SANTHOSHI LAXMI ELLENDULA

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**PROFILE SUMMARY:**

Having 9+ years of experience in the field of Information Technology with 5+ years of strong experience in

Salesforce.com CRM, this involves me working on Configuration, Customization, Integration with external systems using REST API, Communities, Lightning migration, Lightning Aura Components, Lightning Web Components (LWC),

Lightning design system and Version control system (Git), JIRA, Workbench, Data Loader.

* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Hands on experience in using the Aura framework and Salesforce lightning Design System (SLDS).
* Experience with migration to Salesforce lightning process included Lite Application customization, Lightning App Builder and Lightning rollout.
* Experience with Salesforce Lightning in using CSS, JSON in Lightning Framework, and JavaScript for Client-side controller and helper controller.
* Hands - on experience in building responsive application using by creating Lightning components (Client/Server-side controllers) using aura framework, Salesforce LDS styling.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.
* Experience with Salesforce.com CRM technology as an admin and developer. Worked in various project environments like Customer Portal, E-commerce website, financial sector.
* Excelled in working with various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience with API management implementing the Metadata API’s by managing the changes and deploying the changes to production through Sandboxes.
* Developed VF pages, Visual flow using Apex Programming on Force.com Platform and expertise in designing Custom fields, custom reports, report folders, report extractions to various formats, Snapshots, Dashboards.
* Experience working with Force.com IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
* Hands on experience and good understanding in developing Salesforce Lightning Web Components (LWC).
* Solid experience with Salesforce AppExchange Apps, configuration, and user security permissions in compliance with organizational needs.
* Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.
* Experience in Web Services and implemented SOAP, REST and METADATA API ’s for Cloud integration requirements and marketing cloud.
* Expert knowledge in Lightning Component/Framework. Skilled in Apttus CLM & CPQ, Ambitious and motivated worker known as an efficient problem-solver when working independently or within a team.
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in Apttus CPQ Configuration and involved in quoting and pricing, order management, product configuration.
* Created Custom objects for Quote and Quote lines and captured quote information for CPQ.
* Strong Implementation and Integration experience using Custom Objects, triggers, Workflows/Workflow Rules, Approvals, S-Controls, Visual Force pages, and Apex Classes.
* Implemented Data integration using SOAP, REST API and outbound messaging to establish communication between SFDC and other homegrown system.
* Experience in SFDC development using Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.
* Strong knowledge of SFDC Standard Data structures and familiarities with designing Custom Objects and Force.com platform and Force.com sites.
* Have great knowledge and hands on experience in marketing cloud builders and studios.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com plug-in environment, Ant Migration tool kit and Eclipse.
* Hands on experience on creating custom apps, custom fields, profiles, applying sharing rules, handling page layouts, search layouts and related list and defining field dependencies, custom buttons, validation rules, workflows, and approval processes.
* Worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Worked on lightning process builder flows, connect API, Chatter, and quick action.
* Proficient in using meta-data migration tools like Eclipse IDE and Salesforce Apex Data Loader.
* Expert in APTTUS CPQ with some advanced functionality of SFDC.
* Good knowledge in various technologies like Web Services, XML, AJAX, jQuery, JavaScript, Apttus CPQ.
* Experience with Agile, Waterfall and Scrum methodologies in various project implementations with great communication and Presentation skills.

**EDUCATION:**

* Bachelor of technology in Computer Science Engineering from Jawaharlal Nehru Technological University, Hyderabad, India.

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-I
* Salesforce Certified Platform Developer II
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | SalesForce.com, Force.com, Sales Cloud, Service Cloud, LWC, Lighting components, CPQ, Apttus CPQ, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Component, s-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Workflow and Approvals, Dashboard.  |
| **Salesforce Tools** | Force.com IDE (Eclipse), Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform. |
| **ETL Tools** | Data Loader, Salesforce-to-Salesforce, Apex- Explorer. |
| **Languages** | Apex, C/C++, Java, J2EE, HTML, XML, CSS. |
| **Database** | MS SQL Server, Oracle, MySQL. |
| **Web** | HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP. |
| **Tools** | MS Office, Adobe Photoshop, MS Excel, SQL Developer, Eclipse IDE, Visual Studio. |
| **Web Servers** | IBM WebSphere 8.x, Apache Web Server, Tomcat 8. x. |
| **Platforms** | UNIX, RHEL and Windows (2012, 2016, 2019). |

**PROFESSIONAL EXPERIENCE**

**Nov 2021 – Present Capital One Salesforce Lightning Developer**

* Developed several Apex Classes, Triggers, and Visual Force pages, Components.
* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements.
* Designed, developed, and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Worked in Agile methodology, attended daily scrum meetings, weekly grooming, and sprint review meetings.
* Implemented Salesforce Lightning Components for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created Lightning components and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* I was Involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Working with CPQ deployment using change sets and GitHub.
* Used Salesforce simulator for development and to test if the lightning components works properly on the mobile device.
* Working with CPQ tools to manage products, offers and its’ rate plans.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Implemented customer community and creating users, giving access of custom pages in customer community.
* Integrated Steelbrick and salesforce integration for automating quoting, contracting, and billing process.
* Implemented sales cloud, service cloud and using Pardot.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some VF components.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from sObjects.
* Performed data analyst roles and used tools: Apex data loader, workbench and Excel for data analysis, transforming, importing and exporting.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Implemented Salesforce web services like SOAP and REST API, Java, XML.
* Integrated Salesforce data with external systems by writing Salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Working knowledge of Project Management tools – Azure Devops, Jira.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, REST/SOAP API, Field Service Lightning Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

**Mar 2020 – Oct 2021 Lululemon Salesforce Developer**

* Created different profiles and setup permissions based on roles in organization.
* Created server-side controllers to meet business requirement.
* Experience in migrating standard and custom objects in standard experience to lighting experience.
* Implemented sales cloud, service cloud and marketing cloud using Pardot.
* Integrated salesforce and CPQ application to automate fulfillment process.
* Implemented service cloud functionality like case management, field service management and CTI integration.
* Worked on Salesforce Lightning components for building customized components replacing existing ones.
* Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers.
* Design, develop and implement solutions for the Salesforce/Apttus CPQ/CLM system deployed on the Salesforce platform.
* Worked on Sales Cloud Implementations along with CPQ/CLM functionalities.
* Used GIT for version controlling system and used source tree as UI to perform code push/push operations.
* Used Sublime, Mavens mate, GIT, force.com Migration tool and Jenkins combination along with Ant Script to develop code, maintain versioning, and moving code around environments.
* Experience in configuring price quote (CPQ) with Apptus.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Maintained CPQ (Configure Price Quote) steel brick tool updated with latest functionality by Installing Apttus CPQ releases.
* Enhanced in Communities by adding new fields, field sets by using salesforce.com.
* Hands on experience on Inbound and Outbound integration of salesforce with external systems by developing custom apex SOAP, RESTFUL classes for inbound class and written Apex Callout for invoking outbound application.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented Salesforce for Outlook functionality and installed outlook integration with different systems.
* Wave analytics also helped sales manager to take immediate action by creating campaign and dive in deep data for quick decision making.
* Designed Workflow Rules Approval process and its associated actions like time triggered tasks, email alerts field updates to implement business logic.
* Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing.
* Created Test Case, Test Plan Document for Project Modules Cases using JIRA.
* Involved in Sales Cloud Application setup activities and customized the apps to match the functional needs of the organization.
* Performed business process modeling, user experience modeling and basic technical architecture diagramming.
* Developed other supporting documentation such as source to target mapping documents, use cases, business logic flows, process flows and documenting training sessions.
* Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing etc.

**Environment**: Saleforce.com platform, Data Loader, CPQ, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Sep 2018 – Feb 2020 Bluebeam Salesforce Developer**

* Performed detailed analysis of business and technical requirements and designed the solution by Visualforce, Force.com API, and Web Services.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and customized Visualforce pages using controller extensions, custom and standard controllers.
* Developed Apex triggers, classes to achieve user’s desired functionality and wrote dependent test classes.
* Developed and implemented Wizard for APPTUS CLM to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Manage page layouts, fields, and system interface/capabilities, Lightning Component.
* 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.
* Designed and deployed Custom tabs, validation rules, and Approval Processes for automating business logic.
* Provided business solutions to clients nationwide, ranging from Salesforce Service Cloud.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Service Cloud, Visualforce Pages, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, Windows.

**Oct 2016 – Nov 2017 Port ware LLC Salesforce Administrator**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Hands on experience in Data migration to Salesforce using Data Loader.
* Queried Salesforce database using SOQL SOSL queries using work bench.
* Involved in analysis of functional and technical requirements created the custom objects, formula fields, lookup, and master-detail relationships.
* Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
* Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as a sales tool.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Designed, modified Approval processes & created Approval steps which used email alerts and field updates.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Worked on making minor enhancements to SFDC application required by business users from time to time.
* Worked with developers to modify Visualforce Pages, Apex Classes, Apex Test Methods, and Triggers.
* Involved in SFDC application support for business users.
* Advised the sales and support team on efficient utilizing of Salesforce.
* Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce.

**Environment**: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, MySQL, Reports, Workflow & Approvals, Web Services, Sandbox.

**Aug 2012 – Sep 2016 AHEX Technologies Java Developer**

* Successfully completed the Architecture, Detailed Design & Development of modules Interacted with end users to gather, analyses, and implement the project.
* Customer collaboration over contract negotiation and responding to change over following a plan has been achieved using Agile Development.
* Worked on agile approaches, including Test-Driven Development and Scrum.
* Developed business objects, request handlers and JSPs for the Project I site using JAVA (Servlets).
* Designed an ER Diagram for all the databases using the DB Designer an Open-Source Tool.
* Developed dispatcher Servlets class to handle all the requests matching the URL pattern.
* Developed and Used the Eclipse Web perspective to develop, edit and debug applications in Eclipse.
* Created and executed Test Plans using Quality Center by Test Director.
* Mapped requirements with the Test cases in the Quality Center.
* Created test cases and ran test cases in Mercury quality center test directory.
* Involved in High level estimation of project schedules, project timelines and project deliverable meetings.
* As a part of Deliverable material created System Administration guide and created User Training Guide.

**Environment**: Toad, Oracle Application Server, JDeveloper, J2EE, Struts, Agile Development.