertise in querying Salesforce database using **SOQL, SOSL** to get the data
* Experience with source control tools **Git**, **Bit bucket**, **Gear set**, **Change sets**fordeployments
* Installed Salesforce AppExchange Apps and Deployed Customization from Sandbox to another environment by, Change Set, API and custom user interfaces using HTML and Apex tags
* Experience in Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Versatile team player with excellent analytical, presentation and inter-personal skills.

**TECHNICAL SKILLS**

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| **Sales force.com** | Salesforce CRM, Apex Classes/Controllers, Apex Triggers, Visual Force Pages/Components, Lightning component Framework, LWC,Apex Web Services, Case Management, AJAX, Workflows, Flows, Approval processes, Dashboards, Reports, SOQL, SOSL, page layouts, custom Objects, fields, formulas, validation rules, Sand Box development and Testing |
| **GUI/TOOLS** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Workbench |
| **PROGRAMMING LANGUAGES** | Java Script, Apex, C, C++ |
| **WEB TECHNOLOGIES** | HTML, CSS, Web services, XML, Jquery |
| **OPERATING SYSTEMS** | Windows Vista, XP, 7and OS X (Mac) |
| **Databases** | MS Access, Oracle 8i/ 9i/ 10g/ 11g and MySQL |

**CERTIFICATION**

* Sales force Platform Developer 1

**PROJECT DETAILS:**

**Amazon, Seattle, WA Sep 2021 - Till Date**

**Role: Sr. Salesforce Developer**

Amazon.com INC is a multinational technology company which focuses on e-commerce, cloud computing, digital streaming, and artificial intelligence. The Sales force CRM application developed is used by the stakeholders to keep track of planning, finances, budgets.

**Responsibilities:**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed Solutions involving customization
* Involved in **requirements gathering**for Salesforce implementation and documented the Business and Software Requirements
* Experience in building reusable UI components and pages with **Lightning component framework.**Embedded **Lightning Components in Visual force page** by using new Lightning Out feature by event-driven programming.
* Worked on Salesforce **Lightning Components** for building customized components
* Worked on **LWC** along with Aura Frame work
* Created multiple lightning components and **LWC** to enhance the existing functionalities.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with lightning.
* Designed and developed Application with Apex programming language at backend and Visual Force pages as user interface
* Developed different **Visual Force Pages** to suit the needs of the application using different Visual force components.
* Implemented customizations using **Apex controller classes custom**, **Extensions**, **visual force pages and triggers**
* Developed rich UI using **custom cascade style sheets** in visual force pages and used java script, JQuery for client-side validations
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder
* Automated processes using Salesforce automation tools, such as **Process Builder**, **Workflows, Formulas, Flows, Assignment Rules**
* Designed various **Approval processes, flows** for automating business logic
* Designed, developed and deployed the **Custom objects**,**fields**,**Page layouts**, **Custom tabs**, **Components** to suit to the needs of the application.
* Developed custom UI suing **CSS, HTML**, Visualforce components and used JQuery, JavaScript for front-end validation.
* Created **formula fields**, cross relationships between Objects and designed**validation rules**
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed various **Custom Objects**, **Tabs**, and **Entity-Relationship** data model, validation rules on the objects, tabs, Components and Custom links.
* Created**profiles, roles** and configured**permissions** according to organizational hierarchy requirement
* Worked on **permission sets**, **public groups**, **sharing rules**to restrict the access for users
* Created, configured various **Reports** and **Report Folders** to assist business users to better utilize Salesforce organization
* Written **SOQL**, **SOSL, Aggregate, Relationship queries**in apex classes to retrieve datafrom Sobjects
* Implemented **Batch classes** for automated updates and Bulk update of data
* Implemented best practices to avoid Governor Limits in apex classes and triggers
* Involved in writing **test classes** and checking the code to ensure code coverage before pushing them into the production
* Involved in Developing, Testing and Deploying the application in UAT and QA environments.
* Used **GEAR SET** tool for deploying changes to higher environments
* Used **QUIP** documents to document and track the code changes, Bug fixes, enhancement requests etc.
* Used Sandbox for testing. created managed packages and migrated them between Sandboxes and Production environments for final implementation

**Environment**: Salesforce.com IDE, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, dataImport wizard, Gear Set Migration Tool, Windows 10, Validation Rules & Formulas, Security Controls, Sandbox, Production.

**Juno Therapeutics, Seattle, WA Dec 2019–Aug 2021**

**Role:Sr.Salesforce Developer**

Juno Therapeutics is a biopharmaceutical company.The company was launched with a remit to develop a pipeline of cancer immunotherapy drugs. The Sales force CRM application developed is used by the various teams to keep track of patients, related treatments, contact information and activities.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on **salesforce communities**.
* Experience with SFDC Service console, customer portal, **customercommunities**.
* Enhanced **Communities** by adding new fields, field sets using Salesforce lightning.
* Worked on different portals in salesforce **Communities**.
* Worked on Salesforce **LightningComponents**for building customized components
* 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.
* Created many **Lightning Components** and server-side controllers to meetthe business requirements.
* Retrieved some data and its functionality from **Third-Party API’s** and displayed within the lightning component.
* Created multiple **Lightning Components**, added **CSS**and Design Parameters that makes the Lightning component look and feel better
* Worked on **Lightning web Components** to enhance the existing lightning components logic
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Customized standard features like **auto response**, **Assignment**, **escalation rule**s on Lead and case objects
* Implemented Security and **Sharingrules** at Object Field and Record levels for different users in the organization.
* Worked on creating and assigning **Profiles**, **Object level Security**, **Field level security**, **Roles**, and **Public Groups** for the users.
* Created **lookup** and **master**-**detailrelationships** on the objects and created junction objects and various advanced fields like Pick-list, Field Dependencies, Custom Formula, Approval Process, field updates and Email generation.
* Integrated **Batch Apex** that call outs to external web service in Batch Mode.
* Worked on creating **Flows** and **Process Builders** to minimize the use of workflows.
* Created multiple **Email Templates** for Advertising purpose.
* Worked on developing **Page Layouts** and **Record Types** for various custom objects
* Developed customized **Reports, Dashboards** for business users
* Designed, developed **apex classes,controller classes** and **apex triggers**, for various functional needs in the application.
* Worked to handle **governor limits** of heap size, view state problems, Maximum Soql queries Execution etc..
* Worked on Integrating Salesforce systems using **SOAP** and **REST** API's.
* Migrated data from Excel and CSV files to SFDC using **DataLoader** and **DataImportWizard**.
* Experience with source control tools **Git**, **Bitbucket**
* Experience with **JIRA** for Tracking the sprint activities

**Environment**: Salesforce Communities, QA, UAT servers, Apex classes/Triggers, Aura Frame work, GIT, Bit Bucket, Email Templates, Flows, Process builders, Validation Rules, HTML, CSS, JIRA,Work Bench, Sand Box, Production

**Hulu, Santa Monica, CA Oct 2018 – Nov 2019**

**Role: Salesforce Developer**

Hulu is a U.S based subscription video service provider.Designs data-centric applications using force.com to keep the records and data of the customers. By implementing Salesforce CRM, it streamlined subscriptionprocesses, improved collaboration within departments, which resulted in more visibility to the customer’s data.

**Responsibilities:**

* Performed the role of SFDC developer and interacted with various business user groups for gathering the requirements for salesforce.com and CRM implementation.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Created **Lightning Component Tabs** and **Visualforce Tabs** using **Lightning Components.**
* Upgraded some Apps from Salesforce Classic to **Lightning** Experience to develop rich user interface and better interaction of pages.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Developed advanced **reports**, **dashboards**, and portals in **Marketing Cloud** and other business intelligence tool
* Migrated financial transactions using **Data loader** tools that enabled ease of account reconciliation of variousaccounts.
* Worked on **Email Studio, Content builder**, **journey builder**to develop and automate **email templates**
* Created and maintained **Email Marketing campaigns**
* Worked on **content builder**, created content templates.
* Managed **automated Email Campaigns** in the email provider platform, including setup, testing, deployment and reporting.
* Conducted **A/B testing** on copy, layouts, offers and **targeting of email promotions**.
* Developed many **Validation Rules**, **Workflow Rules**, and **Triggers** on the object to achieve the functionality as per the business requirement.
* Worked on creating and assigning **Profiles**, **Object level Security**, **Field level security**, **Roles**, and Public Groups for the users.
* Integrated web services by generating the necessary stubs from the **WSDL** files for extracting the data from the other systems.
* Created **change sets** and migrated them from sandbox to production environment.
* Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Extensively worked with JIRA, AutoRABITand Pivotal Tracker to track requirements and status.
* Performed under highly Agile environment with daily Scrums

**Environment:**CRM, Apex Language, Visualforce, Controllers, Aura Frame work,Marketingcloud, Web Services, REST, XML, JSON, Bit Bucket, Workflows, Approval Process, Data Loader, Java Script, jQuery, HTML, AJAX, CSS, Eclipse, Force.com IDE, Developer Console

**Volkswagen/Auburn Hills,MI Nov 2017–Sept 2018**

**Role: Salesforce Developer/Admin**

The Volkswagen Group of America, Inc, is an automobile company which controls VW Credit, Volkswagen's financial services and credit operations. The Sales force CRM applications are used by the teams to keep track of customers and activities.

**Responsibilities:**

* Developed and Customized salesforce.com application based on the user needs.
* Configured various standard objects like **Accounts**, **Contacts, Leads, Campaigns, Opportunities, Quotes, Reports, Products,** and **Cases.**
* Experience in **APEX** Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Designed, maintainedSalesforce standard objects, custom objects and junction objects
* Implemented data security using **OWD** and sharing rules as per business needs.
* Created multiple profiles, roles, page layouts, record types and configured permissions and permission sets based on the Organization requirements.
* Worked and maintained the front-end functionality of the Website from scratch Using HTML, CSS and JavaScript.
* Involved in configuration enhancements for **CPQ** and **CLM** functionalities.
* Experience in salesforce **CPQ** implementation as well as ongoing maintenance and support.
* Integrated **CPQ** system with **sales force CRM**.
* Implemented quote approvals using **CPQ** Cloud in-built approval functionality.
* Supported and improved sales cycles by implementing **CPQ** solutions
* Worked with Dynamic Apex to access Objects and Field values based on user inputs, execute dynamic SOQL, SOSL and DML queries.
* Performed **Sales Cloud** configurations and used its features such as Lead Management, Email integration, and Sales Forecasting.
* Designed, and developed the Custom objects, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Involved in designing automated billing and generation of invoices
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Integrated **Batch Apex** that call outs to external web service in Batch Mode.
* Used **data loader** and **import wizard** for migrating data intosalesforce from external files**.**
* Created **workflow rules** and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Provided ongoing support to internal users helping them getting used to the applications.
* Created Inbound and Outbound Change sets and deployed the changes to Production

**Environment**: Salesforce.com Platform, Data Security, salesforce CPQ, data loader, developer console, Apex Classes, Apex Triggers, Visual force pages, Validation Rules, Reports and Dashboards, Workflow rules, Sand box, Production

**Goldman Sachs Inc, Salt Lake City, UTOct2015-July 2017**

**Role:Salesforce Developer**

The Goldman Sachs group, Inc., is a multinational investment bank and financial service company. It offers services in investment management, securities, asset management. The Sales force CRM application developed is used by the sales teams to keep track of customers, their contact information, opportunities in pipeline and activities.

**Responsibilities:**

* Interacted with various business user groups to gather the requirements and documented the requirements.
* Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed **apex REST web services** classes for external applications accessing salesforce.com data with restricted access.
* 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.
* Worked on creating **Flows** and **Process Builders** to minimize the use of workflows.
* Designed, developed apex classes**,** controller classes and apex triggers, for various functional needs in the application.
* Collaborated in developing email services that changed approval and ownership statuses of records.
* Designed various Webpage’s in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Experience working with Force.com IDE, Data Loader and salesforce.com Sandbox environments
* Created, tested and deployed a web-to-lead instance and a lead-to-opportunity-to-contract conversion workflow process.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports.

**Environment**: Sand box, Dev console, Custom Objects, Formulas, Profiles, roles, process Builder, OWD, Sharing settings, Unit testing

**EDUCATION:**

* Bachelor’s degree in Electronics and communications engineering with IT minor from Vignan’s University.
* Master’s degree in computer engineering from California state university, Los Angeles, CA