Ravi Kantamneni

Sr SALESFORCE DEVELOPER

Email: KPHUMANA@GMAIL.COM

Phone: +1 (513)-443-3775

**PROFESSIONAL SUMMARY:**

* As a Salesforce Certified Professional with around 8+ Years of experience in Application Design, Software Development Life Cycle (SDLC), Development and Implementation of various It Projects.
* Experience across various SFDC implementations with Sales Cloud, Service Cloud, Marketing, Chatter and AppExchange applications
* Extensive experience in application design, customization, development, support on Salesforce.com platform and web-based application using Apex.
* Experience with development using Apex classes, Triggers, Apex Test Classes for SFDC unit testing and written Batch apex for complex data processing.
* Strong experience in Software Development Life Cycle (SDLC), Agile development environment, sprint planning and Software Testing Methodology.
* Experience in Salesforce lightning features like activities, Opportunity board, Customizable dashboard.
Customized existing Visualforce to align with Salesforce new Lightning UI experience.
Created Lightning Components, added CSS and Design Parameters that makes the Lightning component look and
* Feel better
Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side
* Controller.
Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning
* components.
Created Apex methods for the lightning controller and helper methods to perform DML operations on the case
* Strong Knowledge in Salesforce Administration, Configuration, Implementation and Support of Salesforce CRM
* Extensively worked on querying Salesforce.com database using SOQL and SOSL queries with force.com
* Worked on Configuration of various SFDC standard objects like Leads, Accounts, Contacts, Opportunities, Case Entitlements, Service contracts, Reports and Dashboards
* Experience in CRM business process like Forecasting, Territory Management, Campaign Management, Lead Management and Case Management
* Good understanding of Salesforce.com Setup menu, configuration, custom application development, administration and deployment of applications to force.com platform
* Experience with Salesforce.com Security settings, creating profiles, roles, Sharing rules, and Email services.
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support business processes and recommended solutions to improve their processes using salesforce.com.
* Experience in Sales Cloud development, integrations and customization of the applications as per the client requirements
* Experience in working with Eclipse IDE with Force.com plug-in environment for writing business logic in Apex and Visualforce pages
* Integrated Salesforce.com applications with external systems data using Web Services and Apex callouts with SOAP and RESTful web services.
* Experience in using Change sets, Force.com IDE and TFS for deploying changes from one instance to another.
* Good knowledge in CRM business processes like Campaign Management, Lead management, Case Management, Marketing, Customer Service and support.
* Experience in OOPs involving analysis and design and development of web-based applications using Java and UI with HTML, CSS, JavaScript and J2EE.
* Extensive understanding of the Force.com AppExchange directory, to easily execute and automate marketing campaigns from within Sales force CRM and data security features with secure hardware tokens to create a failsafe login authentication process.
* Implemented Salesforce to Salesforce integration using Rest API.
* Worked on Apex development to create objects, triggers, Ajax toolkit, and different controllers with extensions.
* Well versed on-premise infrastructure integration for Salesforce.com using Force.com platform web services and third-party packages.
* Responsible for data load operations using Apex data loader and Informatica Data Loader.
* Experience in Database SQL and Pl/SQL.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

***Technical Skills:***

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| --- | --- |
| Salesforce Technologies | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, VF page(Visualforce Pages) / Components, Apex Web Services, ApexCustom Controllers and Extension, Agile Methodology, Service CloudConsole, Workflow Approvals, Dashboards, Communities |
| Languages | OOPS Concept, SQL, Apex |
| Databases | Oracle 11g/10g/9i, MYSQL, DB2  |
| Web Technologies | JavaScript, HTML, XHTML, XML, WSDL |
| GUI and Tools | Eclipse, Force.com IDE, Apex Data Loader |
| Servers  | AIX, Weblogic9.x, Tomcat/Apache5.0 |
| File Transfer  | WinScp |
| Operating Systems  | Windows (2007,2008,2010), Mac Sierra, Unix |

**PROFESSIONAL EXPERIENCE**

**Humana – Cincinnati, OH June 2018 – PRESENT**

**SR. SALESFORCE DEVELOPER**

**Project:** This is a Humana Pharmacy mail order service maintenance project. To Improve faster Medication Process, Delivery Process and also Reduce AHT (Average Handling Time). For every Second of AHT Improvement, on Average Humana gets benefit of 88K to 120K per annum.

For These Project we created a Replica App of Pharmacy CRM Service APP for Pilot Users. Do the changes needed in Dummy App with the needed Cartoon Data. And make the changes available to only pilot Users with the help of Permission Sets. Once Approved By Pilot Users Those changes will be Deployed to CRM Main Stream Through TFS which will be Effecting 15000 End Users.

**Responsibilities:**

* Created New Applications and Permission Sets for Pilot Users
* Controlling the changes with the help of permission set to Pilot Users without affecting Main Stream End Users after Deployment.
* Developed various Apex Triggers, Apex Classes, Controllers and Extensions for various needs in the application.
* Worked on Page Layouts, Record types, Validation rules, Workflow rules and Process Builder for Lead management.
* Integrated Salesforce with legacy systems using Rest API for Service cloud.
* Implemented Salesforce development for business using Visualforce pages, Visualforce components, and SOQL queries.
* Worked on Agile environment Team foundation server for PBIs, tracking and issues.
* Worked on different sandbox environments to develop and test the changes as per the business requirement and acceptance criteria.
* Worked on Visualforce pages, JavaScript and AngularJS for developing fast responsive and rich textured Web page.
* Used Custom Components and jQuery (For color coding) to make the commission Visualforce pages more readable and flexible to edit in future.
* Implemented SOQL and SOSL queries with consideration to Governor Limits for Data manipulation needs of the application.
* Implemented solutions for Reports and Dashboards for the Business to meet their criteria.
* Implemented Test Classes for successful deployment to production org.
* Created the Custom fields for sales force CRM content management.
* Created Custom Components and Implemented individual Lightning components for service cloud to pull the related information of the Consumer cross channel management.
* Experience in working with out of the box lightning component, handling events, and implemented the Lightning out for Visualforce pages.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on SLDS, Data service, and Quick Actions in Salesforce lightning.
* Created custom components using JavaScript on Client side and apex on the server side in Lightning
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Co-ordinating with Dev-Ops Team for code check-in process through TFS
* Following the Code-in process in Jenkins to ensure no build failures are happening.
* Fixing the Deployment and Build Errors.

**Environment:** Salesforce Unlimited Edition, Triggers, Apex classes, Visualforce Pages, Controller, Controller extensions, REST API, Reports, Dashboard, TFS and Eclipse IDE, JavaScript, Bootstrap, OOPS Concepts

**MEASURED PROGRESS - DOVER, NH July 2017 – May 2018**

 **SALESFORCE DEVELOPER/ ADMIN**

**Project:** In Salesforce, standard feature for every Quote, there is an option to get quote PDF. PDF contains some existing and standard fields of Quote. In this project quote template modification has been done. New quote template contains not only fields from quote, as well as fields from quote line items. Some of those fields are existing and some are calculated/modified. In template Terms and Conditions text is also modified as per requirement.

***Responsibilities:***

* Experienced Salesforce.com Developer and Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Worked on Financial Force for financial revenue management, reporting and Accounting.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Analyzed the business requirements and customize standard CRM functionality, and developed new custom functionality.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Worked on @future Method to execute long run Call out operations to Web Services.
* Designed and developed Visual Force pages based on the business requirements
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Developed Complex Apex Batch Jobs and changes to the existing Jobs for better Performance.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key functionalities.
* We developed the services by using the spring AOP and injecting the services to other components through the Spring IOC.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created formula fields and Roll-up summary to validate the information provided by the customer using validation rules
* Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Exported data from legacy system and imported into SFDC through Apex data loader for data migration.
* Integrated SAP to Salesforce.com using Enterprise WSDL.

***Environment*:** Saleforce.com, Apex, Visualforce pages, Triggers, Batch apex, Agile Methodology, Web Services, HTML 5, CSS, Eclipse, Data loader, JavaScript, Bootstrap, OOPS Concepts

**Link well Tele systems - HYD, INDIA MAY 2013 – DECEMBER 2015**

**SALESFORCE DEVELOPER/ADMIN**

**Project:** The client's business needed a Content Management System to be built on Salesforce platform with business-specific customizations. We developed, in phases and as per our client's requirements, the Content Management System on Salesforce platform with custom functionalities like form generation, marketing automation, social networking service functions, database marketing functions, and various controllers to cater to the client's evolving business needs.

**Responsibilities:**

* Written low-level design for features Document Creation, Container Creation and Document Relocation.
* Handled assignments in developing UI pages using JSP, Html, CSS and JavaScript technologies for modules in BDMS.
* Involved in understanding business requirements and functionality of Cost Management Reporting.
* Involved in drawing the UML diagrams such as Use Case Diagrams, Class Diagrams and Sequence Diagrams using Rational Rose.
* Developed presentation layer using HTML, CSS, JSP and JavaScript.
* Involved in implementing Value Object Pattern, MVC & Singleton Pattern.
* Analyzed the business requirements and customize standard CRM functionality, and developed new custom functionality.
* Created the Custom fields for sales force CRM content management.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Implemented Agile and Lean principles to ensure speed-to-market of solutions and maximum business value capture.
* Designed and developed Visual Force pages based on the business requirements
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Developed Complex Apex Batch Jobs and changes to the existing Jobs for better Performance.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.

***Environment*:** Saleforce.com, Apex, Visualforce pages, Triggers, Batch apex, HTML 5, CSS, Eclipse, JavaScript, Bootstrap, OOPS Concepts

**BODHTREE - HYD, INDIA JUNE 2010 – MAY 2013**

**SALESFORCE DEVELOPER/ADMIN**

**Project:** This is for an education system. Entry point is Contact. From contact new form which creates Student type contact. Student holds all relevant information as input fields. Student information creation will also hold information of Class Schedule chosen for that student. There are Registered classes in system. From within those classes, a student can select his/her schedule and time for attending class. Courses are also available to choose from. Attendance of students are also kept in system. After examination grade and population of transcript for each student is there. Apart from start from contact, also quick link to register is there at system at side menu of salesforce UI.

**Responsibilities:**

* Communication with clients on the project requirements, schedules.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Involved in creation and maintenance of Custom objects, Tabs, Fields, Record types, Page layout as per business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
* Created Data Validation rules and Formulas as per business requirement.
* Help users with Chatter teams/Groups and follow application as well.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpage in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used Email templates in HTML and Visual Force.

***Environment*:** Saleforce.com, Apex, Visualforce pages, Triggers, Batch apex, HTML 5, CSS, Eclipse, JavaScript, Bootstrap, OOPS Concepts

**EDUCATION:**

Bachelor’s Degree in Electronic and Communication Engineering, Jawaharlal Nehru Technological University, Andhra Pradesh, Year 2010

Master’s Degree in Computer Information System at New England College, New Hampshire, Year 2017