**Rohit Reddy Pullaiahgari**

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**571-992-4444**

**Sr Salesforce Developer / CRM / Apex Expert**

**SUMMARY:**

* 8 years of experience in Salesforce CRM platform.
* Having good knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis,
* Designing, Development and Testing.
* Participated in Scope, design, development, testing, training, development, implementation and follow up on multitude of strategic projects within Salesforce.com as a Salesforce.com Developer and Administrator.
* Good understanding of different SDLC methodologies like Agile and Waterfall.
* Experience in Administration, Configuration, Implementation, Lightning, and support.
* Expertise working on various SFDC implementations including Lightning Application, Sales cloud, Service cloud, Marketing cloud, Call center, Chatter and App-Exchange applications.
* Good experience on Salesforce Lightning. Experience in third party integration with ERP.
* Profound experience using Apex, Visual force, Force.com IDE SOQL, SOSL for developing custom applications and solutions.
* Worked on Salesforce Import and Export wizard, Work bench, Informatica on Demand, Force.com
* Migration tool, Pentaho, Apex data Loader, Mass Delete, Excel connector etc.
* Good knowledge on Email-Case, Web-case, Web-lead, Setting up the audit trial, the logging history,
* Tracking field history, Assignment rules, Customer and Partner portals, Community, App Exchange.
* Developed various Apex classes, Apex Triggers, Apex Web Services, Visualforce pages and components, Custom and standard Controllers and Controller extensions depending on various functional needs in the application.
* Worked extensively on various SFDC standard objects like Accounts, Contacts, Products, Price Books,
* Working experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Extensive experience using Salesforce.com Administration and Creating Roles, Profiles, Page Layouts, Workflow Alerts and Actions, and Approval Workflows.
* Created Outbound change sets, validated inbound change sets in the sandbox organizations and deploy to production.
* Worked on different sandboxes like full, partial, configuration only sandboxes.
* Involved in Customer support activities during UAT and critical data migration issues.
* Managed CM tools like JIRA, Confluence, SVN, Maven, Jenkins, ANT, Git, GitHub.
* Expertise in Object Oriented Programming involves telling Analysis and Design and Development of web based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE

**TECHNICAL SKILLS:**

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| **Salesforce Technologies:** | Salesforce CRM, Salesforce SFA, Lightning Application, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages /Components, S Controls, Apex Web Services, AJAX, Workflow &amp; Approvals,  Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools:** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader,Force.com, Workbench, Force.com Platform (Sandbox and Production) |
| **Project Methodology:** | Waterfall, Agile. |
| **Programming Language** | Java, JavaScript, HTML, CSSXML, DHTML, C |
| **Databases** | MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL. |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux. |

**EDUCATION:** Bachelor’s in Electronics and Communication from JNTUH

**Certification:**

* Salesforce Platform Developer I: 21399348
* Salesforce Administrator: 21401826

**PROFESSIONAL EXPERIENCE:**

**Client: Ferrellgas, Liberty, MO April 2019 -Present**

**Role: Salesforce Developer**

Responsibilities:

* Hands on experience with Lightning environment, worked on various Lightning components for a better UI.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Designed Workflow rules, Visual force pages and using Apex Code created triggers and classes.
* Created Scheduled Apex Jobs, Triggers, Custom Lightning components.
* Worked on Security Settings for the user’s on the Profile and Role levels for the Standard and Custom Objects.
* Created Sharing rules for user groups and day to day permission to the users and support issues Sandbox refreshes.
* Created reports and designed dashboards for the Management team.

**Environment**: Saleforce.com, Apex, VisualForce, Sandbox, Service Cloud, Lightning Experience, Lightning Components, CSS, JavaScript, Apex Data Loader, Metadata API, Workflow& Approvals, Reports, Custom Objects, Custom Tabs, Security Controls.

**Client: Gate Way Health Plan Rock Island, IL Feb 2018 – March2019**

**Role: Salesforce.com developer**

Responsibilities:

* Created modern Enterprise 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.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked with Visual Force Pages, Custom Controllers, Extension, Apex Coding, Batch Apex and Apex Web Services.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound Messages.
* Managed OWD settings. Implemented Security Settings, User Setup, configured profiles and permission sets Administrative permissions to grant/deny users access to platform features.
* Integrated with external system using REST Web Services Callouts and Future Methods for cleansing the Address and save the data in the pages of salesforce.com.
* Created search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Provided support for existing deployed apex classes and triggers.
* Created Record Types, picklists, fields, lookups, groups, Role hierarchy and managed field level security.
* Created Reports, Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled its refresh.
* Used Wrapper Classes to provide support for different data types or properties for Visualforce Pages.
* Performed job chaining through queueable apex and managed multiple jobs.
* Created Visualforce page components, apex classes using JavaScript, CSS.
* Developed an email service that automatically creates contact records based on contact information in messages. Created Self-service customer portals, communities for customer support.
* Worked with various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns and Opportunities.
* Created Visualforce pages that could be rendered as PDF's.
* Setup escalation rules, automatic case generation and their escalation to call center representative and configured to generate email alerts for quick resolution of the customer issues.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Apex Data Loader and Import Wizard.
* Developed Controllers, Extensions, workflows, approvals and Visual Workflows with outbound messages, approvals for various campaign processes.
* Build Custom Apps using custom objects, roles, profiles and object relationships: Master Detail, lookups.
* Created Formulas, Email Templates, Triggers, Approval Processes, Approval Page Layouts and defined approval actions on them to automate the processes (considering best practices)
* Deployed application from Sandbox to Sandbox and Sandbox to Production environments using Change Sets.

**Environment**: Saleforce.com, Apex, VisualForce, Sandbox, Service Cloud, Lightning Experience, Lightning Components, CSS, JSON, JavaScript, chatter, Oracle, Force.com IDE, REST API, Apex Data Loader, Metadata API, Salesforce Communities.

**Client: Bank of America Charlotte, NC July2017 – Feb2018**

**Role: Salesforce Developer**

Responsibilities:

* Worked with functional leads to transform and develop new requirements into design, implementation.
* Created Customer driven Communities and published them successfully.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application by using Salesforce1.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created Custom Objects and defined look up and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed work flow rules for various tasks and Email alerts as per the requirement.
* Integrated Sales force CRM and the legacy system using Cast Iron Integration Systems.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Implemented Case Management Automation to track and solve Customer's Issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object and also Implemented Communities
* Developed Apex classes and Apex Triggers for various functional needs in the application.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided the training to the internal business users to use the application and develop their own custom report.
* Prepared user manual and technical support manual.

**Environment**: Sales force.com platform, Apex Language, Visual force (Pages, Component & Controllers), Work flow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL,SOAP, Sandbox, Eclipse IDE Plug-in.

**Client: First Data Corporation, Marietta, GA Aug 2016 – July2017**

**Role: Sales force Developer**

Responsibilities:

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization
* Responsible for setting up web service integrations
* Implemented Inside sales telephonic plug-in application implementation
* Primary responsibilities included custom application development and integration in Sales cloud and Service Cloud. Worked with Websphere ESB mediation modules exports to reference by external services.
* Designing and execution of test plans and ensuring a quality solution is delivered.
* Ability to prioritize and meet deliverables in a highly driven and demanding environment.
* System security, workflow, integration, user interface design, migration, data integrity and partner portals on the SFDC Unlimited edition.
* Created and deployed Several Reports using salesforce.com platform.
* Performed functions like periodic data cleaning and administered custom objects, workflow, and campaign management.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Coordinated development activity with Offshore Team.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Cast Iron (6.1), data loading, Eclipse IDE Plug-in, Windows XP.

**Client**: **Alaska Airlines, Seattle, WA Dec 2015 – Aug 2016**

**Sales force developer**

Responsibilities:

* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases,

Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.

* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model,
* validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual

Force Pages to suit to the needs of the application.

* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for

various functional needs in the application.

* Defined lookup and master-detail relationships on the objects and created junction objects to

establish connectivity among objects.

* Maintaining test coverage for all the classes and triggers and supporting deployment

activities.

* Designed various WebPages in Visual Force for customers to select a variety of services

offered by the organization and integrate them with the pricing team.

* Well versed in cloud technology and on-premise infrastructure integration for Salesforce.com

Using Force.com platform, XML, Web Services and third party packages.

* Used SOQL &amp; SOSL with consideration to Governor Limits for data manipulation needs of the

Application using platform database objects.

* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com
* SObjects used it to read, extract, and load data from comma separated values (CSV) files.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component &amp; Controllers), Pages, Data Loader, HTML, SOSL, SOQL Change sets, Workflow &amp; Approvals,

Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Client: Verizon (Offshore – Pune, IN) (Onsite – Greenville, SC) Aug 2012 – Nov 2015**

**Role: Salesforce Developer**

Responsibilities:

* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards, Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Developed various Custom Reports and deployed them for different business user levels.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Have good experience in Test Methods, writing SOQL queries and working with Force.com IDE, Data Loader, Import Wizard, Force.com Explorer and salesforce.com Sandbox environments.
* Manage Salesforce users, roles, and profiles in the organization and Seek feedback and improve work flow processes.

**Environment:** SaleForce.com platform, Visual Force, Apex Language, Data Loader, Sandbox Testing, HTML, JavaScript, Eclipse IDE.