**Bharath Reddy (Salesforce Lightning Web Developer)**  A close up of a sign

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**SUMMARY**

**9 years** of IT experience in all phases of Software Development Life Cycle **(SDLC)** which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects using **Salesforce.com CRM** technologies and Java and followed **Agile** **(SCRUM)** & **Waterfall** Methodologies. **5 Years of experience on salesforce.com involves configuration, customization, integration, communities, lightning migration, lightning web component development, lightning design system, lightning data services and lightning locker services and 4 Years of experience in Java**

Good team player with excellent communication & interpersonal skills and an ability to work individually or as part of a team; quick learner in adapting new technologies that improve the business. Deft at understanding user requirements and translating business requirements into technical solutions with excellent problem solving and troubleshooting capabilities.

**TECHNICAL COMPETENCE**

* Good experiences in Salesforce CRM Implementations Analysis, Design, Development, Administration, Integration, supporting the cloud applications, communities and migration from classic to lightning, lightning component development.
* Good understanding on **Partner portal (Partner Relationship Management)**.
* Creating custom **Objects** and **Tabs**, designing **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **Approval Processes**.
* Experience on translating business process into **Custom Objects** and creating **Lookup Relationships** and **Master-Detail Relationships**.
* Implement **Security/Sharing Rules**, Configure **Permission sets**, **Field Level Security**, **Record** **Level** **Security**, **Profiles**, **Roles** & **Resource** monitoring at different **Hierarchical** **Levels** of the organization.
* Build Lightening controllers with the AURA framework.
* Involved in developing salesforce Lightening Apps, Components, Controllers and Events.
* Good experience in developing salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Administrative tasks like **User** **Management**, **Creating** **Profiles**, **Roles** & **Permission Sets**, **Workflow**, **Tasks** & **Events**, **Email notification** & **Templates**, **Reports** & **Dashboard, Metadata** & **Metadata API**.
* **Experienced with Apttus CPQ to create quote, quote line items after submitting quote creating Sales orders.**
* **Implemented custom functionality on Apttus CPQ like uploading charges, charge line items, Offers and offer line items**
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import** and **Export Wizard**.
* Implementing **Apex Classes**, **Visual Force Pages**, **Apex Components**, **Controllers**, **Triggers**, **Scheduler**, **Batch** **Apex**, **Analytic** **Snapshots**, **Migration** **Tool**, **Web Services** **API** and working with **Force.com IDE**. Exposure in **Customer Portal** and **Self -Service Portal.**
* Experience in **Trigger**, **Test Methods**, and writing **SOQL** and **SOSL** queries.
* Expertise in web technologies like **HTML5, XML, CSS, JSP, JavaScript, jQuery, AJAX, WSDL, REST API, SOAP API, BULK API, Force.com Callouts, Batch** and **Apex Programs Schedule**.
* **Email-to-Case**, **Web-to-Case**, **Web-to-Lead**, **Tracking** **Field** **History**, **Set-up** **Logging** **History**, **Set-up** **Audit** **Trail** & **Data** **Migration**.
* Understanding and functionality of **Web Services** for **SOAP API** and **REST API**.
* Write Business logics in **APL** using **Eclipse IDE** with **Force.com Plug-in** environment.
* Worked with **Migration** tools **Force.com IDE, Eclipse** and have knowledge of **Change set** migration code and configuration from the **Dev Sandbox** to **Production**.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| ***Salesforce API Technologies*** | Eclipse, Apex Explorer, Offline Edition, App Exchange Data Loader |
| ***SFDC*** | Apex classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visualforce (Pages, Components &Controllers), Validation Rules, Dashboards, Reports, Workflows, Custom Objects, Apex Web Services, Force.com IDE Plug-in, Sandbox development and testing, Apex Data Loader, Connect Offline, S-controls, SOQL, SOSL, Ajax Toolkit. |
| ***Salesforce Tools*** | App Exchange Data Loader, Data Loader, REST, SOAP API |
| ***Web Development*** | XML, HTML, CSS, JSP, JavaScript, JSON, Python |
| ***Languages*** | Java, C, C++, SQL |
| ***GUI and Tools*** | Eclipse, Visual Studio, Force.com IDE, Apex Data Loader |
| ***Platforms*** | Windows/XP/Vista/7, UNIX |

**TRAININGS & CERTIFICATIONS**

* Salesforce.com Certified Platform Developer I (401)
* Salesforce.com Certified Force.com Administrator (ADM 201)

**EDUCATION**

* Bachelor’s in computer science from JNTU, 2012, India

**WORK EXPERIENCE**

**Blue Cross and Blue Shield of North Carolina, Durham, North Carolina. Jan’20 –Till now**

**Salesforce Lightning Developer**

**Description:** Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is a health care provider for the state of North Carolina since 1933. And we have been the driving better health in for generations. We are providing multiple plans with a variety of products to choose from like the Medicare plans to fit your budget and health needs. Along with additional coverage options - like prescriptions coverage - total health - oral hygiene.

**Responsibilities:**

* Development, implementation and update focusing on **Sales cloud** and **Service cloud**.
* Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on **Account**, **Contact**, **Opportunity** and **Custom Objects**.
* Performed the role of Salesforce developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Implementation of **Batch Classes**, **Scheduled Classes** as part of the Business Requirement.
* Development Activities: Writing **Apex classes, triggers, batch classes, scheduler classes, test classes**, Visualforce pages, **Mass Action Scheduler, lightning components**, **lightning web components.**
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API.**
* **Implemented Apttus CPQ to create quote, quote line items after submitting quote creating Sales orders.**
* **Implemented custom functionality on Apttus CPQ like uploading charges, charge line items, Offers and offer line items**
* **Visual Force** Pages using **Standard** **Controllers**, **Custom** **Controllers**, **Extension** **Controllers** & **Web Services API**. Creating new **User Interface** using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
* Created **Page Layouts** to organize **Fields**, **Custom Links**, **Related Lists** & other **Components** on Record Pages.
* As an Administrator implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, **Custom Formula Fields** and defined **Field Dependencies** for Custom Picklist Fields.
* **Case Assignment Rules** to direct the case to appropriate group such as **Stories** & **PCS** Central Support.
* Managed ongoing support requests and **administrative** needs of users.
* Administered, Configured and maintained **Salesforce.com** application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Worked on Salesforce.com **Standard Object**s such as **Accounts**, **Contacts**, **Opportunities**, **Campaigns**, **Cases** and **Solutions**.
* Performed administrative tasks such as managing **Accounts, Contacts** and **Cases**, setting **Workflows** and **Approval Process** for approving new accounts and another business process.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* **Case Management** by Configuring **Email-to-Case** for the end user to submit a case through Outlook.
* Created and configured **Email templates** which were used by **PCS** Central users for approval processes and other field updates.
* Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects layouts**, **Custom App**, **Field-level Security**, **Permission Sets** for client services and marketing.
* Customized **Chatter objects** and tabs to view progress and discussion on business process.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked on different **Sandboxes** for development & testing; Involved in migrating the code to production instance in installments using **Change Set**.
* Involved in **Test** configuration **Apttus** within **Sandbox** environments to ensure that once users are granted access, all the aspects are fully functional.
* Configured **Chatter** to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly **Data Export**, updates and backup for the organization.
* Used **Apex Data Loader** to Insert, Update and Import data from **Microsoft Excel** into Salesforce.com.

**Environment**: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Components and Controller, Data Loader, Apex classes, Apex triggers, JavaScript.

**FedEx, Pittsburgh, PA Oct’18 –Dec ’19**

**Sr. Salesforce Developer**

**Description:** FedEx Corp. engages in the provision of a portfolio of transportation, e-commerce, and business services. It operates various segments: FedEx Express, FedEx Ground, FedEx Freight, FedEx Services, and Corporate, Other, and Eliminations. The company is serving people since 1971 headquartered in Memphis, TN.

**Responsibilities:**

* Responsible for **requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies** in developing SDLC.
* Created **Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows** and **Approval Process**.
* Using **Data** **Loader** and **Import** **Wizard** for **Data Export**, Updates and Backup for the organization.
* Working with **Administration** activities like Users, Profiles, Permission Set Role, **OWD** settings and Sharing Rules. Designed and Developed **Service** **Cloud** and **Integration**.
* Created workflows for automated **Lead Routing**, **Lead Escalation**, **Alerts** & **Custom Coaching Plans**.
* Implemented **Single Sign-On** with **SAML** on force.com
* According to the business user’s requirement, creating **Reports** and **Dashboards**.
* Worked with various salesforce.com objects **Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects**.
* Created **Public** **Groups**, **Queues, Permission Sets, Profiles**, **Users** & **Security Settings** based on role hierarchy. Involved in **Data Migration** from three **Legacy Systems** to Salesforce.
* Implemented Salesforce **Service** **Cloud** & **Opportunity** **Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked with **SOQL**, **SOSL** queries with **Governor** **Limitations** to store and download the data from Salesforce.com platform database.
* Worked on writing **Apex Triggers** & **Apex Classes**, **Batch Apex** and **Scheduled Apex**.
* Experienced in designing **UI** using **Visual Force** Pages. Wrote **Test Scripts** for various scenarios.
* Migrating **Metadata** from one sandbox to another sandbox using **Force.com IDE tool.**
* Used **Web Services** like **SOAP API** and **Rest API** tointegratewithexternalsystems**.**
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance** Testing.

**Environment**: Saleforce.com platform, Apex, Agile Methodology, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Visualforce Controllers, Visualforce pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL & RESTful Web Services.

**Symantec, Mountain View, CA Oct 2017 –Sep 2018**

**Salesforce Developer**

**Description:** Symantec is a company developing enterprise security products. It offers integrated cyber defense, threat and information protection, endpoint and email security, as well as web, network, and cloud app security products and services. The company serves automotive, industrial control systems, and global service providers, education, financial services, healthcare, and retail industries.

**Responsibilities:**

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* **Implemented Case Management** by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* **Customized page layouts** for Contacts, and Accounts depending upon user roles, and groups
* Responsible for writing **Apex classes, Triggers, batch classes, Visualforce** code containing business functions, Test classes for unit testing and code coverage.
* Created **modern Enterprise Lightning Apps** combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved the **data from external systems** (Oracle ERP) with **Mulesoft** as middleware using REST APIs to render the data on visualforce tabs and pages and lightning components without storing the data in salesforce
* Worked on creating connected apps and created **custom REST service endpoint classes** for multiple integrations
* 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.
* Used SOQL&SOSL with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Integrated using **REST based Web service callouts** to other external systems.
* Worked on **web technologies** like HTML, CSS, JavaScript, WSDL and BULK API
* Prepared the package.xml for **retrieving the code from source sandbox** through ANT tool/workbench and pushing the code to Stash (Bitbucket/SourceTree)
* Worked on deployment of code from stash to higher environments using **GIT, Python scripts and SourceTree**
* Worked on **Jenkins** for continuous deployments to higher environments
* Involved in all the phases and **pre-production/post-production** support activities.
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using **test cases** to prove that system conform to specifications of business and quality requirements.

**Environment**: Saleforce.com platform, Apex, Agile Methodology, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Visualforce Controllers, Visualforce pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL & RESTful Web Services.

**Synechron Technologies Pvt Ltd Pune, India July 2016 – Sept 2017 Salesforce Developer/ Administrator**

**Description:** Synechron Technologies is a global software development company providing IT solutions to enterprises worldwide. Combining proven expertise in technology, and an understanding of emerging business trends, Spectrum delivers a range of software development solutions.

**Responsibilities:**

* Performed various activities as part of the project like gathering information, analyzing the information, and documenting the functional and non- functional requirements. Then after, implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards. Additionally, developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Created various users along with the creation of specific roles, profile and appropriate Permission sets for them.
* Created and deployed several Reports using salesforce.com platform along with the development of custom objects.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application along with the test classes for them.
* Responsible for addition of pick list values, modification of page layouts and creation of email templates using VisualForce.
* Created and maintained documentation on processes, application configuration, and training material for users and provided ongoing support.
* Used sandbox for testing and then migrated the code to the deployment instance.

**Environment:** Force.com IDE, Force.com Sandbox, Import Wizard, Apex, Controllers, Custom objects,

Reports, Visual Force Pages, Apex Triggers.

**Advent Global Solutions Inc Oct 2014 to June 2016**

**Java Developer**

**Description:** Advent Global Solutions Inc partners with its clients becoming part of their support team.  We have worked beside many organizations to ensure they had a strategy that allows them to transform their Information infrastructure to keep up with the needs of organization and their users. We have developed proprietary tools and strategies that have enabled us to lower cost and increase the quality of service to our client base.

**Responsibilities**

* Gathered user requirements followed by analysis and design. Evaluated various technologies for the client.
* Developed HTML and JSP to present Client-side GUI.
* Involved in development of JavaScript code for Client-Side Validations.
* Designed the HTML based web pages for displaying the reports.
* Developed Java classes and JSP files.
* Extensively used XML documents with XSLT and CSS to translate the content into HTML to present to GUI.
* Developed dynamic content of presentation layer using JSP.
* Develop user-defined tags using XML.
* Developed Java Mail for automatic emailing and JNDI to interact with the Knowledge Server.
* Used struts Framework to implement J2EE design patterns(MVC).
* Developed, Tested and Debugged the Java JSP and EJB components using Eclipse RCP.
* Developed Enterprise Java Beans like Entity Beans, Session Beans (both Stateless and State Full Session beans).
* Developed JSP as the view, Servlets as controller and EJB as model in the struts Framework.
* Monitored the error logs using Log4J and fixed the problems.

**Environment:** Core Java, JSP, UML, Struts, JavaScript, SQL Server, SVN, JUnit, JDBC, SQL queries, Log4J, XML, RAD, Web Logic, ANT, Web Services, SOAP, Agile, JSON.

**Syntel (India) Ltd, Pune, India May 2012 to Sept 2014**

**Java Developer**

**Description:** Syntel Inc. is a leading IT company and provider of Information Technology (IT) and Knowledge Process Outsourcing (KPO) solutions, Enterprise Business Solutions and Collaborative client partnerships with global development centers in India and United States.

**Responsibilities:**

* Involved in Analysis, Design and Development of different phases of the Process Flow module.
* Developed the web interfaces for Process Flow using JSP technology, which provides flexibility in page design and makes easy for maintenance and modifications.
* Scripting of Test cases based on the Specifications received for the request.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Responsible for Coding using JSP, Java Servlets, Spring MVC and XML.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Used PL/SQL extensively to generate stored procedures and functions to use with Java.
* Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming.
* Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration

**Environment:** Java, J2EE, JSP, spring, Hibernate, JSF, Teradata, XML, Oracle, SQL server, Tomcat, JPA, JAX-WS, JAX-RS, JQuery, CSS.