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 **JAYAKANTH JANNU**

 **Salesforce developer/Admin**

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**Professional Summary: -**

* A Salesforce Certified Force.com Developer **6+** years of experience as **Salesforce Developer** this includes **configuration, customization, integration with external systems, communities, and lightning migration from classic, lightning development.**
* Strong IT experience in Software Development that includes all phases of **Requirement Analysis, Design, Development,** and maintenance of Product/business applications including Cloud Based, Web Applications, Web Services, Client-Server applications.
* Experience in SFDC development using **Visual Force Pages**, **Components, Force.com IDE, SOQL, and SOSL, DML** statements.
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.**
* Professional on base Lightning components are available as **Aura components** and as **Lightning web components.**
* Experience working across various **SFDC implementations** covering **Sales Cloud, Service Cloud, community cloud, Call center, Chatter & App-exchange applications.**
* Experience in SFDC development using **Apex classes** and **Triggers**, V**isual Force, Force.com IDE.**
* Implementation of Salesforce Health Cloud including FSL, Service Cloud.
* Experience working in **service cloud**, supporting cases, developed workflows and triggers for automated case resolutions.
* Delivering service everywhere through **Field service lightning**, omni Routing, Social Customer Service.
* Extensively worked with integrations between ServiceNow and third party application like SFDC.
* Setting up **Service Cloud** Console, **Cases**(Web to case, Email to case), Solutions, Case Assignment and **CTI** Integration.
* Experienced in Developing and Administrating projects on **Salesforce.**
* Involved in integration of Salesforce with **REST** and **SOAP** Web Services**.**
* Expertise in **Force.com** technology stack: **Apex, Visual Force, SOQL** and **SOSL.**
* Built customized **Salesforce 1** Mobile Apps using **Lighting Web Component Framework**.
* Extensive experience in analyzing business requirements, entity relationships and converting to **Salesforce custom objects, lookup relationships, junction objects** and **master-detail relationships.**
* SalesForce.com integration experience, worked on many integration tools like canvas, API integration.
* In-depth experience in **CRM** business processes like **Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity, and Custom Objects.
* Implemented Security and Sharing Rules at Object, Field and Record level for different Users.
* Expertise in various Standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked Extensively on **Canvas Tool** in Salesforce
* Experience in **Migrating data** from **legacy systems to Salesforce using Apex Data Loader.**
* Hands on experience with Apex Language, Apex Trigger, Apex Class, **Apex Test Methods**, **Apex Web Service**, Visualforce Pages, Visualforce Components & Controllers.
* Used the sandbox for Testing and Migrated the code to the Deployment instance after Testing.
* Unit and **Integration Testing** for new requirement and get the **UAT** from the Business owner
* Configured and maintained user **security permissions** in compliance with organizational needs
* Proficiency in Object Oriented Languages like **C++, C#, Java, J2EE, JSP,** and other Java technologies.
* Experience in databases such as **SQL Server, Oracle and MySQL.**
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Strong knowledge & experience working in teams implementing **Agile Methodologies**.
* Worked on Large Data **Integration** and **Migration** Project.

**Technical Skills**:

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| Languages  | Apex, Visualforce, Java, Webservices, HTTP Callouts, HTML, CSS, JavaScript, jQuery, PL-SQL, C. |
| Tools | Apex Data loader, Apttus CPQ, DocuSign, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in, Force.com Explorer, Jenkins, HP Quality Center, JIRA, and CTI Tool Kit. |
| Database | MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i/10g, MS Access, and DB2. |
| SDLC | Rational Unified Process (RUP), UML, use cases and Use case diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| Operating Systems | Windows XP/Vista/7, UNIX. |

**Certifications:**

[**https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=30pV3zbN0uwv4oXUcOH51PrvpOfCgqQuO+egFhKWIZFQ5y0RjLy2If7iwNXDHOCb**](https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=30pV3zbN0uwv4oXUcOH51PrvpOfCgqQuO+egFhKWIZFQ5y0RjLy2If7iwNXDHOCb)

**Professional Experience:**

Client: Johnson & Johnson, New jersey. Oct20 to Present.

Role: Salesforce Developer

**Responsibilities:**

* Acted as Point of Contact for clients SFDC Instances by maintaining User Provisions, Overlooking Security Matrix, FLS, Sharing and Data Model, Tracking Pre-Deployment and Post Deployment Activities Daily, monitoring of user errors and tracking ServiceNow, Setting up SFDC instances Ready for Data, Integration, Focus, Smoke Testing Teams, etc.
* Authoring, editing, and maintaining service level documentation, business and functional requirements, agile stories and acceptance criteria, user acceptance test plans, user documentation, training materials, knowledge articles, standard operational process, and procedure documents.
* Developed and managed relationships with executives in different business areas.
* Created Custom Objects and fields for transactional and contractual information**.**
* Developed and supported the platform admin activities including data integrity, user account maintenance, reports & dashboards.
* Communicate and lead platform changes including upstream and downstream impact (from Salesforce) to appropriate partners such as project teams and user groups.
* Intake of all tickets in the queue, initial triaging on incidents, service requests, defects, enhancements, upgrades, and took corrective measures.
* Collaborated with multiple departments to define CRM system changes required to meet business objectives.
* Designed, documented, implemented and unit tested CRM system customizations.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Objects. Used it to read, extract, and load data from comma separated values CSV files.
* Created multiple reports to monitor CRM system performance.
* Acted as release manager scheduling and executing code deployments.
* Actively transferred knowledge throughout organization, participated in knowledge sharing projects to develop best practices and mentored new hires.
* Steer/Coordinate the Meetings across various Integration, Master Data Management, and Testing Teams.
* Performed data loads and data deletions to maintain org data integrity.
* Partnered with development teams to implement new functionality via Agile based processes; activities include project planning, configuration, operational readiness assessments, reviews, and code deployment.

**Environment:** -

Saleforce.com **CRM Application** platform, Sales Cloud, Service Cloud, Batch Apex, SFDX CLI, Git Hub Repositories, Apex Triggers, Lightening Components, Visualforce Pages, SOQL, SOSL, HTML, Test classes, Reports, Security Controls, Sandbox data loads using Data Loader, Vs Code, Force.com ServiceNow.

Client: ConEd, New York. Mar20 to Sep20

Role: Salesforce Developer

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Developed Apex classes and triggers on Force.com.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Worked in developing various Apex classes, components, and Visual Force pages in Opportunity and Contracts entities.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Used Visual force Templates and Placeholders to encapsulate page elements to be reused across several Visual force pages.
* Experience in integration of Salesforce and SQL server using Sql Server Integration Services.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with implementation of Sales cloud using the Accounts, Opportunities objects.
* Animated client side user interface elements on a visual Force page using jQuery.
* Worked in GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* Have worked with service cloud in using the Salesforce CTI (Computer Telephony Integration) adaptors.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Used Avaya open CTI into salesforce for CTI integration Avaya system Integration.
* Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
* Have created, executed, and validated the CTI test scripts.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Used Informatica Cloud Data Loader for passing data, Database to Flat files, Flat Files to Databases, Databases to Databases.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files. Defined lookup and master-detail relationships on the objects and created junction objects.

**Environment:** -

**SalesForce.com CRM Application Platform, Force.com Apex Language, Apex Triggers and workflows, CTI Tool Kit, Service cloud, Visual Force, Data Loader, Eclipse, SOQL, SOSL.**

Client: FedEx, Memphis, TN. Mar 19 to Mar 20

Role: S**alesforce Lightning** Developer.

**Responsibilities:**

* Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* Designed and Deployed Custom Objects, Custom tabs, Validation Rules and Auto-Response Rules.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Supports the implementation of customized SFDC solutions that include Field Service Lightning components.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Experience in building reusable UI components and pages with Lightning component framework.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes.
* Expertise in aura framework, Lightning web Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning web Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created Object and Field level security to hide the critical information on the profile users.
* Working with different aspects of Web Services (XML, WSDL, SOAP, and REST) & web integration with SDFC.
* Created various custom Reports and Dashboards as per the customer requirements.
* Created several Workflows and Approval Processes needed in different stages of Application.
* Created multiple Lightning web Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages of salesforce.
* Applied Design variations & custom Aura design tokens to the Base Lightning Components Aura components and Lightning web components**.**
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Agile Development Methodology was followed for the implementation.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization.

**Environment: -**

 **Saleforce.com platform, Lightning Web Components, Aura Components, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls. Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading, Windows XP.**

**Client: Change Health Group, Tulsa, OK**. **May18- Feb 19**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Worked on to prioritize tasks across all their patients’ needs with health cloud.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Mapped personal and professional caregiver networks with salesforce health cloud.
* Used health cloud to integrate data from EHRs, wearables and more.
* Designed, and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* Product lead for the easy communication with Patients Providers, Care takers.
* Integrated Providers system and Salesforce for Patient details and results to Providers, Fax system is automated increasing the response by 40%.
* Reports has saved 30 mints on each report analysis.
* Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Worked with Salesforce.com team to make application certified.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.

**Environment: -**

**SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Healthcolud, Eclipse IDE.**

**Client:** InterContinental Hotels Group (IHG), Atlanta, GA **Aug 17 – Mar 18**

**Role: Salesforce Developer**

**Responsibilities:**

* Analysis of Data Requirement in Salesforce Environment
* Involved in Data pre-requirement check process and lookup Data Cleansing.
* Analysis of Data legacy systems in Salesforce Environment.
* Involved in Data Mapping process between legacy systems and actual organization for prior before loading process check.
* Experienced in Migration tools like ETL(Informatica).
* Involved in performance of source data analysis to manage source to target data mapping.
* Involved in working with Architects/Senior Developers planning and managing the data migration needs.
* Experience working in Agile/Scrum development methodologies.
* Worked in a collaborative team Environment with good verbal communication skills.
* Experience in using Workbench for SOQL search and certain csv Data preview for
* Worked on Force.com Explorer for querying Salesforce database using SOQL&SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Developed various triggers and Apex classes for Data migration need process.
* Making visible/Invisible triggers and validation rules added for certain objects.

**Environment:**

 **Salesforce Sales Cloud, ETL tools like Informatica, Aginity pro, Amazon Redshift, workbench, Apex classes, Triggers, Bulk data loads**.

**Client: Axness Technologies Pvt Ltd**, **Hyd, IND Jun 15 to Jul 16**

**Role: Salesforce Developer**

**Responsibilities: -**

* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of the organization.
* Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and Outbound API Messages.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
* Implemented Apex Classes & Triggers and linked them to manage the workflows implemented in the system.
* Created Visualforce Maps to display the contact Mailing Address on Map.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Used field level security along with page layouts to manage access to certain fields.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.

**Environment**: -

**Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Page layouts, SOQL, SOSL, Sandbox, Force.com IDE.**

**Client: - Visual IT Solutions Pvt Ltd**, **Hyd, INDIA Jan14 to May 15**

**Role: Salesforce Admin**

**Responsibilities: -**

* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and non-functional requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to Salesforce.
* Created workflow rules and defined related tasks, email alerts, approval processes and field updates to support business process automation.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
* Developed various Custom fields, Objects, Tabs, and validation rules.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Responsible for creation of users, roles, profiles and customization of reports and dashboards as per the client requirement.
* Involved in designing different views and page layouts for different profiles.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on Data Mapping using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce
* Performed routine and basic administration of Salesforce.com instance(s).
* Reviewed and contributed to the overall design and layout of Marketing Initiative.
* Supporting strategic Salesforce initiatives-gathering, documenting, analyzing, and drawing conclusions regarding complex data and information.
* Defined lookup and master-detail relationships on the objects, established many to many relationships among objects.
* Created various Reports and scheduled them as per the customer requirements.

**Environment**:

**Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.**

**EDUCATION:**

**Stevens Henagar College Salt Lake City, UT Mar 2018**

*Master of Science in Computer Information Systems*

**Jayamukhi Institute of Technological Sciences, (JNTUH) HYD. May 2015**

 *Bachelor’s in electrical and Electronic Engineering.*