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**PROFESSIONAL SUMMARY:**

* Around **7 years** of IT experience with 6+ years of experience as Salesforce **Administrator**, **Developer and Requirements Analyst.**
* **Salesforce Certified Administrator and Platform Developer.**
* Proficient with administrative tasks like **creating users**, **roles and profiles**, creating and editing **page layouts**, **workflow rules** and approval processes, establishing object **relationships,** Object, field and record access **permissions.**
* Strong Experience working with **Process Builder**, Flows, Apex **classes, Triggers, Controllers & Controller Extensions, Components, Test Methods,Visualforce pages**, **Partner and Enterprise WSDL**, Application Design and Development.
* Experience in Apex coding to implement complex business logic with in Governor Limits
* Hands on experience in implementing **Workflow Rules, Validation Rules**, **Security and Sharing rules** and **Record Types** at object, field, and record level for different users at different levels of organization and creating various profiles and configure the permissions based on the organizational hierarchy.
* Experience with creating **reports and dashboards,** expertise in customizing standard Objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports** (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the **requirements.**
* Experience developing custom **lightning** Aura components, developing new applications using Lightning App builder. **Experience in migrating projects from classic to Lightning.**
* Experienced in implementing various advanced fields like **Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Detail, Field Dependencies, Validation Rules, Field updates**& Email generation according to application requirements.
* Good understanding of SFDC implementations covering **Sales Cloud, Service Cloud** , **MarketingCloud , E-Commerce**and App-exchange applications
* Experience in Web Technologies like **HTML, CSS** and **Java script**
* Comfortable with Salesforce development in various environments like **Developer Console, Eclipse and Visual Studio Code.** Used **GIT** for version control. Used **JIRA** for ticket management.
* **Excellent Trouble shooting skills and problem solving capabilities**
* **Excellent communication, analytical and inter-personal skills** with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

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| CRM Tools  | Salesforce.com  |
| Salesforce Technologies  | Salesforce.com CRM,Apex Classes & Controllers, Apex Triggers, Apex Scheduler, Lightning components, Visualforce Pages |
| Salesforce API Tools  | Eclipse, App Exchange, Data Loader  |
| Languages  | Java, PL/SQL, Apex  |
| Web Technologies  | XML, HTML, XHTML, CSS, Java Script |
| Databases  | MS SQL Server, Oracle 10g/9i/8i |
| Certifications  | **Salesforce Administrator (201), Salesforce Platform Developer (401)** **Credential ID** : 18246755 , 18522607 |

**EDUCATION:**

**Master’s in Computer Information Science, State University of New York, Utica (Jan 2016 – April 2017)**

**PROFESSIONAL EXPERIENCE:**

**Client: ALSAC– Memphis (TN)**

**Salesforce Developer Dec 2019 – Present**

**Responsibilities:**

* Developed **Apex classes, controllers triggers and Visualforce pages** for Call center application used by end users to process donations.
* Participated in all stages of software development life cycle. Thorough experience in requirements gathering and converting business needs to technical requirements and story points
* Experienced working simultaneously on multiple projects. Working as a single resource with ability to support high volume of need based requests
* Implemented **Approval processes** and **workflow rules** as per business requirements.
* Worked extensively on **Cases and Campaigns, Leads and opportunities**
* Developed **Flows embedded in Visualforce page** to implement in-house call center Application
* Implemented **Sharepoint**and Salesforce Integration. Worked on integrating external systems with salesforce using **REST** and **SOAP** API.
* Created numerous **reports** and **dashboards** for users as per organizational need.
* Experience working on **record types** for different business processes.
* Implemented **Live chat** Functionality in multiple Salesforce organizations
* Maintain user roles, profiles and supporting the end users in all the aspects. Work and fix production defects by providing frequent on-call supports.
* Working on implementing**CI/CD Pipeline** using Scratch orgs and Salesforce DX to automate continuous deployments and code check-ins
* Implemented **SSO – OKTA, CTI Nice Incontact** and related tools in salesforce orgs from App Exchange.
* Experience working with **SAML2, OData and Oauth** settings. Used Git for Version Control.

**Client: Qsource – Memphis (TN)**

**Salesforce Developer Apr 2018 – Dec 2019**

**Responsibilities:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements. Created **Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts.**
* Implemented salesforce Lightning components for small sets of users to customize **reports and Dashboards**
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users. Build the **organization’s role hierarchy** by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy
* **Migrated** data from MS Excel / CSV files to SFDC using **Data Loader**. Performed cleansing and **de-duplicating bulk loads**
* Developed **APEX Classes, Controller Classes and APEX Triggers** for various functional needs in the application. Executed Point and click development.
* Performed data mapping from Salesforce classic to lightning using **MySQL database**, when data loader threw errors.
* **Packaged and Deployed** customizations from **Sandbox** to other environments using **Migration Tool – ANT and change sets**
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed and developed Test utility framework and used annotations **@isTest, @testSetup** and ensured to meet 75% of code coverage. Conducted code reviews with fellow team members.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Worked towards preparation of requirements management plan, business and functional requirement documents.

**Environment:** Salesforce.com, Eclipse IDE, Data Loader, Apex Explorer, Apex, Visual Force, SOQL, Data Loader, ANT, Requirement Analysis

**Client: Lufkin Industries (Tech Mahindra)**

**Salesforce/Bigmachines Administrator Jan 2013 – Dec 2015**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator.
* Interacted with various business team members to gather and documented the requirements.
* Designed, Implemented and **deployed Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created Custom Objects and defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Worked on Sales cloud and service cloud to implement business requirements – **involved working on various standard objects like Account, Contact, Opportunity, Lead, Product, cases and Forecast.**
* Designed and developed **workflow rules, tasks and email alerts** based on business requirement.
* Created **Visual force pages, custom controllers, controller extensions and trigger handler classes.**
* Worked on **Process builder** to automate business processes. Prepared **Test Scripts, test cases and performed unit testing**
* **Enabled SSO (Single Sign on)** on the applications in order to have centralized user access control.
* Developed code snippets in **HTML and XSLT** to achieve the required parameters in the document.
* Worked on creating user specified documents with utmost precision as per given standards using document engine
* Creating complex configuration rules and implementing them to achieve user specified functionality.
* Experience working with third party applications and external API’s

**Environment:** Salesforce.com, Force.com Platform, Salesforce Enterprise Edition, Apex, Visualforce, Eclipse IDE Plug-in Objects, Big Machines – Document Engine

**Internship:** Worked as an Intern at Nationwide Insurance as Software Engineer/Requirements Analyst from April 2017 – Dec 2017