**Sumanth Samudrala**

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**SUMMARY:**

* Around 9 years of professional experience in Application Software Designing, Development, Implementation.
* Around 6 plus Years of experience with Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration.
* Developed to make the application for the disabled users and drive them through the application successfully.
* Good understanding of Software Development Life Cycle (SDLC) and Agile with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Experience working with Apex classes, Triggers, VisualForce components, VisualForce pages, Controllers and Controller Extensions, Components and Application Design and Development on Multi-tenant Force.com platform IDE, SOQL, SOSL.
* Experience in developing and implementing projects in test-driven and agile environment.
* Hands on experience in implementing CRM business processes like Campaign Management, Lead Management, Accounts, Contacts, Forecasting, Pipeline Management, Order Management and Case Management.
* Experience creating Custom objects and integrating existing desktop and web apps with Legacy mainframe systems.
* Experienced in implementing Vlocity, Visualforce pages, Web Services, Components, Tabs, Custom Objects, Analytic Snapshots and Dashboards to achieve complex business functionalities.
* Advanced understanding of Salesforce fundamental concepts (application, data and security) and CRM domain knowledge (Sales Cloud, Service Cloud and Marketing Cloud).
* Implemented Security and Sharing rules at object, field, record level for different users at different levels of organization.
* Worked with Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
* Proficient on Administrative like creating Objects, Profiles, Roles, Users, page layouts, workflows and Approval process.
* Experienced in analyzing and documenting business requirements, entity relationships diagrams and implementing them to Salesforce custom objects, Junction objects, Master and look up relationships and monitor them using Schema browser.
* Designed and Developed Vlocity CPQ for couple of telecom clients.
* Experience in Data Migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard.
* Good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Experience on creating custom Web services API, Self-Service portal for case management and integrated with external applications using SOAP and REST.
* Experience in wide range of languages and technologies such as Object-Oriented Programming JAVA, AJAX, HTML, CSS, Java, JavaScript and XML.
* Strong knowledge in App-Exchange Applications for Integrating with Third Party Applications.
* Design and implementation experience in Integration patterns in conjunction with Force.com, Apex triggers, Process Builder, Workflows, Validation rules, Canvas, Message Queues, bulk APIs.
* Experience in working with Salesforce.com Sandbox and Production Environments.
* Expert in generating and analyzing Custom Reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Proficient in change management using tools like Changesets, Eclipse IDE, ANT, GITHUB, CLI and Developer console.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Good knowledge on new release of lightning design system and lightning components.
* Experience working on Napili, customer and Partner Template using lightning components. Call center, Chatter, Live Agent, Email to Case, Web to Case.

**EDUCATION:**

B.TECH in Computer Science Engineering from Jawaharlal Nehru technological university 2010

Master’s in Computer Science from New York institute of Technology 2015

**TECHNICAL SKILLS:**

**Salesforce Technologies :** Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components &

Controllers), Apex Web Services, Apex Data Loader, AJAX, Dashboards, Reports, Analytic

 Snapshots, Custom Objects.

**Salesforce Tools :** Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector,

 Force.com Platform (Sandbox and Production), Force.com, Migration Tool.

**Languages** **:** C, Java, J2EE, Apex.

**Database** **:** Microsoft SQL Server 2008/2005, Oracle 8i/9i/10g, SQL&PL/SQL.

**Web** **:** JAVA SCRIPT, HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP.

**Data Management Tools** **:** Informatica, Eclipse, Rational Rose Enterprise, TOAD, SQL Enterprise Manager, SQL Query, Analyzer

**PROFESSIONAL EXPERIENCE:**

**Hilton Worldwide, Dallas TX March 2018 to Till Date**

**Salesforce Consultant.**

**Responsibilities:**

* Involved in High level customization of application which includes VisualForce Pages, Apex Classes, Batch Apex and Scheduled Apex, Apex Email Services as per the Requirement
* Developed Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Retrieved data from Third-Party API’s and displayed within the custom lightning component.
* Involved in using lightning process builder and workflows. Created lightning components, apps, pages and customized lightning components using JavaScript and jQuery.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS) and embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Built lightning flows which empowers the business to extend the power of process automation to the call center agents so that they can quickly create and resolve cases to have a better experience to the guests.
* Worked integrating SFDC with External System using Web Service API, Rest-Based API, Bulk API, and Outbound Messaging.
* I was been part of developing few frameworks to make the API callouts Asynchronously across the organization by leveraging the salesforce features like Continuation Framework.
* Implemented continuation framework that makes asynchronous callouts to avoid the long running transaction limits. Also, utilized JavaScript Remoting to avoid Continuation State and View State errors.
* Worked on salesforce different API’s like SOAP web services, REST Service, Bulk API, Streaming API, Chatter REST API, Metadata API and Tooling API.
* Experience in implementing the Salesforce SurveyForce in triggering surveys to the guests and storing the survey responses back into the salesforce and building the reports & dashboards for business users.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS) and embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Integrate Qualtrics with Salesforce to trigger the survey to customers when a case is closed to get the feedback to improve the agent performance and help the customers to resolve their issues.
* Implemented Google API services to show the properties for an agent based on the latitude and longitude of the property.
* Experience in generating the API stubs from the Swagger specification provided by the API team by running Node JS scripts and make it available for the developer’s utilization.
* Spreading and making the stakeholders realize the benefits of Accessibility Computing for people with disabilities.
* Integrated Salesforce with computer-telephony integration (CTI) systems to allow service agents to make and take calls on Lightning Platform using Open CTI API’s. Apple Business Chat, Salesforce Live Agent.
* Implemented and customized Knowledge Base and article management as per the Requirement and created Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.

**Environment**: Saleforce.com platform, service, sales and marketing cloud and marketing cloud, Apex Language, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Reports, Dashboards, Custom Objects, Jitterbit, Custom Tabs, Web Services, mulesoft, Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.

**EagleCreek/IPSwitch, Lexington MA April 2017 – Jan 2018**

**Salesforce Consultant.**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL & SOSL for data Migration needs of the application using platform database objects.
* Worked on sales cloud, community cloud, Design and develop Apex Triggers.
* Worked on building Lightning Components by event-driven programming, where handlers were writing that respond to interface events as they occur. The events have been triggered by user interaction. Which includes the aura Component Framework and involved in building Lightning Component using the aura framework.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Work with custom application development in force.com, utilizing Visualforce and Lightning components/ aura Framework.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts to implement business logic.
* Configured Vlocity Omni – Scripts to maintain guided interactions and develop the script configuration.
* Used Vlocity Rating method to design the plans for each product attribute and use them for integrating with external systems.
* Created several versions of Vlocity Omni-scripts to avoid duplication and merge the data into the application.
* Used Data Raptors to load the Data into the Salesforce standard objects and transform the data on to the UI. Developed Vlocity cards and consoles to configure layouts and flyouts in the User Interfaces.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations
* Create Lead management, case management using in partner community using Lightning and visual force pages.
* Worked on java script chat buttons in Live agent, deployment using live agent Id to test, UAT, Prod. To case creation using Apex class, sent notifications using process builder, Web to case, Email to case.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created workflow rules, define related tasks, Process builder, email alerts, field updates to implement business logic.

**Environment**: Saleforce.com platform, sales community and marketing cloud, Apex Language, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Reports, Conga composer, Dashboards, Jitterbit, Custom Objects, Custom Tabs, Web Services, Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.

**Maryland health benefit Exchange (State of Maryland), Baltimore MD Jan 2017 – May 2017**

**Salesforce Consultant.**

**Responsibilities:**

* Design, develop, maintain and support enterprise CRM applications in Salesforce.com including developing Apex Triggers, Visualforce Pages and Apex Classes.
* Involved in various activities of the project, gathering business requirements, and convert them into technical design.
* Used Salesforce.one for managing navigation and built custom Visualforce components with J Query Mobile and AngularJS
* Developed various Apex Classes, Controller classes and apex triggers for various functional needs in the application. Used Force.com Eclipse IDE for developing Apex pages and Triggers for deploying the projects components into different Sandbox Environments.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to Visualforce pages.
* Created Visualforce pages to provide customer status to sales team, UI to the custom objects, executive team based on different geographical location filters.
* Implemented Knowledge base for service cloud, service console component to enable knowledge base in the side bar.
* Introduced and implemented SFDC Territory Management functionality to users, which required a complete overhaul of account assignment processes.
* Created custom article type and fields enabled for the profiles, loaded articles for Knowledge base.
* Created workflow rules and defined related tasks, custom settings, custom metadata, email alerts and field updates for a standard/custom object to implement business logic.
* Worked with Wrapper classes to pass the data from the controller to the case
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Proficiency in data migration and integration using data loader using ETL tools for handling large data volumes.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Provide direction for all system testing efforts including functional end testing, validation testing user acceptance testing.
* Used the sandbox environment for testing and migrated the code to production after testing. **Environment**: Saleforce.com platform, Apex Language, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Reports, Dashboards, Custom Objects, Custom Tabs, Web Services, Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.

**CVS Pharmacy, Lincoln, RI** **May 2016 – Dec 2016**

**SalesForce Consultant.**

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer’s business and technical environment.
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and worked with stakeholders and project teams to prioritize collected requirements.
* Involved in SCRUM process of AGILE methodology in Requirement Gathering, Analysis and Code Development through Iterations.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented the requirements on Salesforce.com platform and Force.com.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content.
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* Developed Custom Validations to override the Salesforce default validation rules.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* Integrated with external system using Web Services for cleansing the Address and save the data in the pages of salesforce.com.

**Environment**: Apex language, Visual force pages, Data Loader, Conga composer, HTML, Workflows, Approvals, Reports, Custom-Objects, Analytical Snapshots, Security Controls, SOQL, SOSL, Force.com platform (Sandbox and production), Force.com IDE.

**John Hancock, Boston, MA April 2015 – Dec 2015**

**Salesforce Consultant,**

**Responsibilities:**

* Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages and Custom Approval Processes.
* Created Custom fields, picklists, dependent pick lists, Custom Settings and validation formulas to the custom objects.
* Added Budget object to the Campaign resulting into ability of managers to effectively allocate budgets and review based on reporting.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partner portals.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Created layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Worked on Apex Data Loader to migrate data such as accounts, campaigns from legacy system.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Provided support ongoing salesforce.com maintenance and administration services including custom objects, workflow, campaign management and triggers.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.

**Environment:** Salesforce.com CRM application platform, sales community and marketing cloud, Apex language, Visual Force, Workflows, Data loader, HTML, Reports, Email services, Sand box Force.com IDE, Security controls.

**New York Institute of Technology, New York, NY May 2014 - April 2015**

**Salesforce Consultant,**

**Responsibilities:**

* Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages and Custom Approval Processes.
* Created Custom fields, picklists, dependent pick lists, Custom Settings and validation formulas to the custom objects.
* Added Budget object to the Campaign resulting into ability of managers to effectively allocate budgets and review based on reporting.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Created layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Worked on Apex Data Loader to migrate data such as accounts, campaigns from legacy system ACT.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.

**Environment:** Salesforce.com CRM application platform, Apex language, Visual Force, Workflows, Data loader, HTML, Reports, Email services, Sand box Force.com IDE, Security controls

**Tavant Technologies P.Ltd, India Apr 2011 – Aug 2013**

**Role: Java Developer**

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles framework, Struts, and UML
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database
* Used Eclipse as an IDE and Apache Tomcat as an Application Server
* Testing and debugging the project for proper functionality and documenting modules
* Used Ajax in one of the modules to do asynchronous changes to the pages
* Developed client request validations and processing using JavaScript
* Involved in writing the Stateless Session Beans
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool
* Used JNDI realms to authenticate users in a web application
* Solely responsible for writing the automation tool in java for manipulating the dates
* Developed front-end form validations using JavaScript
* Used VSS for version control management
* Developed Session and Entity Beans to implement business functionality
* Used Application Assembly Tool for generating War and Ear files and for deployment to the Application servers
* Involved in writing Junit test scripts to check the functionality of the middle tier and aid in debugging phases
* Worked on XML conversions and validations
* All java components are ported into Web logic Application server running on Linux
* Also ported on Windows NT/IIS server with Servlet Exec 3.1 as JSP Engine.

**Environment**: RAD 6.0, WAS 6.0, Struts 1.2, Spring Framework 1.2, Java 1.4.2, JSP 2.0, HTML, XML, XSL/XSLT, JavaScript, JavaBeans, AJAX, Oracle 9i, RMI, WINCVS, Windows XP, UNIX.