



**SUNDEEP
KASIREDDY**

PROFESSIONAL SUMMARY:

- **5+ years** of IT experience in the Salesforce.com **CRM** platform using **Visual force, Apex classes** with substantial experience in **Salesforce.com administration, operational analytics, and quality assurance** with emphasis on process improvement.
- Experience in scope, design, testing, training, deployment and follow up on a multitude of strategic projects within Salesforce.com as the **Salesforce.com Developer and Administrator**.
- Designing of custom **Objects, custom fields, Role based Page layouts, custom Tabs, custom Reports, Report folders, Report extractions to various formats, design of Visual force Pages, Snapshots, Dashboards, Apex Classes, Controllers&Triggers**, and various other components as per the client and application requirements.
- Experience in **SFDC Integration** using **Web Service** and Apex Programming, Salesforce.com **Service Cloud and Sales cloud functionalities**.
- Experience on creating **Quote to cash** and **Quote line** items implemented on **Apttus CPQ (Configure-Price-Quote)**
And understanding of the **APTTUS CPQ, APTTUS CLM** (Contract life-cycle Management) data model and functionality.
- Worked on the CRM Platform environment of **SFDC Sales Cloud, Service Cloud** modules.
- Integration experience on Salesforce.com using **Apex Language (Classes, Controllers & Triggers), Web Services, Visualforce Pages, Components, Tabs, Custom Objects, S-Controls, Analytic Snapshots and Dashboards**.
- Experience working across various Salesforce.com implementations covering **Sales Cloud, Service Cloud**, and AppExchange applications a plus.
- Work experience in Custom Integration of **Outbound Messages, WorkFlow&Approvals, Reports, Custom Objects And Tabs, Email Services, Security Controls**, Custom Application, **Sandbox data loading**.
- Implemented Security and **Sharing Rules** at Object, Field and **Record levels**, custom Roles, **Roles Hierarchy** and **Permission Sets**.
- Expertise in Force.com technology stack: **APEX, Visualforce Pages, SOQL, SOSL**
- Worked on customization of **Sales Cloud** schema by customizing standard objects like **Leads, Accounts, Contact and Opportunity, Products**.
- Created **Summary Reports, Matrix Reports, Pie Charts** and **Dashboards** to assist the business team.
- Installed Apps from **AppExchange, Configured** and maintained user **Security Permissions** in compliance with organizational needs.
- Good understanding of **SOQL** and **SOSL** for **Querying** and **Searching Data** for **Force.com platform**.
- Support and training new end users and business users of the salesforce.com application.
- Experience in analyzing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects**, creating the **relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic**.
- Developed SFDC Customized **Reports, Dashboards and Processes** to continuously monitor data quality

and integrity.

- Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL**, and **SOAP**.
- Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large and small Team Project.
- Designed, developed, tested and deployed custom Salesforce applications software using **APEX Classes, Controller Classes, Batch APEX** and **APEX Triggers** for various functional needs in the application.
- Experience in working with **EclipseIDE** and Force.com Plug-in environment.

TECHNICAL SKILLS:

CRM TOOLS	Salesforce.com
Force.com Tools	Force.com Eclipse IDE, Apex Data Loader, Apttus CPQ,Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and AJAX Toolkit
SALESFORCE TECHNOLOGIES	Apex, SOQL, SOSL, VisualForce (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web service, Workflow & Approvals, Dashboards
SALESFORCE API TOOLS	Eclipse Ganymede, Apex Explorer, Offline Edition, Appexchange Data Loader
INTEGRATION TOOLS	Data Loader, Ant Migration, Workflows and Approvals, Custom objects, custom Labels and tabs, Dashboards, Roles, Security, Field updates, Reports, AppExchange Package & Custom Application and Sandbox.
LANGUAGES	Apex ,C, C++,VB, Java, PL/SQL, TSQL, UML, SQL
DATABASES	MS SQL Server 2000/2005, PL/SQL, Oracle 9i, MS Access, and MySQL
OPERATING SYSTEMS	Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Macintosh, Linux, Unix
JAVA TECHNOLOGIES	Java, Servlets, JSP, JavaScript
WEB TECHNOLOGIES	Web Services, XML, HTML,DHTML, Adobe Photoshop, Flash, Dreamweaver
OTHERS	MS OFFICE SUITE, MS VISIO, MS PROJECT

PROFESSIONAL EXPERIENCE:

Client: UHG (Optum), Basking Ridge, NJ

July'2020 – May'2022

Role: Salesforce Developer/ Administrator

Roles & responsibilities:

- Worked on Migrating from Classic Salesforce to Lightning Salesforce.
- Design the application to be simple and user-friendly so that end-users need not have any prior technical knowledge.
- Design different pages of the application based on mockups provided by business.
- Used CI/CD pipeline for code quality and auto deployments for Sandboxes.
- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked with cloud-based On-Demand / SaaS solutions.
- Designed and developed custom pages using **Visualforce** and **JavaScript** to provide better UX. Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
- Worked on customization of **Sales Cloud** schema by customizing standard objects like **Leads**, **Accounts**, **Contact** and **Opportunity**.
- SFDC Integration using **Web Service** and **Apex Programming**, Service Entitlements, Salesforce.com **Service Cloud** and **Sales cloud functionalities**.
- Integrated with legacy systems using **REST API** to maintain Synchronization.
- Developed **Lightning** component frameworks include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
- Designed and developed retriggering rules and mechanism for data and transient errors.
- Worked with the Production support team and fixed the issues on an On-Demand **basis**.
- Added error handling functions to existing code to make it more robust and to make it easily expandable to handle future requirements.
- Built solution on **Salesforce.com** platform, including development in **Force.com**, **Visualforce**, **Lightning**, **Apex**, **Web Services** and **API's**
- Developed complex functionalities using **APEX**, **Visualforce** and **JavaScript** where appropriate.
- Used Data loader to make bulk upload of client data.
- Collaborated with teams to design and implement **Salesforce Integration**, And **Apttus CPQ** is used for creating quote and quote line items for order management systems.
- Worked with App exchange application **Informatica** for data migration.
- Developed custom search functionality for accounts and contacts using **SOSL**.
- Enabled and used **API only user** for performing regular updates from legacy systems using **REST API**.
- Designed and developed **Ticketing application** to handle production support incidents and bugs.
- Developed **Visual Force/APEX custom** and extended controllers and triggers to support quotation enhancement.

- Developed **triggers** for complex workflow rules working around the governor limits.
- Developed custom edit and detail page for accounts due to complex business requirements (immediately after making updates, legacy system window had to open respecting SSO).
- Created **multiple record types** based on the category of clients.
- Worked in **J2EE/java, HTML, and JavaScript** and web application.
- Created email templates and **Inbound Mails** using **Visualforce** for the clients and customers.
- Based on the business requirements, created multiple custom objects and fields (created lookup fields to maintain relationship between objects).
- Worked on creating shell scripts for auto attachments to import Bulk files into Salesforce.

Environment: Salesforce.com platform Apex Language, Lightning Components, VisualForce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandboxes (Developer sandbox, Configuration only, Full sandbox) Eclipse IDE Plug-in, Windows XP.

Client: UHG (Optum), Basking Ridge, NJ

Dec'2018 – March'2020

Role: Salesforce Developer/ Administrator

Roles & responsibilities:

- Worked on Migrating from Classic Salesforce to Lightning Salesforce.
- Design the application to be simple and user-friendly so that end-users need not have any prior technical knowledge.
- Design different pages of the application based on mockups provided by business.
- Used CI/CD pipeline for code quality and auto deployments for Sandboxes.
- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
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- SFDC Integration using **Web Service** and **Apex Programming**, Service Entitlements, Salesforce.com **Service Cloud and Sales cloud functionalities**.
- Integrated with legacy systems using **REST API** to maintain Synchronization.
- Developed **Lightning** component frameworks include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
- Designed and developed retriggering rules and mechanism for data and transient errors.
- Worked with the Production support team and fixed the issues on an On-Demand **basis**.

- Added error handling functions to existing code to make it more robust and to make it easily expandable to handle future requirements.
- Built solution on **Salesforce.com** platform, including development in **Force.com, Visualforce, Lightning, Apex , Web Services** and **API's**
- Developed complex functionalities using **APEX, Visualforce** and **JavaScript** where appropriate.
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Client: IBM (Duke Energy), Charlotte, NC

Nov'2016 – Dec'2018

Role: Salesforce Developer

Roles & responsibilities:

- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked with cloud-based On-Demand / SaaS solutions.
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Contact and Opportunity.

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