**prashanth padedala**

**W: 703-546-1917**  E**:**[harsha@itpandits.com](mailto:harsha@itpandits.com)

**SUMMARY:**

* **Over 7+ years** of experience in Information Technology including 4+ years of Force.com Development experience.
* Experience in **Development, Administration, Configuration,Lightning**, **Requirements gathering, Implementation, Integration and Support of Salesforce** using Apex Language and leveraging Force.com Platform.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes, Page layouts, search layout
* Very strong in **Article Management**, Chatter **Answers, Data Categories** and **Service Cloud** implementation.
* Development experience with **Apex Classes, Apex Triggers, Batch Apex, writing Workflows, Webservices, HTML and JavaScript.**
* **Experience customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns.**
* **Experience in setting up Connected App and Remote Site settings for establishing third party communications.**
* **Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications**
* **Experienced in implementing best practices in Salesforce configuration and development.**
* Hands on experience in setting up Single **sign-on** between two salesforce instances.
* Strong experience in defining, managing and creating **Custom Objects, Page layouts, Field Validations**, **Formulas and Workflow rules,Org - Wide default**. Proficient in **SOQL/SOSL.**
* Experience working with various databases like **Oracle9i, SQL Server 2005/2008 and MySQL.**
* Experienced in **System Development Life Cycle (SDLC).** Involved in different phases of development.
* Involved and provided support during the **UAT.**
* **Knowledge of Customer Portal/Partner Portal implementation.**
* **Implemented security andsharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy**
* **Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.**
* **Experience in working with REST and SOAP API’s.**
* **Hands on experience in creating and installing Managed Packages. Configured Web-to-Case and Email-to-Case functionalities.**
* **Strong Deployment skills using Ant and Changesets. Experience building Custom Controllers/VF Components.**
* **Experience in Developing Internet/Intranet applications.**
* Hands on Experience in **Analyzing in business requirements**, functional requirements, design Specifications and **developing test plans and test Scenarios**
* **Experience in Object Oriented Design (OOD), Object Oriented Analysis (OOA), based on UML architecture.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| CRM Tools | Salesforce.com |
| Salesforce Technologies | Visualforce, Apex Controllers, Salesforce1, Triggers, Sales cloud, Service cloud, Data Loader, Translation workbench, Custom Labels, Custom Settings, Data Categories, Article Management, SOQL/SOSL, Lightening, Aura. |
| Methodologies | Agile/SCRU/Kanban and Waterfall |
| Salesforce Integration Tools | Data Loader, Command line Data loader, |
| Languages | Java, SQL, Apex, JavaScript, AngularJS |
| Databases | MS Access, Oracle 9, SQL Server 2005/2008, MySQL |
| Web Technologies | CSS, Web Services, XML, HTML, Adobe Photoshop, Flash, Dreamweaver |
| Operating Systems | Windows NT /2000/XP Pro/ Vista, Windows Server 2000/2003/2008, Linux, Unix, Macintosh. |
| Others | MS OFFICE SUITE, MS VISIO, MS PROJECT |

**PROFESSIONAL EXPERIENCE:**

**Boston Scientific, St. Paul, MN Nov 2020 – Till Date**

**Role: Sr. Salesforce Developer/Admin**

**Responsibilities:**

* Salesforce.com **Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Performed the roles of **Salesforce.com Administrator / Implementer** in the organization.
* Closelyworkedwith **SalesForce.com consultants** while implementing the solutions for the requirements.
* Worked on various **salesforce**.**com** standard objects and custom objects**.**
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components,** and **S Controls** to suit to the needs of the application.
* Customized **tabs** among different business user groups and business centers.
* Created various **Profiles,** established object and field level security, configured the **permissions** based on the **organizational hierarchy requirements**
* **Implemented various Custom Reports and deployed them for different business user levels.**
* Customized the entire **Salesforce.com** applications to incorporate the business requirements which involved creating Web Forms using **S Controls** functionality and processing the data in **SFDC** with the extensive usage of **Web services API.**
* **Implemented** escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* **Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.**
* **Provided the training to the internal business users to use the application and develop their own custom reports.**
* **Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.**
* Used **sandbox** for testing and migrated the code to the deployment instance after testing.
* **Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.**
* **Involved withSalesforce.com Premier Support and handled the support cases with the help salesforce.com support**
* **Wrote Test Classes and maintained code coverage over 95%. Developed Schedule Apex, Batch Apex and Apex Triggers**
* **Demoed enhancements to business stakeholders in sprint demos. Designed VisualForce Pages and created custom controllers**
* **Installed Apps from AppExchange like Account Hierarchy, Dupe Blocker.**

**Environment:** Windows XP Pro, Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com Sandbox, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP

**Abbott Laboratories, St. Paul, MN Sep 2019 – Oct 2020**

**Role: SF Developer / Admin**

**Responsibilities:**

* Extensively worked on customizing case management by creating **Assignment rules, Auto response and escalation rules.**
* Well-maintained **Test Code Coverage& Unit Testing** for all the codes in the system following the Salesforce limits.
* Created data categories for **articles** and setup articles for **internationalization**.
* **Translated** Email templates, visual force pages, custom objects/fields using Custom labels and **Translation workbench**
* **Written Triggers, Apex classes, Batch** and **schedule jobs.**
* Created various **Record Types, Support Processes, Assignment Rules, Public Groups, Queues, Custom Settings, Sites, Time-Based Workflows** etc.
* Build **Force.com sites** and **customer portal** and setup **single sign on** between instances using **OAuth2** authentication and **connected app**.
* Created many **Custom Objects** in the Org and defined **lookup** and **master-detail relationships** between the objects.
* Implemented **Web-to-case** and **Email-to-case** functionalities.
* Designed **Visualforce pages using JavaScript, CSS, HTML, JQuery and Controllers**.
* Involved in **User Management** – Creating users, Roles, Profiles.
* Responsible for my **Project deployments** for all the releases and for **Post deployment Testing**.
* Setup **Live Agent as** part of case management implementation inside service cloud.
* Worked with global users.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* **Validation rules** were created to ensure the required data is captured in the fields. Wrote **Test classes** above 80%.
* Developed Salesforce Lightening Applications using **Aura Lighteningcomponents**,**controllers** and **events** and used custom **CSS** in the components.
* Deployed code using **ant** and stored code in **Perforce** version control repository. Automated post **sandbox refresh** steps.
* Developed and deployed **Managed package** into various orgs. Involved in data cleanup and **mapping** in **data migration** project.
* Customized **Escalation rules** and **Assignment Rules** to custom objects. Lead the effort of bringing in **get Feedback survey** response app into production. Design and developed **Role Hierarchy**.

**Environment: Windows, Salesforce Unlimited Edition**, Agile process, Service Cloud, Sales Cloud, Apex, Visual Force (Pages, Component & Controllers), JSON, XML, HTML, CSS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, Data Sync with .NET developed environments, APP Exchange, Lightening , Aura Lightening components.

**Caterpillar, IL** **March 2019-Aug 2019**

**Role: SF Developer/Admin**

**Responsibilities:**

* Developed **VFpages** and provided support for Sales force. Developed **APEX Classes, Triggers** on Opportunity and Account objects.
* Developed and Designed the **Mobile interface** for salesforce.
* Established Validation Rules, Workflow Rules to assign a Task, send out Email Alerts to **Opportunity Owners** and Update fields, Custom Settings and Custom Labels
* Created Email Templates, **Approval process & optimized** Page layouts for Mobile.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Well maintained **Test Code Coverage** for Sandbox Org above 90% for the classes and Triggers developed by my team.
* MVC based Web Application Development.
* **Code Migrations** using Changesets, Eclipse and Force.com ANT Scripts. **Test-Driven Development** experience by using various Salesforce.com Orgs.
* Worked on complete Full Sandbox Org for Testing, Training Org, Integration Org and Production Org.
* Proficient in using **Eclipse based Salesforce.com IDE** to develop and deploy force.com software.
* Force.com Web Services **Integration**.
* Worked on complete **Deadline-driven environment** progressively. Developed Training materials/content in Libraries.
* Creating **custom logging** mechanism by inserting data into custom object.
* Scheduled monthly **email reports** to **VP/OD** for past due Close-date Opportunities
* Assisted the business stakeholders during **UAT** and also the **QA** team in thorough regression **testing** and **analysis** of the applications
* Coordinated and participated with the **team Members** both **onsite** and **offshore** on a regular basis for Discussions.
* Actively initiated and participated in team Meetings.

**Environment: Windows, Salesforce Enterprise Edition**, S-Controls, Apex Language, VisualForce (Pages, Component & Controllers), JQuery, HTML, CSS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse IDE Plug-in.

**Equifax, Alpharetta, GA**

**March 2017-Feb 2019**

**Role: SF Developer/Admin**

**Responsibilities:**

* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Worked on a large-scale implementation for the Sales Force Center of Excellence.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Develop **VisualForce pages, VisualForce Custom Controller Components**, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Created **workflow rules** and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used **Force.com webservice API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Customized tabs for among different business users’ group and Business centers.
* Used the **sandbox** for **testing** and **migrated** the code to the deployment instance after testing.
* Proficient in using **Eclipse based Salesforce.com IDE** to develop and deploy force.com software

**Environment:** APEX, Web services, SOSL, SOQL, Force.com IDE, Import Wizard, Visual Force Pages, Workflows and Validation rules

**Wolters Kluwer Tax and Accounting, Irving, TX**

**Sep 2016-Feb2017**

**Role: SF Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* 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
* Worked with Apex Classes, Apex Triggers and Visual force pages
* Maintained user roles, security, profiles and workflow rules wherever necessary
* Created **Sharing rules, Assignment Rules and Escalation Rules** for Cases
* Developed various Custom Objects, Tabs, Components and Visual Force
* Integration with Cast Iron.
* Develop and Deploy SFDC Integrations with SAP and other applications using .Net environment and Force API
* **Data Migration** from Legacy Front Range to Sales Force
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people
* Developed Custom Objects, Custom Reports and dashboard on regular basis for the sales performance and lead generation statistics

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader

**Aptroid.com, Hyderabad, India**

**May 2014-JUNE2015**

**Role: Salesforce Admin/Developer.**

**Responsibilities:**

* Participated in **requirement gathering**, defining functional and technical specifications.
* Designed and developed **Visualforce pages, Apex classes and Triggers.**
* Created Workflow Rules to automate **Tasks, Email Alerts, Field Updates, time-dependent** actions.
* Created **Reports and Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Queried on custom and standard objects using **SOQL**.
* Design, build, test, and deploy **custom objects, record types, page layouts, and fields**.
* Assist in application customization via **custom objects, workflows, visual flows,**etc.
* Identify and implement process improvements that contribute to improved data quality.
* Data cleans, normalize, and upload data using a **data loader**.
* Monitor and manage data quality through ongoing data analysis, record de-duplication, and other related tasks.
* Interface with end users to understand administrative needs and resolve support issues
* Develop and maintain internal training programs and guides for new processes and sales teams.
* Provide daily internal end-user support utilizing cases.
* Assist users with **report and dashboard** requests.
* Maintain and advise on selection/maintenance of 3rd party technologies to improve marketing & sales productivity within SFDC.
* 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.

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

**Nectar Technologies, Hyderabad, India**

**June 2013-April2014**

**Role: Salesforce Admin.**

**Responsibilities:**

* Written stored procedures and implemented **DTS** packages.
* Scheduled Full and Differential backups to disks, tapes using **batch scripts, TSQL and Maintenance Plan.**
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created Mobile Apps, page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used translation workbench of salesforce.com to translate salesforce fields, objects into Spanish, Chinese.
* Used Demand tools for **DML** operations **(Insert, Delete, Update, Upsert)**
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Created profiles and implemented **Object and Field** Level Security to hide critical information on the profile users.
* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.