**Bharath Kanamatareddy**   

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**PROFESSIONAL SUMMARY:**

* Over 6 years of IT experience with over 5 years as a **CRM** Administration and Development on **Salesforce.com and Siebel**.
* Expert in creating Custom Objects, Custom Formula Fields, **Field Dependencies, Relationships, Picklists,** Custom Tabs, Validation Rules, Workflows, Approval Processes, Page Layouts, Search Layouts to meet the client's requirement and functionality.
* Highly Skilled in working with Force.com **Standard Objects** Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Experience in using **Developer Console** and **Debug logs** for debugging Apex methods.
* Implemented best practices on **Apex triggers, Apex classes taking governor limits for considerations**.
* Experience in **Sales cloud, Service cloud, Community Cloud, Chatter** and **App Exchange** applications.
* Good Experience in **Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring** and **Reporting in a cloud scenario**.
* Experienced in integration of Salesforce.com with external applications by setting up **OAuth 2.0** authentication between the Client and the Force.com.
* Hands on experience in creating Business Requirement Documents, Functional Specification Documents (FSD), Use Case Diagrams, Sequence and Activity Diagrams.
* Experience in managing Repositories using **Jenkins** andversion control tool **GitHub**.
* Hands on experience in sandbox refreshes and user story deployments using **Copado**.
* Experience with **Roles, Profiles, Permission sets** and **Organization Wide Defaults, Sharing Rules.**
* Extensively Used various data tools - **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete**.
* Experienced in creating **Einstein Analytics** (Wave applications) by generating various Data Sets, Data Flows and working with SAQL.
* Experience in using the **Force.com Explorer** to browse data model schema, custom objects, fields, build and test SOQL queries.
* Experience in QA and UAT testing and validation of **CPQ** and **CLM** functionality.
* Expertise in Batch and Schedulable Apex Classes for handling **bulk DML operations** in a timely manner.
* Presentation to various sorts of programming advancement life cycle procedures including **Agile, Waterfall approach** and have been involved with utilizing applications like **JIRA**.

**TECHNICAL SKILLS:**

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| **Salesforce Tools** | Data Loader, App Exchange Tools, SFDC platform (sandbox and Production), Einstein Analytics, dataloader.io, workbench, Copado. |
| **SFDC Technologies** | Sales, Service and Community Clouds, Apex Classes, Apex Triggers, Chatter, Dashboards, Custom Reports, Visual Force, Analytic Snapshots, Custom Objects, Process Builder, Custom settings. |
| **Lightning Platform APIs** | REST API, SOAP API, Metadata API, Bulk API, Streaming API. |
| **Data Visualization Tools** | Power BI, Tableau. |
| **Database** | SQL, Oracle, DB2. |
| **Methodologies** | Waterfall, Agile. |
| **Programming Languages** | Apex, SQL, Python, HTML, Java J2EE. |
| **Version Control & Management** | GitHub, Jenkins, Bitbucket. |

**WORK EXPERIENCE**

**Client: AIG, Lexington, KY Dec 2019 to Present**

**Designation: Salesforce Developer**

**Responsibilities:**

* Interacted with **business user groups to gather the requirements** for Salesforce and documented the Business and Software Requirements.
* Shaped POC on Salesforce Lightning Experience by recreating the functionality of an object with multiple relationships by **Creating Lightning tabs, Controllers, Components with Aura Framework, by adding Aura Attributes and Aura Handlers for Events.**
* Redesign through **customization** and applications within salesforce.com including the implementation of solutions and leads training of salesforce.com globally for the sales and service teams.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* **Retrieved** data and its functionality from **Third-Party API’s** and **displayed** it within lightning component.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component looks better and easy to use.
* Written customization code on **Apex Classes, Visualforce pages**, used Visualforce components like **PageBlock, CommandButtons, ActionSupport, ActionFunction**.
* Written **apex REST web service** classes for inbound calls to salesforce.
* Developed **Email templates** in Text, HTML and Visualforce for setting up email alerts for auto response and data updates.
* Identified areas of **improvements** and functional gaps in Salesforce Applications, collaborated with other developers to plan and execute an organization wide **Salesforce 2.0 revamp**.
* Worked on integration of Salesforce.com with external applications by setting up **OAuth 2.0** authentication between the Client and the Force.com.
* Executed **Chatter Communities** functionality across sales channel and internal teams to post updates on sales, feedback on requests.
* Validated the requirements and ensured its traceability in various applications like **JIRA**.
* Written **Apex Test classes**to Unit test Apex classes before Production deployment.
* Involved in QA and UAT testing and validation of **CPQ** including Products, Pricing, quoting etc.
* Data migration and updates through the tool provided by Sales force.com and **Copado** tool.
* Have experience in **sandbox refreshes** in different environments.
* Implemented **migration flows** between different environments.
* Have experience working on **GitHub** for storing different version of the code deployed in production.
* Integrated Salesforce data and external data into **Einstein** **analytics** to enable users to explore and visualize the data with explorer and designer.
* Widely used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using Force.com platform.

**Environment:** Salesforce.com, Service Cloud, Sales Cloud, Apex, Visualforce, Copado, Lightning Component Framework, Standard and Custom Controllers, Workflows, Process Builder, Web Services, SOAP API, REST API, Reports & Dashboards, Data Loader, Visual Force (Pages, Component & Controllers), Workbench, Force.com IDE, Custom Tabs, Email Services.

**Client: TPMG, Houston, TX Jan 2019 to Dec 2019**

**Designation: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for **gathering the requirements** for salesforce.com CRM project implementation and Data Centralization.
* Customized standard **Salesforce Applications** created custom Applications, Custom Objects, Fields, Record Types, Page Layouts, and Search Layouts to organize Fields, Custom Links, Related Lists and other components on a record detail and edit pages.
* Designed, Created and scheduled Standard **Business Reports & Dashboards**.
* Extensively used **Apex Data Loader** for Inserting new records, updating existing records, Upsert, Delete, and bulk Import or Export of data from Salesforce.com Objects.
* Created **Duplicate rules to prevent duplicate records** from entering the system through user interface or through API.
* Migrated group of users from **Salesforce Classic to Lighting UI**.
* Developed Lightning Applications and Lightning Components using **Aura, Lightning framework, SLDS** and **Java Script**.
* Designed & developed **Apex Triggers, Apex Classes & Visualforce Pages using Apex Language, Visualforce, SOQL and SOSL**.
* Worked with **Dynamic Apex** to access SObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Configured Single Sign-On SSO for user authentication using SAML 2.0, set up service cloud, service console, configured Email-to-Case and enabled communities in cases.
* Integrated Salesforce with **SAP ERP** business system using **REST Web Services** and used **Lightning Connect** to retrieve inventory information into Salesforce.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in **Einstein Analytics**.
* Worked with Salesforce **Sales Analytics and Service Analytics** standard applications in Einstein Analytics.
* Involved in creating a functional specification that describes the **solution requirements, the architecture, and the detailed design** for all the features.
* Analyzing requirements and translating them into **logical component** based technical design to support business processes.
* Created the **data design** that describes objects, relationships between objects and field types, transformation mapping and data processes.
* Created **Object-Level Security** (Profiles & Permissions Sets), **Record-Level Security** (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy) and **Field-Level Security**.
* Trained Users on **Salesforce1** mobile app and configured and customized what is available in Salesforce 1 app.
* Extensively worked on **Jenkins** to implement continuous integration (CI) and Continuous deployment (CD) processes
* Good knowledge on **GitHub** version control tool.
* Created **Workflow alerts** and **automated email response** if there is any commit and pull files from GitHub.
* Designed training **documents and trained** users on time with new features with each release.

**Environment:** Salesforce.com Production, Salesforce.com Sandbox, GitHub, Jenkins, Apex Language, Apex Data Loader, Salesforce Service cloud, SOQL/SOSL Queries, Lightning Processes, Visual Force (Pages, Component & Controllers), Data Management, REST, CSS.

**Client: British petroleum, Houston, Tx June 2016 to Dec 2018**

**Designation: Salesforce Developer/ Administrator**

**Responsibilities:**

* Involved in creating and customizing the **Email template and configuring** them to the email alert within the workflow rule for a standard/custom object.
* Worked with various **salesforce.com objects** like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
* Created **Partner Portal and configured** as per the requirements of the sales process.
* Configured various **Custom Reports and Report Folders** for different user profiles based on the need in the organization.
* Created **Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked extensively on **Force.com IDE Plug-in** using Eclipse and ensured worked seamlessly within governor limits.
* Implemented Web Services with the help of **REST and SOAP API** along with WSDL, JSON and XML.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Provided ongoing Salesforce.com **maintenance and administration** services including periodic cleansing, custom objects and workflows.
* Maintained **data cleanliness and accuracy** by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the **bug review meetings, updated requirements document** as per business user feedback and change in **functionality of the application**.
* Managed **Salesforce integration** with existing systems and third-party providers like **cast iron**.
* Collaborate with **functional stakeholders** to define and implement process improvement.

**Environment:** Salesforce.Com API, Data Loader, AppExchange, Sandboxes Testing, Metadata API, SOQL.

**Client: C-Tech Solutions Inc, Visakhapatnam, India Jan 2015 to May 2016**

**Designation: Siebel Developer**

**Responsibilities:**

* Intricate knowledge of the **Siebel architecture and framework** including the configuration and use of Siebel workflow, Siebel communications and Siebel EIM.
* Performed **data modeling / database** design work.
* Performed integration between **Siebel CRM** and **Oracle E-Business Suite**, other **local applications** as per the business model.
* Participated in diverse facets of business analysis including **Business Process Mapping, Technical Architecture** and **Workflow Analysis**.
* Participated in **Project Planning** and **Estimation** for mid to large size project teams.
* Adhere to software development methodologies and provide daily progress updates with **Waterfall approach**.
* Performed all activities related to the development of the enterprise **Siebel CRM** solution.
* **Coordinated** with other technical specialists, project managers, engineers and contractors to ensure timely and effective management of resources.
* Developed solutions following Siebel best practices and perform thorough **unit testing**.
* This role has provided me an opportunity to work with the best-in-class critical **utility Service** application deployed in U.K.
* Provided **production support and troubleshooting** assistance on software application related issues.
* Identified **performance issue and provide resolution**.
* Provided necessary **support during system, integration** and **performance testing**.
* Performed all other duties as may be assigned by management like **testing** and **administration** for user support.

**Environment:** Siebel Tools, UAT, QA, Production support, Application support, FTP, Application Health Check, Server maintenance, Reports, ad-hoc reports, Service Now etc.

**Client: C-Tech Solutions Inc, Visakhapatnam, India June 2014 to Jan 2015**

**Designation: Jr Java Developer**

**Responsibilities:**

* Designed and developed application using the **Waterfall methodology** of Software Development Life Cycle (SDLC).
* Designed and Developed various layers and components of the application with the help of **OOAD** methodologies and **J2EE design patterns**.
* Used all **core Java** concepts including Multi-threading, Polymorphism, Inheritance, Abstraction for developing the application.
* Used Servlets, JSP, EJBs and JDBC to build **server-side application**.
* Involved in implementation of the presentation layer GUI for the application using **JSF**, **HTML**, jQuery, Java Servlets, **CSS** and **JavaScript**.
* Imparted **mobile responsiveness to the front-end** using CSS Modules, Media Queries and JavaScript features of DOM Manipulation, browser detection.
* Worked on **Cross-Browser compatibility** and fixed the **bugs** for several browsers.
* Developed the application using Struts, **JSPs** and Tiles definitions.
* Set-up connection with **Oracle Database Server** using Servlets and JDBC.
* Tested and Deployed the developed application on **Apache Tomcat Web Server**.
* Used **JIRA** as tracking system to track and maintain the history of bugs/issues on everyday basis
* Packed the application using the build tool **ANT and utilized CVS** for code source control.

**Environment:** Java, JavaScript, HTML, CSS3, Apache Tomcat, Hibernate, Oracle Database, CVS, ANT, Waterfall, OOAD, jQuery, Bootstrap, Waterfall, J2EE, Java Servlets, JSP.