

### Shekar Reddy Kandadi

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**Professional Summary:**

* Salesforce Developer having 9+ years of IT experience, which includes 8+ years of experience in **Salesforce.com CRM** and almost 1+ years of experience as Java Developer.
* Experience in creating **custom objects** and integrating existing desktop and web apps with legacy mainframe systems.
* Experience working with **lightning components**, **Aura Framework**.
* Experience in Salesforce.com **Apex Classes**, **Triggers**, **Visual force**, **Force.com API**.
* Experience in Creating **page layouts**, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Implement dependentpicklists, lookups, junction objects, **master** **detail relationships**, validation and formula fields to the custom objects.
* Knowledge of salesforce.com implementation cycle in **Sales**, **Marketing**, **Service** and **Support** modules.
* Experience in working both **Sales cloud** and **Service cloud**.
* Have good working knowledge in querying salesforce.com database using **SOQL** and **SOSL** queries using Force.com Explorer.
* Experience with **data migration** and updates through the tool App Exchange **Data Loader** in Salesforce.com.
* Well versed in Cloud Technology and on-premise infrastructure integration for Salesforce.com using **Force.com platform**, **XML**, **SOAP Web Services** and third party packages.
* Competent in analyzing and creating narrative **Use Cases**, **Use Case Diagrams**, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.
* Expertise in Business Analysis methodologies and iterative **Software Development Life Cycle(SDLC)** in relation with all the phases of Rational Unified Process(RUP)
* Experience in data migration from **ACT, Excel**, **MS outlook** using **Data Loader**, Import Wizard, Informatica on Demand.
* Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.

**Technical Skills:**

Salesforce.com: Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex, Visual force (Page, Component & Controllers).

Custom Integration: Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading.

Platforms: Windows 2000, XP,7, Windows Server 2003 / 2008.

Technologies: C, C++, Java, HTML, XML, XHTML, DHTML, Selenium, Jenkins.

Web Design Tools: Visual Studio 2008/2005/2003, SQL Query Analyzer, SQL Profiler, Adobe Photoshop, Dreamweaver, MS Office, Visio 5.0, Adobe Acrobat Pro, Adobe Flex Builder.

Databases: MS SQL Server 2000/2005,

**Operating Systems:** Windows 2000 / XP Pro / Vista/7, Windows Server 2000 / 2003 / 2008, Linux.

**Certifications:**

Certified Salesforce Developer (401) – 2123883 – Oct 28 2014

Certified Salesforce Platform Developer 1- 21891037 – Feb 20 2021

Certified Salesforce Administrator (201) – 2078564 – Oct 17 2014

Certified Salesforce Advanced Administrator – 21892783 – Feb 21 2021

**Professional Experience:**

**Entergy, Inc. Woodland TX Feb 2020 – Till Date**

**Sr.Salesforce Developer**

Entergy is a utility company which provides electricity to Residential, Business and Community customers. Implemented Service cloud functionality with enhancements. Worked as a Salesforce developer and prod support.

**Responsibilities:**

* Working a salesforce developer for **Service Cloud**, **Sales Cloud** and **Community Cloud**.
* Providing support around 1000 CSR. Experience working with SNOW tickets and JIRA Incidents.
* Interacting with business to understand the existing functionality and provided the solution for enhancements.
* Experience working on Minor projects to provide the solution. I have prepared the SDD and Successfully implemented the changes.
* Worked on **Apex** Classes. **Controller** classes, Apex **Triggers** and **Lightning** components as required by the business.
* Worked on **Lightning** Tabs, Custom **Lightning** Pages.
* Experience working on **Aura** **Framework** and worked to enhance functionality of web apps on mobile devices.
* As a production support deployed the code and config components from Dev to UAT and UAT to Prod.
* Experience working with integration to resolve the callout and data issues. Experience working with third party systems Tibco and SAP to resolve the callout issues.
* Experience working with Business and Call center agents to resolve the issues in a timely manner.
* Experience working with **SOQL** and **SOSL** queries.
* Worked on **Omnichannel** to route the cases.
* Created new training sandbox using Salesforce integration patterns for API, UI Changes related to API , reactive components and data mapping between SAP system and Salesforce.
* Used SFDX to implement the training class and Update the training sandbox with new enhancements using SFDX.
* Worked on unit test cases and improved Code coverage. Experience working with creation of **test** **cases**.
* Creating the change request and implementing the deployment changes as required.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com subjects.
* Used Data Loader to read, extract and load data from **comma separated values** (CSV) files.
* Worked on **Static Resources**, **Page Layouts**, **Remote Site Settings,** **Case Management** and **Email Services.**
* Experience working with **Reports** and **Dashboards**.
* Created a 6-training environment and documents for the onboarded CSRs.

**Environment**: Saleforce.com platform, Aura Framework, lightning components, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows 7).

**BBVA Compass, Birmingham AL Jan 2019– Jan 2020**

**Sr.Salesforce Developer**

BBVA Compass’ consumer, commercial and wealth management divisions have adopted salesforce’s in-the-cloud CRM tools. In the process of improving the user interface they have made enhancements to Sales, Service and Marketing Cloud.

**Responsibilities:**

* Interacting with business users and providing the solutions as per the requirement. Crated FRD and Solution Design document.
* Worked on **Apex** Classes. **Controller** classes, Apex **Triggers** and **Lightning** components as required by the business.
* Worked on **Lightning** Tabs, Custom **Lightning** Pages.
* Experience working on **Aura** **Framework** and worked to enhance functionality of web apps on mobile devices.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Lightning Process Builder, profile**, **roles**, **field level security**, **field accessibility**, **permission sets, S-Controls** and **sharing settings**.
* Implemented business logic as per the Business requirement document.
* Experience working on creation and customization of Salesforce custom and standard objects **Leads,** **Accounts**, **Contacts**, **Opportunities**, **Products** and **Cases**.
* Worked on **Page** **layout** modification and maintained field level security. Worked on **Validation** **rules** and **workflow** **process**.
* Worked on creation of **Custom fields**, **page layouts**, **role hierarchy**, **record types** based on the business requirements.
* Used **SOQL** and **SOSL** queries.
* Experience working with both **SOAP** and **REST** API calls.
* Experience working with SFDX to push the code from one org to another.
* Experience working with CI/CD tools.
* Experience working with **Sales**, **Service** and **Marketing** cloud implementation.
* Worked on unit test cases and improved Code coverage. Experience working with creation of **test** **cases**.
* Customized financial **reports**, **Forecasts** and **Dashboards** to the executive office.
* Experience working version controlling tools. **Jenkins**, **Eclipse**.
* Experience n deployment of code and configuration components using **ANT**, **Change** **Set** and **Eclipse** and following the salesforce best practices.
* Supporting the application. Logged the issues with solutions for future reference.
* Experience working with **Agile** methodology, **Sprint** planning, **Rallies** and **Remedy** ticketing tools.

**Environment**: Saleforce.com platform, Aura Framework, lightning components, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows 7.

**Omnicare, Cincinnati OH May 2017– Dec 2018**

**Salesforce Developer**

Omnicare a wholly owned subsidiary of CVS Health Corporation, provides comprehensive pharmaceutical services to patients and providers across the United States. Implemented Pharmaceutical service process to provide cost effective and best in class pharmacy services for Post-acute and Senior Living residents.

**Responsibilities:**

* Understand business requirements and translate them into design specification document.
* Experience in building a patient information service and medication approvals through several approval process.
* Creation or customization of custom or standard objects which include **Leads,** **Accounts**, **Contacts**, **Opportunities**, **Products** and **Cases**.
* Communicated with executives to gather clear business requirements and designed theoretical workflows based on requirements.
* Created Custom objects, **Custom fields**, **page layouts**, **role hierarchy**, **record types** based on the business requirements.
* Worked on **Lightning Process Builder, profile**, **roles**, **field level security**, **field accessibility**, **permission sets, S-Controls** and **sharing settings**.
* Created and modified **sharing rules**.
* Experience working on **Omnichannel**.
* Modified **page layouts** and maintained **field level** security as required.
* Replaced logics of **validation rules** and a workflow process for various custom and standard objects.
* Created **campaigns**, **mass e-mailers**, survey data collection and contact management.
* Created **APEX Classes**, **Controller Classes, APEX Triggers and Lightning Components** for various functional needs.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Implementation of business logic as per the requirements.
* Customized financial **reports**, **Forecasts** and **Dashboards** to the executive office.
* Administrator for different salesforce.com CRM application for **sales cloud** and **service cloud**.
* Developed and deployed workflows for **opportunities** and **products management**.
* Developed **Unit test class** **for Apex class** and worked for improving code coverage.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to **dashboard** for authorized people for individual divisions.
* Involved in building of the **Customer Portal** in the organization.
* Experience working on both **SOAP and REST** api calls.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com subjects.
* Used Data Loader to read, extract and load data from **comma separated values** (CSV) files.
* **Integrated** **Salesforce** with Informatica on Demand for the proper mappings, extraction and transformation of data.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse.**
* Supported end users with solutions and issues they face with any functionality.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows 7.

**Dun & Bradstreet Austin TX Sep 2016 – Apr 2017**

**Salesforce Developer**

Dun & Bradstreet helps reduce credit risks and finds new customer. It uses Duns Number to establish a business credit file, which is often referenced by lenders and potential business partners to help predict the reliability and financial stability of the company. It implements salesforce to improve its Sales and marketing process.

**Responsibilities:**

* Worked with business users and team to resolve production issues.
* Experience working with **SOAP** and **REST** Api Calls.
* Experience working with Apex **Classes**, **Pages**, **Components** and **Triggers**.
* Deployed the code into production using **Change** **Sets**.
* Prioritizing the resolving the issues in a timely manner.
* Experience using **Agile** **Accelerator** and **Kanban** Dashboard.
* Participated in Sprint meetings to prioritize the issues and work accordingly.
* Experience working with, **JavaScript**, **CSS** to design the visual force pages.
* Used Apex Data loader to mass import or export the data.
* Experience working on **Process** **Builder**, **Work** **flows** rules and **validation** **rules**.
* Experience working with **Sales** and **Service** process.
* Created fields, **Objects**, **Record** **types**, **Page** **layouts**, **formula** **fields**, **Summary** **fields**, **roll** **up** **fields**.
* Participated in the code review sessions.
* Well versed with the **data** **migration** tasks and helped team to achieve targets in a timely manner.
* Experience working with **Email** **templates**, **Inbound**- **Outbound** **Messaging**.
* Have done the thorough testing before pushing the code into production. Any Enhancements and issues are logged and prioritized.
* Experience working with **batch** **classes** and raising Salesforce Tickets in case of issues.
* Creating **Custom** **reports** and **dashboards**.
* Interacting with business users to **Automate** the process and come with better solutions.
* Prepared **technical** **document** and also documented the frequently occurred problems and how to resolve it for future purposes.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Walgreens Lincolnshire IL Sep 2015 – Aug 2016**

**Salesforce Developer**

Walgreens is one of the largest drugstore Chains in U.S. Walgreen Co. offers mail service, home care and specialty pharmacy services through its Walgreens Health Services division. Walgreens implemented Salesforce CRM for Sales, Services and Marketing.

**Responsibilities:**

* Coordinated with the business to understand the business and structure and resolve the issues.
* Used eclipse Force.com toolkit for creating **Apex classes** and **Apex Triggers**.
* Experience working on **Communities and Customer Portals.**
* Participated in **peer review** sessions and suggested better ways.
* Worked on **SOAP** and **REST** api calls.
* Worked on **Sales cloud** as well as **Service Cloud.**
* As part of maintenance project prepared knowledge shared document for future reference.
* Worked on **Burgudy** project. Modifying the **site** based upon its parent site.
* This implementation includes javascript, pages, classes and configuration.
* As part of enhancement worked on **classes**, **triggers**, **visual force pages**, **knowledge articles**, **Java Script**.
* **Analyzing** the code and making respective modification.
* **Documented** every ticket resolution process for future reference.
* Interacted with the users to provide necessary access required for training purposes.
* Worked on the **knowledge article management**.
* Loaded the knowledge articles from production to UAT to make sure we have backup and updated knowledge articles for training purposes.
* Create **complex workflows** and **Approval processes**.
* Implemented Data segregation through **Record Types** and **Field level security**.
* Developed and maintained **validation rules** and custom **workflow**.
* Create and Customize **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, SControls dependent picklists,** and **complex page layouts.**
* Worked on email to case. Refreshed the sandbox
* Developed and maintained custom **Reports and Dashboards**.
* Tested thoroughly and deployed to production.
* Deployed code to production using change sets.
* Used ANT tool to migrate from Dev to QA.
* Coordinated with the offshore team to improve the overall process of resolving issues.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Lexmark International.inc Lexington Kentucky Feb 2015 – Aug 2015**

**Salesforce Developer**

Lexmark is a recognized leader in imaging and output solutions that help people and organizations improve process and reduce their costs. Lexmark implemented Salesforce CRM for Sales and Marketing team to improve the sales process.

**Responsibilities:**

* Interacted with business Users to understand the requirement and implemented with best solution possible.
* Experience in working **Customer Portals**.
* Created custom coded Reports and Dashboards to better understand the sales funnel.
* Experience implementing both **SOAP and REST** Api calls.
* Conducted **Code review** sessions to implement code in a better way.
* Used **eclipse Force.com** toolkit for creating **Apex Classes** and **Apex Triggers** to develop custom logic and objects.
* Used Github to commit for personal sandbox to Dev Experience with **Agile Methodology** and Scrum meetings.
* Worked on **Visual force pages** to create charts.
* Create and Customize **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, S-controls** and **complex page layouts.**
* Create **complex workflows** and **Approval processes**.
* Implemented Data segregation through **Record Types** and **Field level security**.
* Developed and maintained **validation rules** and custom **workflow**.
* Created Workflows, Email alerts and Field updates as required.
* Participated in Code review and suggested better ways of doing it.
* Audited, uncovered and resolved data integrity issues with **legacy systems**.
* Complete bulk import of data from legacy System to Salesforce. **Analyzing** the data and making necessary changes.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom **reports.**
* Created **Dashboards** for service representatives.
* Worked on Batch class and scheduling the batch class.
* Worked on **XML, HTTP/HTTPS, SQL, JAVA SCRIPT, JQUERY.**
* Used **Github, Jenkins, Mavensmate** for code migration from Personal Sandbox to Dev.
* Used ANT tool to migrate from Dev to QA.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Copart.inc, Dallas, Texas Nov 2013 – Dec 2014**

**Salesforce Developer**

Copart is a provider of online vehicle auction and remarketing services. Copart provides vehicle sellers with a range of services to process and sell salvage and clean title vehicles over the internet using its patented virtual auction Technology. Copart implemented salesforce application for its sales and marketing team, Relationship Managers, Implementation Mangers and other teams to improve the sales process.

**Responsibilities:**

* Create and Customize **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists,** and **complex page layouts.**
* Create **complex workflows** and **Approval processes**.
* Implemented Data segregation through **Record Types** and **Field level security**.
* Developed and maintained **validation rules, SControls** and custom **workflow**.
* Created Workflows, Email alerts and Field updates as required.
* Worked on **Salesforce1** mobile app, **Communities and Customer Portals.**
* Prepared User document to help understand the app. Had one on one interaction with users to solve **salesforce1app** issues.
* Worked on web to lead forms.
* Participated in **Code review** sessions.
* Created **page layouts**, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on **SOAP** and **REST** API web service calls.
* Used **eclipse Force.com** toolkit for creating **Apex Classes** and **Apex Triggers** to develop custom logic and objects.
* Created **S-Controls** to meet new business requirements.
* Created number of users and assigned respective role and profile.
* Had a chance to know **five9(**CTI Tool) a virtual call center for making inbound calls.
* Audited, uncovered and resolved data integrity issues with **legacy systems**.
* Complete bulk import of data from legacy System to Salesforce. **Analyzing** the data and making necessary changes.
* Worked on **Sales Cloud** and **Service Cloud**.
* Validated and deployed code to production through **Change Set**.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom **reports.**
* Created **Dashboards** for service representatives.
* Batch reassignment of accounts and **opportunities** based on organizational changes.
* Prepared training materials for business use.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Migrated Current Outlook Connector to Salesforce Outlook which provides for the synchronization of information from Outlook to Salesforce.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Brocade Communications, San Jose, CA Apr 2013– Oct 2013**

**Salesforce Developer**

Brocade leads the industry in providing comprehensive network solutions that help the world’s leading organizations transition smoothly to a virtualized world. Brocade uses Salesforce CRM for complete sales and service cloud.

**Responsibilities:**

Designed and deployed **Apex Classes**, **Controller Classes, Extensions** and **Apex Triggers** for various functional needs in the application using Eclipse IDE.

* Developed **Visual Force Pages**, **Visual Force Custom controller components.**
* Creating **Custom Objects** and defining master-detail relationship between objects.
* Used **Data Loader** to bulk insert, import or update into the object.
* Developed and deployed **timely based workflows** based on the requirement. Created **field Update**, **Email Alerts**
* Implemented **validation rules**, **assignment rules, S-Controls** and **formula fields** in custom objects
* Created **Custom Objects**, **Custom Fields**, **Tabs** and maintained field level security as per the business requirement.
* Worked on **Static Resources**, **Page Layouts**, **Remote Site Settings,** **Case Management** and **Email Services.**
* Worked on **SOAP API** and **REST API** to make **Web Service Calls.**
* Worked on **Service Cloud.**
* Worked on **Outbound messaging** and error directory creation log.
* Worked on **Google** **Geolocation Web Service Calls.**
* Used **Google maps API** to display the distance between two points and display Google route map to destination.
* Used Force.com **Web Service API** to make **Web Service** **Calls** and implemented with regards to governor limit.
* Used **SOQL** and **SOSL** conceding the governor limits to achieve the required result.
* Used sandbox for testing and migrated code to **production.**
* Used **Change Sets** to validate and deploy config components to testing instance and production.
* Used **JSON** in developing apex code.
* Used **Kintana Tool** to deploy **Classes**, **Controllers**, **Components** and **Visual Force pages** into production.
* Identifying the problems in requirement and making recommendations to improve the process.
* Prepared the Technical Document for business use.

**Environment:** Apex Language, Java Script, Visual Force, Eclipse IDE, SVN, Data Loader, HTML, JSON, S-Controls, Email Services, Kintana Tool.

**Cubix Solutions Pvt Ltd. Trivandrum, India Jan 2010 – Dec 2010**

**Java Developer**

**Responsibilities:**

* Involved in all the phases of SDLC including Requirements collection, Design and Analysis of the customer specifications, Development and Customization of the application.
* The application is based on MVC-II Architecture using Apache Struts framework. Worked with 3-Tier Architecture which includes the presentation layer, Business logic layer and the database.
* Involved in understanding the business processes and defining the requirements.
* Eclipse used as Java IDE tool for creating Action Classes and XML files.
* Develop the User Interface Screens for presentation Web logic using JSP, HTML and CSS.
* Created several complex stored procedures and triggers using SQL Server to retrieve data.

**Environment:** Java, MVC, EJB, JDBC, Servlets, JSP, Jbuilder IDE, HTML, XML, Java Script, BEA WebLogic , Oracle, Internet Explorer ,MS SQL Server 2005, T-SQL and Windows 2003.