



# Yoshitha Vakati

[yoshitharvakati@gmail.com](mailto:yoshitharvakati@gmail.com)

[www.linkedin.com/in/yoshithareddyv](http://www.linkedin.com/in/yoshithareddyv)

(732)-644-2800

## SUMMARY

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- 8+ years of IT experience with 5+ years of experience in the **Salesforce.com CRM platform** both as an **Administrator** and **Developer**, contributing to the planning and execution of designing an application and managing this SFDC application according to governance model, and 3 years of experience in Java/J2EE technologies.
- Experienced in Administration setup like managing Users, Security Controls, and Data Management.
- Expertise in SFDC Development using **Lightning Application, Apex Language, VisualForce Pages, Classes, Controllers, Triggers, Indexes, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.**
- Created many **Lightning Web Components** and server-side controllers to meet the business requirements.
- Experience working with salesforce.com sandbox and production environments.
- Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
- Extensive experience in designing, creating and maintaining Salesforce.com Workflow Rules, Processes, Flows, Approvals, Email Templates.
- Thorough understanding of **lightning** framework and experience in developing/**migrating** new/existing components into lightning ready components.
- Used **Data loader** for data management in force.com platform.
- Proficient in dealing with functionalities related to sales cloud, service cloud, Marketing cloud and Community Cloud.
- Strong Experience with **Visualforce, Apex**, Eclipse IDE, Salesforce Object Query Language (**SOQL**).
- Tracked various **events** and maintained data security through **Event Monitoring** using the event log files and have been monitoring team adoption rates, providing documentation as needed.
- Experience in capturing, analyzing and documenting requirements (Use Cases) for Salesforce.com implementations.
- Researched and enabled 3rd party offerings using **AppExchange**.
- Experienced in the analysis, development and implementation of Web and Client Server Applications using **Java** and **Object-Oriented Programming**.
- Worked with **Java, J2EE, JSP, HTML** and **CSS** for better user experience management and enhanced the look and feel of UI.

- Experienced in working with Integrated Development tools like **RAD** and **Eclipse**, testing tools such as RTC and RFT.
- Worked with Version Control Systems, ClearCase, **GIT**, SVN and **Jira** in assigning, tracking the issues and resolving them.
- Adaptable and take a creative and versatile approach to **problem-solving**.
- Team player, self-starter, ability to multitask, detail oriented.

## CERTIFICATIONS

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- ☐ Salesforce Certified Administrator (ADM 201 - Credential ID 20825993)
- ☐ Salesforce Certified Advanced Administrator (ADM 211 - Credential ID 20871424)
- ☐ Salesforce Certified Platform App Builder (CRT 402 - Credential ID 20874104)
- ☐ Salesforce Certified Platform Developer I (CRT 450 - Credential ID 20944786)

## TECHNICAL SKILLS

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<b>Salesforce Technologies</b>	Apex Classes, Apex Triggers, Lightning Web Components(LWC), Visualforce Pages Apex Web Services, Process Builder, Flows, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, APEX Data Loader, Force.com Eclipse IDE Plug-in
<b>Languages</b>	Java 8, J2EE, Apex, C, HTML, CSS, XML, SOQL, SOSL, JavaScript
<b>PM Tools/ Applications</b>	All MS Office suites (incl. 2003), MS Exchange & Outlook, MS Internet Explorer, Firefox, Chrome
<b>Operating System</b>	Microsoft Windows, MacOS
<b>Web Services</b>	SOAP, REST API
<b>Databases</b>	Oracle, MySQL, SQL Server, DB2
<b>Web/Application Server</b>	Tomcat, IBM WebSphere, Apache
<b>IDE</b>	Eclipse, RAD
<b>Tools</b>	IBM Clear case, JIRA, GIT, Postman

## EXPERIENCE

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**Client: Duo Security**

**May 2020- Current**

**Job Title: Salesforce Developer/Administrator**

Duo Access Gateway (DAG), layers Duo's strong authentication and flexible policy engine on top of Salesforce logins using the Security Assertion Markup Language (SAML) 2.0 authentication standard. Duo Access Gateway acts as an identity provider (IdP), authenticating the users using existing on-premises

Active Directory (AD) or LDAP credentials and prompting for two-factor authentication before permitting access to Salesforce.

### **Responsibilities:**

- Performing configuration and customization of the Salesforce.com platform.
- Developing, implementing and supporting all Salesforce functionality following approved frameworks.
- Enabling Aura Framework by adding Aura attributes and Aura handlers for events to focus on logic and interactions in Lightning applications.
- Collaborating with multi-functional teams to configure, develop, implement, and support new business solutions using declarative or custom APEX functionality.
- Building solutions to business requirements using Apex classes and Lightning Platform.
- Developing Visualforce pages and lightning web components to prepopulate certain fields and embedded it in the application.
- Working on Process builder flows, Connect API, chatter and Quick Action.
- Working on Salesforce Community cloud engaging with employees, customers, partners.
- Using SOQL and SOSL statements within governor limits for data manipulation needs of the application using platform database objects.
- Analyzing and completing data manipulation through Data Loader and Workbench Tools for importing/updating/deleting records in multiple Salesforce Instances.
- Assisting with problem resolutions by reviewing existing code and configurations, applying development best practices, and working with testers and end users to confirm resolution.
- Providing technical assistance and troubleshooting for bug fixes and improvements.
- Acting as a point of escalation for Service Desk and NOC ticketing for incident resolution.

**Environment:** Salesforce.com platform, Lightning Web Components, VisualForce, Apex Language , SOSL, SOQL, Data Loader, Process Builders, Workflows, Validation Rules, Approvals, Reports, Dashboards, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in.

**Client:** State of Michigan

**August 2015- April 2020**

### **Job Title:** Salesforce Developer/Administrator

The existing MI bridges application was being updated to the ISD Portal. It would have all the data entered by citizens to apply for benefits such as Health Care, Food stamps, Cash benefits, Child care as well as to view and manage their existing benefits. It will provide an experience that allows community resources, navigators, MDHHS staff and program applicants and participants the ability to electronically complete their needs assessment and develop a success plan based on needs assessment. The ISD portal is utilizing the Salesforce ("SFDC") platform.

### **Responsibilities:**

- As an experienced developer having already worked on the module, I have identified the components that needed to be built for ISD portal.
- Used lightning framework for building the Portal enhancements.

- Designed, set up and maintained Salesforce standard objects, custom objects and junction objects, while also structuring users, roles, security profiles and workflow rules, lightening process builders as well as configuring log-in restrictions and IP access.
- Developed Apex Classes, Controllers & Triggers considering governor limits and various other components as per the client and application requirements.
- Written Apex classes, triggers to route the escalations to different queues and levels, assigning it to different users according to the business logic.
- Worked on the Salesforce Mobile App of the application and created Global Quick Actions and Object Specific Quick Actions, customizing custom layouts.
- Creating apps to meet the business functional requirements.
- Used the sandbox for testing and deploying the code to different instances after testing.
- Performed Unit testing with Jest.
- Developed reports and dashboards to continuously monitor data quality and integrity.
- Used Macros, Data Visualizations, Pivot tables and Vlookup() functions on Excel to work on the data to be imported.
- Communicated with the business regularly to understand their requirements and design solutions to implement them.

**Environment:** Salesforce.com platform, LWC, VisualForce, Apex Language , SOQL, JavaScript, Jest, Data Loader, HTML, Process Builder, Approvals, Reports and Dashboards, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Time based triggers, Triggers, Workflows Rules, Validation Rules.

**Client: State of Michigan**

**May 2014-July 2015**

**Job Title: Java Developer**

The MiBridges application is the portal for the Michigan residents to apply for various benefits provided by the state considering their income, assets and various family details. The application has various modules such as Healthcare, Food Stamps, Child Care, Cash Benefits so on.

**Responsibilities:**

- Involved in various phases of Software Development Life Cycle (SDLC) such as requirement gathering, modeling, analysis, architecture design & development using Spring framework and agile Methodologies.
- Worked with core Java business components and services.
- Built RESTful and SOAP web services.
- Developed session, entity beans and message driven beans.
- Used Java Persistence API entities to interact with Progress databases.
- Involved in writing complex multi-table joins and conditional queries in Database.
- Wrote interfaces and test clients in order to facilitate testing scheduled jobs.
- Used Git for revision control, working in and switching between different branches.
- Managed and analyzed SonarQube, log files to find information and facilitate problem resolution, and to ensure the quality of code and other bugs before promoting it.

- Used JUnit for local testing and used Maven-based testing to run local server and simulate web servers.
- Conducted merge and used Maven for building and deploying the applications to Tomcat server.
- Collaborated with diverse programming teams to prototype and solve complex business problems.
- Participated in AGILE SCRUM meetings.

**Environment:** Java, J2EE, Spring framework, SOAP & Rest Web Services, SQL, XML, XSD, JSON, Oracle, Git, Maven, SQL Developer, CICD, Bitbucket.

**Client:** IT Vision INC.

**June 2012-April 2014**

**Job Title:** Java Developer

The Mobile Core Business Unit (MCBU) is enabling Mobile Network Operators (MNOs) to personalize the mobile experience to make the most out of the challenges, and opportunities it presents. It was created to focus on mobile Internet transformation where mobile data traffic is growing very rapidly and ever more complex for operators to monetize.

**Responsibilities:**

- Developed new JSP pages, enhanced existing functionality to fit the mobile environment, from the requirement documentation.
- Implemented frontend using HTML, CSS.
- Experience in checking in/ checking out CI's in Oracle Repository Manager.
- Wrote queries and scripts for the system oracle database.
- Used JDBC for database connectivity with Oracle.
- Modified and enhanced database queries.
- Involved in code reviews and ensured code quality across the project.
- Involved in fixing bugs and unit testing with test cases using JUnit.
- Developed and debugged the servlets and EJB with Web sphere Application server.

**Environment:** Java, JSP, JDBC, HTML, CSS, Oracle 9i, Maven, Log4J, WebSphere, Eclipse, Soap UI.

## EDUCATION

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**New Jersey Institute of technology, Newark, New Jersey**

September 2011-May 2012: Master of Computer Science

**Anna University, Chennai, India**

September 2007-May 2011: Bachelor of Engineering in Computer Science and Engineering