 

Rajiv Reddy

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| **Professional Summary** |

* **7 years** ofprofessional experiencein **IT** as **Salesforce developer**. Involved in various phases of **Software development** including System Analysis, Design, Development, Testing, Implementation and Production Support**.**
* As a **Salesforce developer**, I have experience in Developing **Apex Classes, Apex Triggers,** **Lightning Components, Visualforce Pages, Unit Test Classes.**
* Experience in **Sales**, **Service** cloud, **Customizations, Security Settings, Data management** in Force.com.
* Experience on working with **Lightning Experience, Lightning Components and Lightning Apps**.
* Experience on working with Salesforce **Partner Communities**.
* Experience in Deploying changes from SFDC sandbox environment to other Sandbox or Production environment using **Change Sets, Auto Rabbit**, **VS Code**
* Experience working with **GitHub**
* Worked on **Service Cloud, leveraged InContact agent app for customer support calls.**
* Experience in Implementing **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Created various **Profiles, Permission Sets** and configured the **permissions** based on the organizational Requirements.
* Created **Validation Rules, Approval Processes**, **and Workflows Rules**.
* Experience in creating workflows using **Process Builder, Flows.**
* Experience in implementing **Single-Sign-On** Integration.
* Created **Roles, Public Groups, Queues for** Maintaining Business Users.
* Designed various **Web Pages** with **VisualForce, JavaScript, HTML, CSS** for functional needs within Salesforce.
* Designed and developed **Apex Triggers** for various functional needs in the application.
* Experience working with **Force.com IDE, Lightning App Builder, Process Builder, Data Loader, Import Wizard.**
* Experience working with **Conga Composer** for generating documents.
* Experience in Integration using **REST API**.
* Worked on the designing of custom **objects**, custom **fields**, **record types**, **page layouts**, **custom Tabs**, **custom reports**, **report folders**, **report extractions** to various formats, **Dashboards** and various other components as per the client and application requirements.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation.
* Developed **Unit Test classes** for **Code Coverage** for Apex triggers and classes.
* Experience in working with **Agile/Scrum** software development methodologies.
* Experience working with **JIRA, Version One** Agile tools.
* Experience in **Java,** **HTML, CSS, JavaScript, JQuery, SQL**.

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| **Educational Qualifications** |

Master’s in computer and information Science, Southern New Hampshire University, 2015

Bachelor of Technology in Computer Science & Engineering, JNTU, India, 2013

Salesforce Certified Platform App Builder (18441645)

Salesforce Certified Platform Developer 1 (21811389)

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| **Technical Skills** |

* **SalesForce Technologies :** Sales Force CRM, Apex Classes/Controllers, Apex Triggers, SOQL,

SOSL, VisualForce Pages, Lightning App Builder, Apex Web Services,

Workflow Rules & Approvals Processes, Lightning Components,

Process Builder, Flows, Case Management Automation, Apex Data

Loader, Import Wizard, Single-Sign-On Integration.

* **Languages** **:**  Apex, Java, C language.
* **IDE’S :** VS Code, Force.com, Apex data loader.
* **Database :** SOQL, Oracle, MySQL.
* **Web Services :** SOAP, REST
* **Agile Tools :** JIRA, Version One
* **Web Technologies :** Visualforce, JavaScript, HTML, CSS, JQuery, PHP.
* **Platforms and OS** **:** Windows, Mac Os

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| **Professional Experience** |

**Capital One, McLean, VA**

**Salesforce Developer Aug 2019 – Till Date**

**Responsibilities:**

* Involved in requirements gathering, analyzing the business requirements, System Analysis.
* Involved in Solution Design of the applications.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, User, Reports, Chatter, Dashboards and several Custom objects for implementing Business process.
* Worked on building several Lightning Components, Lightning record pages, Lightning apps.
* Worked on several Visualforce pages, apex classes, unit test classes.
* Worked on issue analysis and Fixing issues
* Implemented Single sign on functionality.
* Worked on Salesforce Sites.
* Worked on creating and managing Partner community for External users.
* Created VisualForce pages for Submitting Loan Applications, Credit Review, Portfolio Management, User Registration, generating pdf file from Vf page etc.
* Worked on data migration from external sources, performed Insert, Update, Upsert, Export operations using Data Loader.
* Worked on pushing the changes to different sandboxes and Production environments using AutoRabit, VS Code, Change Sets.
* Created custom Objects, Tabs, Fields, Buttons, Profiles, Record types, Roles, page layouts, Public groups, Queues, Sharing Rules.
* Worked on Validation Rules, Case assignment Rules, Lead Assignment Rules, Workflow Rules, Approval Process.
* Worked on several connected apps.
* Worked on GitHub for version control.
* Created Lightning Components for displaying Users Activity on Deals on Home Page and several other UI Functionalities.
* Implemented Auto Acknowledgement Emails Based on Status of the Deal.
* Imported Data to Standard and Custom objects using Import Wizard.
* Created workflow rules and Approval process.
* Automated several functionalities by using Process Builder and Flows.
* Implemented business logic for Auto populating fields, updating and creating child records using Apex Triggers.
* Created Batch classes and Schedule classes in Apex.
* Worked on email administration, domain management, security controls.
* Created Test Classes for Apex classes and Triggers to ensure functionality of code and meet code coverage requirements.
* Worked on Production issues, analysis and resolutions.
* Used SOQL and SOSL for data manipulation
* Experience working with JIRA, Version One Agile tools
* Integrated SFDC with API using REST API for retrieving Customer Accounts Information.
* Refreshing and Creating Sandboxes.

**Environment:** Saleforce.com platform, Data Loader, Import Wizard, Process Builder, Eclipse IDE, Apex Controllers, VisualForce Pages, Lightning Experience, Triggers, SOQL, Security Controls, Html, JavaScript, Windows

**Freddie Mac, McLean, VA**

**Salesforce Developer Nov 2018 – Aug 2019**

# **Responsibilities:**

* Involved in analyzing the business requirements, System Analysis.
* Involved in Solution Design of the application.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Campaigns, Chatter, User, Reports, Dashboards and several Custom objects for implementing Business process.
* Worked on creating Lightning apps, Lightning record pages, Lightning Components.
* Created Flows for automatically creating cases from quick actions.
* Worked on Incontact agent app for customer support calls.
* Worked on data migration from external sources, performed Insert, Update, Upsert, Export operations using Data Loader.
* Created custom Objects, Tabs, Fields, Buttons, Profiles, Record types, Roles, page layouts, Public groups, Queues, Sharing Rules.
* Created Dashboards & Reports leveraging out-of-box reporting capabilities.
* Worked on Validation Rules, Case assignment Rules, Workflow rules, Approval Process.
* Worked on Visualforce pages, apex classes, unit test classes and lightning components.
* Worked on Production issues, analysis and resolutions.
* Worked on Conga Composer connected app.
* Worked on Config Workbook tool for impact analysis.
* Worked on SalesforceA mobile app for user management.
* Worked on GitHub for version control.
* Deploy changes from SFDC sandbox environment to Production environment using AutoRabit.
* Worked on Creating and Refreshing Sandboxes.

**Environment:** Saleforce.com platform, Data Loader, Import Wizard, Process Builder, Eclipse IDE, Apex Controllers, VisualForce Pages, Lightning Experience, Triggers, SOQL, Security Controls, Html, JavaScript, Windows

**Capital One, McLean, VA**

**Salesforce Developer Aug 2015 – Nov 2018**

**Responsibilities:**

* Involved in requirements gathering, analyzing the business requirements, System Analysis.
* Involved in Solution Design of the application.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, User, Reports, Dashboards and several Custom objects for implementing Business process.
* Worked on several Visualforce pages, apex classes, unit test classes.
* Worked on analysis and Fixing issues
* Implemented Sales process.
* Implemented Single sign on functionality.
* Worked on creating and managing Partner community for External users.
* Created several VisualForce pages for several customizations on UI.
* Worked on data migration from external sources, performed Insert, Update, Upsert, Export operations using Data Loader.
* Worked on pushing the changes to different sandboxes and Production using Change Sets.
* Created custom Objects, Tabs, Fields, Buttons, Profiles, Record types, Roles, page layouts, Public groups, Queues, Sharing Rules.
* Worked on Validation Rules, Case assignment Rules, Lead Assignment Rules, Workflow Rules, Approval Process.
* Imported Data to Standard and Custom objects using Import Wizard.
* Created workflow rules and Approval process.
* Automated several functionalities by using Process Builder and Flows.
* Implemented business logic for Auto populating fields, updating and creating child records using Apex Triggers.
* Created Batch classes and Schedule classes in Apex.
* Worked on email administration, domain management, security controls.
* Created Test Classes for Apex classes and Triggers to ensure functionality of code and meet code coverage requirements.
* Used SOQL and SOSL for data manipulation
* Experience working with JIRA, Version One Agile tools
* Refreshing and Creating Sandboxes.

**Environment:** Saleforce.com platform, Data Loader, Import Wizard, Process Builder, Eclipse IDE, Apex Controllers, VisualForce Pages, Lightning Experience, Triggers, SOQL, Security Controls, Html, JavaScript, Windows

## Tekskills Inc, Hyderabad, India

**Software Engineer Jun 2013 – May 2014**

# **Responsibilities:**

* Involved in gathering and analyzing the business requirements.
* Worked on various Salesforce.com Standard objects like Home, Accounts, Contacts, Campaigns, Opportunities, Cases, Users, Reports and custom objects.
* Provided on-going support to identify, troubleshoot and quickly relay production issues.
* Worked on Customization of standard page layouts, search layouts to organize fields, custom links, related lists, buttons and other Components on record pages.
* Created new Salesforce users and maintained existing users. Ensured that users had visibility only to their appropriate data.
* Worked on data Migration using Data Loader and Import Wizard.
* Developed Apex classes, triggers and Visual force pages for customizations.
* Worked on various Email templates for automatic Email notification process based on the status of records.
* Worked on Approval processes.
* Extensively uploaded data using Data Loader.
* Created Dashboards & Reports leveraging out-of-box reporting capabilities.
* Created Validation Rules, assignment Rules and Sharing Rules.
* Created workflow rules for automating field updates and email alerts, task creation.
* Worked on Process builder for creating workflows.
* Created Test Classes for ensuring code coverage.
* Customizing the user experience and controlling access based on Roles and Profiles.
* Used SOQL and SOSL for data manipulation
* Integrated SFDC with OAPS ticketing system.
* Deploy changes from SFDC sandbox environment to Production environment using Change Sets.
* Refreshing and Creating Sandboxes.

**Environment:** Saleforce.com platform, Data Loader, Import Wizard, Eclipse IDE, Controllers, Process builder Visual Force Pages, Triggers, Security Controls, Windows.