**SAI SINDHU GANDU**

**Salesforce Administrator/Developer**

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**Professional Skills:**

* Experience in salesforce.com platform involved in various stages of Software Development Life Cycle (SDLC), SFDC Administration setup, as well as Salesforce Lightning Experience.
* 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.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* 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.
* Expertise knowledge in Visualforce, APEX Database, APEX Triggers and APEX Testing.
* Designed Visualforce pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Performed Batch and Schedule Jobs, Apex Custom Controller Extension, List Controller classes for various functionalities.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Used SOQL and SOSL Queries within Governor Limits for data fetching and manipulation needs of the application. Also, wrote Test Cases and obtained 100% code coverage.
* Experience in integrating external web systems with Salesforce using REST and SOAP web services.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created Custom Objects and 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.
* Modified data object relationships with the help of Schema Builder.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Created workflow rules that defined related tasks, email alerts, and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Developed Reports, Dashboards and Approvals to continuously monitor data quality and integrity. Expertise in Reporting and Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Involved in Test Estimations and Test strategy implementation, Involved in Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
* Created many Deliverable Documents which involve Test Script Documents, Test Reports.
* Developed many Unit Test classes for the Apex Code which tests the actual functionality.
* Strong Experience in Java Programming, Selenium WebDriver, JUnit and TestNG. Executing Selenium Test Cases and reporting defects.
* Expertise in implementation of Automation framework using Selenium.

**Certifications:**

* Administrator Certified:

**Salesforce Certified Administrator**

Certification Number: 20653596

* Platform Developer I Certified:

**Salesforce Certified Platform Developer I**

Certification Number: 16907315

* Advanced Administrator Certified:

**Salesforce Certified Advanced Administrator**

Certification Number: 21592349

* Platform Developer II Certified:

**Salesforce Certified Platform Developer II**

Certification Number: 21581681

**Professional Experience:**

**Active Interest Media**

**5720 Flatiron Pkwy, Boulder, CO - 80301**

**Nov 2020 – Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce Developer for the Client of Entelli to enhance the Salesforce CPQ Functionality.
* Currently working on Billing by Issue, to Invoice the products as per business needs and billing out products based on User Group, Publications, Recognition Codes of Products and availability.
* Fixed the backlog issue to cancel only products that are cancelled vs the whole order by customizing the trigger code.
* Analyzed the Approval process to fix the issue to hide the ‘Submit for Approval’ button when quote has been Approved.
* Developed and maintained the quote Approval Processes. Worked on different issues related to development of Visualforce Pages and Controller classes with JavaScript and Apex classes.
* Responsible for creating Dynamic Inline Visualforce Page on Invoice that displays the Information related with Child Custom Object Invoice Products.
* Created Visualforce Components, Visualforce Pages, Visualforce Lightning Components as per business requirements.
* Build Code to improve the Standards for Apex Triggers, Apex Classes using Custom Settings, Custom Metadata and Static Resources. Updated Apex Test Classes to obtain 100% Code Coverage.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Experience with Salesforce CPQ applications, including Product Rules, Price Rules, Pricebook Setup and Product Setup.

**Grainger**

**100 Grainger Pkwy, Lake Forest, IL - 60045**

**April 2020 – Nov 2020**

**Role: Salesforce Consultant**

**Responsibilities:**

* Performed the role of a Salesforce Administrator for the client of Entelli to track, manage and resolve daily support requests, technical issues, and administrative needs of Salesforce users.
* Worked with end users and business groups to support all the sales and service cloud applications and its integrated applications like SAP, ESB and MDM.
* Troubleshooting customer issues with customers directly either via email or on the phone. Ownership and management of Salesforce Support Queue.
* Resolution of Service now support requests in areas such as – user management and security, data management, incidents, bugs, email-to-case, workflow/approval flow updates, reports/dashboards.
* Development of knowledge articles and end-user training guides for new feature releases.
* Served as a liaison between the business customers of sales and service and the development team.
* Demonstrated a strong ability to analyze business requirements, develop, and deliver a scalable and sustainable technical solution using Configuration, Apex and Visualforce.
* Scope of work covers all stages of project, from requirements gathering through testing and training.
* Unlocking user accounts or resetting password, dealing with SSO, two factor authentication, and certification problems, adding new white-listed IP addresses.
* Helping users develop reports, troubleshooting workflows, approval cycles, expanding sharing rules ad access privileges so records can be properly viewed and manipulated.
* Import leads and contacts, refreshing sandboxes, complete regular internal system audits and installing high priority updates into salesforce.

**EZLinks Golf LLC**

**111 W Jackson Blvd, Chicago, IL - 60604**

**March 2018 – March 2020**

**Role: Salesforce CPQ Admin/Developer**

**Responsibilities:**

* Performed the roles of Salesforce Admin and Developer for the Client of Entelli to enhance the Salesforce CPQ Functionality.
* Cooperated with diverse business user groups for assembling and scrutinizing necessities for Salesforce application and documented the Business and Software Necessities.
* Worked on many SFDC standard objects, shaped Custom Objects and outlined lookup and master-detail relationships on the objects and created junction objects.
* Developed and maintained validation rules and custom workflow. Worked on different issues related to development of Visualforce Pages and Controller classes with JavaScript and Apex classes.
* Designed & Deployed the custom fields for standard objects and custom objects. Demonstrated ability to translate customer requirements into specification.
* Responsible for setting up login restrictions and resetting the user passwords by implementing public access settings for sites, restricted login hours and IP ranges on profiles.
* Created Dynamic Inline Visualforce Page on Account that displays the Information related with Child Custom Object.
* Created Visualforce Components, Visualforce Pages, Visualforce Lightning Components as per business requirements.
* Build Code to improve the Standards for Apex Triggers, Apex Classes using Custom Settings, Custom Metadata and Static Resources. Updated Apex Test Classes to obtain 100% Code Coverage.
* Created workflow rules that defined related tasks, email alerts, and field updates. Also Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Experience with Salesforce CPQ applications, including Product Rules, Price Rules, Pricebook Setup and Product Setup.
* Provide troubleshooting and root cause analysis for production issues that are escalated to the Services Technology Team.
* Developed Selenium C# Test Scripts to do Regression Testing for the Business Flow.

**CarMax**

**12800 Tuckahoe Creek Pkwy, Richmond, VA - 23238**

**August 2017 – March 2018**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Worked on Refactoring the Old Tire Selection Tool for the Client of Adisols LLC, which was built on PowerBuilder to salesforce lightning application.
* Worked with Product Owner and Business to gather the requirements to enhance the in-house Legacy Applications and deliver the right product for the end-users. Interacted with various business team members to gathered requirements, estimated Level of Effort and created functional requirements for key Salesforce projects.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Defined and documented the scope of the project & developed Project Plans, Project Analysis and Project Deliverables.
* Designed and deployed Custom tabs, Custom Objects, Components, Entity-Relationship data model, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads and Opportunities. Created Custom Objects and fields for transactional and contractual information.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects. Created workflow rules and defined related tasks, email alerts, and field updates.
* Worked for Understanding the client processes and the pain areas, Proposing and reviewing the solution with the client, Detailing the required scenarios to the Tech team, Application demonstrations for usability and capabilities.
* Collaborated with scrum development teams on Release Management tasks to promote tested functionality from sandboxes into production environments.
* Participated in KT sessions for business users and other associates working with SFDC.
* Conduct technical design reviews and demos to the customer (IT and business).
* Worked on SOAP and REST API’s provided by Vendors of the Client. Used SOAP based web service & API's for integration. Implemented Web services API using REST architecture.
* Performed code sandbox testing and migrated the code to the deployment instance after testing. Used GIT and CLI to deploy the Changes from Environment to Environment. Worked on Unit testing, for the customizations and developments done during the project.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Good Knowledge over Salesforce Lightning, building components and interacting with database using Server Controller.

**EZLinks Golf**

**September 2017 – January 2018**

**Role: Salesforce CPQ Developer**

**Responsibilities:**

* Stabilized EZLinks Quote Documents by developing Custom Code that displays Client Information, Terms and Conditions, Product and Pricing Information. Developed Visualforce Pages to embed into Quote Templates that display custom information.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in Salesforce Setup and Customization to Amend and Renew the Contracts.

**EZLinks Golf**

**401 S LaSalle Street, Suite 302, Chicago, IL 60605**

**February 2017 – August 2017**

**Role: Salesforce Administrator**

**Responsibilities:**

* Created multiple users with appropriate roles and profiles. Assigned permission sets to allow users access to objects and fields in Salesforce.
* Merged large number of Accounts, Contacts, Opportunities and Contracts from external Database System into Salesforce.
* Strong understanding of Salesforce CPQ capabilities and limitations and can clearly communicate those to customers to automate quotes, control pricing and close deals faster.
* Worked on Salesforce Steel brick CPQ to set up Product Bundles, Price Books, Product Rules and Price Rules to generate proposals and Contracts quickly and integrate invoicing, collections, taxes, and reporting.
* Build 5+ Quote Documents with Client Information, Product Tables, Quote Terms and Integrated with DocuSign.
* Used Data Loader for bulk import or export of data from Salesforce.com objects. Worked on data manipulation as well as pulling data in from Data Warehouse.
* Implemented Email-to-Case functionality setting up Case Assignment Rules, Case Auto-Response Rules, Support Processes and Settings. Modified and Created Email templates for support team. Customer responses regarding a case are automatically associated with the original case, including any attachments the customer sends.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization. Involved in development to design Custom Buttons, Page Layouts, Related Lists, and additional components on a record detail to edit pages.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates and time dependent actions.
* Created Approval Processes, Email Template, Letterheads in HTML and Visualforce.
* Implemented and deployed custom Salesforce solutions based on client concepts and requirements using all aspects of declarative (non-code) customization and custom code.
* Executed solution design activities using of standard Salesforce functionality including: object and data modeling/mapping, validation rules, automation, approval processes and customized page layouts.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Education:**

**University:** Jawaharlal Nehru Technological University Kakinada, Kakinada – 533003, Andhra Pradesh, India.

**College:** Vignan’s Lara Institute of Technology & Science, Vadlamudi, Guntur – 522213, Andhra Pradesh, India.

**Dates:** August 2011 - April 2015 **GPA:** 3.8

**Degree:** Bachelor of Technology

**Major’s:** Computer Science & Engineering

**Course Work:** C Programming; Data Structures; Digital Logic Design; Principles of Programming Languages; Software Engineering; Object Oriented Programming through JAVA; Database Management Systems; Computer Organization; Operating Systems; Computer Architecture; Computer Networks; UNIX Programming; Data Warehousing & Data Mining; Machine Learning; Mobile Computing; UML & Design Patterns

**University:** Purdue University, Purdue University Northwest, Hammond, Indiana - 46323

**Dates:** January 2016 - December 2016 **GPA:** 4.0

**Degree:** Master of Science

**Major’s:** Computer Information Technology

**Course Work:** Measurement and Evaluation in Industry and Technology; Quality and Productivity in Industry and Technology; Project Management in Industry and Technology; Product and Process Development Optimization; Analysis of Research in Industry and Technology; Database Management Security; Data warehousing & Business Intelligence; Database Administration; Database OO Modeling & Architect; Principles of Information Assurance

**Technical Skills:**

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| --- | --- | --- | --- |
|  | **Salesforce Technologies:** |  | **Lightning:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.  **Development:** Apex Language, Apex Trigger, Apex Scheduler, Apex Class & Apex Web Services, SOQL, SOSL, Visualforce Pages, Visualforce Components, HTML, Custom Settings, Custom Metadata Types, Static Resources.  **Classic:** Reports & Dashboards, Standard/Custom Objects, Process Builder, Flows, Workflow & Approvals, Approval Processes, Change Sets, Data Loader, Profiles, Roles, Permission Sets, Queues, Import Wizard, Email Templates. |
|  | **Salesforce Tools:** |  | Selenium, Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force Platform (Sandbox and Production), App Exchange. |
|  | **Languages:** |  | C, Java, Visual Force, APEX. |
|  | **Web Programming:** |  | HTML, CSS, Java Script, JSON. |
|  | **Databases:** |  | Force.com, Microsoft SQL Server 2000/2005/ 2008 |
|  | **Web Services:** |  | REST, SOAP |
|  | **IDE:** |  | Force.com IDE, Force.com Eclipse Plug-in, Net beans. |
|  | **Operating Systems:** |  | Windows 7/8/10, MAC OS |

**Interpersonal Skills:**

* Capable of Learning New Skills, Adaptable to Work Environment.
* Highly Critical Thinker with Problem Solving Skills.
* Got Excellent Presentation and Communication Skills, Team Player, Organized and Self-Learner.
* Excellent Work Ethics, Quick Learner.