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**EDUCATION**

 **Bachelors in Computer Science from JNTU- Hyd** **erabad, India.**

 **TECHNICAL SKILLS**

**ANIL REDDY KUNDURU**

*Certified Salesforce Developer*

![Platform Developer 1 (PDI) Certification Guide &amp; Tips [Updated 2021] |  Salesforce Ben]()

# SUMMARY

**Salesforce Technologies**

SalesForce.com, Force.com, Sales Cloud, Service Cloud, LWC, Lighting components, CPQ, Apttus CPQ, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Component, s-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots.

**Salesforce Tools**

Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform

**ETL Tools**

Data Loader, Salesforce-to-Salesforce, Apex- Explorer, Informatica.

Languages

Apex, C/C++, Java, J2EE, HTML, XML, CSS.

Database

SQL Server 2008, Oracle, MySQL.

Web

HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP.

Tools

MS Office, Adobe Photoshop, MS Excel, Silverlight, Eclipse IDE.

Web Servers

IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x

Platforms

UNIX and Windows (NT/2000/XP/Vista/7)

Around 10 years of IT experience in software development, Testing and deployment with different domains in that 5.8 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration, supporting the cloud applications, communities and migration from classic to lightning, lightning component development and 4.4 years of experience in developing web applications using Java/J2EE.

# TECHNICAL SUMMARY

* Proficient with understanding of CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies.
* Experience in creating new relationships using Lookup, Master-Detail and Junction Objects.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, REST and WebSphere.
* Hands-on experience in developing and deploying custom integration solutions in Salesforce.com CRM.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Hands on experience in developing Salesforce Lightning Web Components (LWC).
* Developed Lightning Components using Aura Framework and Lightning Web Components (LWC).
* Experience in creating modern Enterprise Lightning Apps.
* Develop various reusable lightning web component (LWC) and aura components for Salesforce and Salesforce Community
* Experience in Apttus CPQ Configuration and involved in quoting and pricing, order management, product configuration.



* Created Custom objects for Quote and Quote lines and captured quote information for CPQ
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Apttus CPQ.
* Experienced working on CPQ application like ZUORA and customized logic around them.
* Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.
* Good understanding of Tableau Server options for publishing and sharing the reports across various user groups.
* Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Experienced in full life cycle application development from requirements gathering and design to UAT (User Acceptance Testing).
* Experience in DevOps tools like Jenkins, BitBucket and Docker to perform Salesforce and mule module deployments.
* Used Jenkins to do code builds from BitBucket to perform the Salesforce deployments.
* Good experience in GUI development using Visual Studio code.
* Experience in command-line interface (CLI) environment in salesforce.com.
* Good Experience in version controls GIT, Bit Bucket.
* Strong Agile Methodology, Scrum Framework Experience.

**CERTIFICATIONS**

* Salesforce certified Administrator
* Salesforce certified Platform Developer 1
* Salesforce certified Platform Developer 2
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform App Builder

**WORK EXPERIENCE**

**Client: HydraFacial, California. Oct 2021 Present**

**Role: Salesforce Lightning Developer**

**Responsibilities**

* Developed Apex Classes, Apex Triggers, Apex Controllers to develop custom business logic
* Used Data Loader and scheduling timely data backup operations using Apex scheduler.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Responsible for migrating existing data from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, GIT, Change set and Data loader.
* Retrieved data from on premise Database using Rest API has and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Developed Enterprise Level Lightning Applications using Various Technologies like Lightning Design Systems, Lightning App Builder.
* Migrated Salesforce Classic applications to Lightning Experience for rich user interface and better User Experience with the application.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Involved in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Worked with Aura Handlers for Events to focus on Logic and Interactions with different components within Lightning Applications.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Worked on Salesforce Community cloud like how to engage with employees, customers, and partners.
* Involved in migrating the standard and custom objects in standard experience to lightning experience.
* Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Communicate the power of the Community Cloud to stakeholders and defining Salesforce lighting components to replace visual force pages.
* Worked with recursive AWS IDE Instances for clients utilizing GitHub and Amazon for stability, APEX, Visual Force, MSSQL/MySQL/Oracle and Dynamo DB
* Worked with Data Extracts to create Tableau dashboards and scheduled extract updates at regular intervals for Invoice Team
* Implemented advanced techniques in filtering, grouping and sorting data as per user requirements using Tableau Desktop
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Worked on migrating components using Force.com Ant migration tool, Change Sets and Workbench from DEV to QA, SIT, UAT and production instances.
* Creating a fully Automated Build and Deployment Platform and coordinating code builds promotions and orchestrated deployments using Jenkins, and BitBucket.
* Used GIT for source control and JIRA for tracking purposes.
* All projects operate on agile project development cycle with Bi-weekly sprints, daily standup, retrospective sessions and sprint planning.

**Environment**: Salesforce.com, Force.com, Sales cloud, service cloud, Salesforce Lightning Web Components Apex Language, Visual Force, Custom Tabs, HTML5, CSS3, Controllers, Data Loader, tableau, JavaScript, SOAP, REST API, Eclipse IDE, GIT, Jira, BitBucket, Agile.

**Client: Mobile Mini, Dallas, Texas. Jun 2020 to Sep 2021**

**Role: Salesforce Developer**

**Responsibilities**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Created Various Custom Objects - Financial Account, Members, Quotes, Offers, House Holds, Account Plan, Action Plan, At Risk Asset, Case Optimization Outcome, Competitor Asset, Optimization Target, Escalation Opportunity, Escalation Products, Opportunity Case according to the Business needs.
* Worked in Integrating Salesforce with Consumer Insurance Product Info Service to get the Products information into Salesforce using REST API.
* Worked on integrating Salesforce with third party products, ideally using web services on REST API based integrations.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Worked on CPQ configuration, integration, and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on the core enterprise service cloud salesforce projects spanning across multiple salesforce instances within legal and financial & risk bus & have administered the salesforce environment.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Designed and mapped CPQ objects to salesforce custom objects and involved in advanced workflow approvals.
* Worked on salesforce CPQ (Steel brick) pricing using list, cost/ mark-up, percent total, block, price, rules, calculator, plugins, filter rules, system and user discounts.
* Functioned as SME for the salesforce CPQ customization.
* Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked with Apex Triggers for automation process. Connecting the Zuora connector for salesforce cpq by using the global methods.
* Using the Zuora CPQ programmatically mainly for creating and submitting the Salesforce CPQ contracts to Zuora by automating manual steps during the quoting process.
* Implementing the Zuora WSDL by schema set up by including all the correct fields, such as tax fields and custom fields.
* Synchronizing the Zuora CPQ by adding additional custom fields and configuring from salesforce to Zuora.
* Developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts.
* Created Test Case, Test Plan Document for Project Modules Cases using ALM, HP Quality Center.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Used Jenkins to do code builds from Bit Bucket to perform the Salesforce deployments.
* The project operates on agile project development cycle with Bi-weekly sprints, daily standup, retrospective sessions and sprint planning.

**Environment**: Salesforce.com, Force.com, Sales cloud, service cloud, CPQ, Apttus CPQ, Zuora CPQ, Apex Classes, Triggers, Visual Force (Pages, Components), Lightning Pages, Controllers, Controller Extensions, Workflow & Approvals, DocuSign, GIT, BitBucket, Agile.

**Client: AT&T, Atlanta/Alpharetta, GA Jan 2019 to May 2020**

**Role: Salesforce Developer**

**Responsibilities**

* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Analyzed the business requirements and mapped to Salesforce. Created user Roles and Profiles, security controls and sharing settings.
* Dealing with Customer Acquisition and customer retention and worked with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* As a part of the marketing cloud implementation worked with email studio and Social Studio.
* Marketing cloud implementation, automation of lead process.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Developed several Visualforce pages to support data collection from practices.
* Worked on SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Experience supporting Service Cloud features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented and configured Field Service Lightning (FSL), Lightning Flows.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the accuracy of the data.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used Apex data loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.

**Environment**: Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Chatter, Visual Force Pages, Sandbox data loading, Apex data loader, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Client: The Warranty Group, Chicago, IL. Jul 2017 to Dec 2018**

**Role: Salesforce Administrator.**

**Responsibilities**

* Performed roles of Salesforce Configuration and Administrator.
* Created relationships using Lookup and Master-detail among custom and standard objects and created junction objects to establish many-to-many relationships among objects.
* Created various Formula, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages.
* Execute test cases and create bugs in Jira
* Work with development team in resolving the issues
* Help business with Salesforce production support
* Manage users, roles, public groups, organization wide settings, role hierarchies
* Administered, configured and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, outbound messaging and time-dependent actions.
* Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards.

**Environment**: Saleforce.com platform, Apex Language, Triggers, Visualforce, SOQL, Change Set, Data Loader, Force.com, Work Flows-approval, Custom objects, Custom tabs, Email service, Html, Web service, Sharing Rules.

**Client: Capital One – Glen Allen, VA. Mar 2015 to Jun 2017**

**Role: Java developer**

**Responsibilities:**

* Developed the component using Java, J2EE/JEE, JSP, Struts, hibernate framework. Involved in complete SDLC – Requirement Analysis, Development, System and Integration Testing.
* Implementation of SOAP Web Services using CXF.
* Used spring IOC integrated with Struts MVC framework to inject session layer objects into the web layer.
* Develop persistent objects using Hibernate.
* Developed the Presentation layer by Struts.
* Involved in designing frontends using JSPs, HTML, DHTML and CSS.
* Extensively used Eclipse while writing code & used CVS for version control.
* Analyzed the performance of application and fine-tune the code where it is necessary.
* Debugging and resolving issue for web service binding and deployments with attachments.

**Environment**: Java, JSP, JavaScript, DHTML, SQL, AJAX, Apache Struts1.2, JMS, Hibernate 3.0, Eclipse, WSDL, SOAP Web services, Oracle 10g.

**Client: MAVERICK CAPITAL MANAGEMENT, New Orleans, LA. Mar 2013 to Feb 2015**

**Role: Java Developer**

**Responsibilities:**

* Involved in Java and J2EE Technologies includes Core-Java, Multi-threading, JDBC, Servlets, JSP.
* Responsible for Modification of existing applications to add new components and features emphasizing maintainability, reliability, scalability and performance, Integration of Web Applications.
* Developing popular open source technologies and frameworks like Struts, ORM-Hibernate.
* Implemented Web Services Development using Apache-Axis.
* Good understanding of developing web services application using SOA architecture, Java/J2EE Design Patterns.
* Ability in testing the software with appropriate test cases.
* Analysis and preparation of System Requirement Document and Design documents.
* Discussions with clients on customizing existing product.
* Integration of new modules with existing application.
* Coding and Module Testing and end-to-end Application Testing.
* Developed the Code as per the requirements.

**Environment**: Java, JSF, Web sphere 5.2, WSAD 5.0, Teradata, JSP, Servlets Jax WS, SoapUI, UTP Test cases.