

BABITHA REDDY VAKITI

Salesforce Developer

(Salesforce Certified Platform Developer 1)



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SUMMARY:

- Around 9 years of experience which involves configuration, customization, Deployment and Integration in Salesforce.com.
- Experienced in designing, developing and implementing applications like Sales, Partner Portal and Service/Support modules on force.com platform.
- Experience in Administration, Configuration, and Implementation of Salesforce CRM and Salesforce SFA.
- Excellent programming skills and strong Object - Oriented Programming concepts (OOP).
- Extensive experience in customization, configuration, integration, Eclipse IDE, Apex, Visual Force and integration tools like Apex Data Loader, Cast iron etc.
- Good Knowledge with Apttus, Big machines CPQ and built AppExchange applications with AngularJS and Bootstrap. Experience in hands - on technical development on the Vlocity solution platform.
- Expertise in Salesforce technologies like APEX, Visual force, Web services, and API'S.
- Maintained custom nCino-Salesforce objects. Maintain setup records specific to nCino.
- Worked with nCino project management team to ready client for Data Configuration stage of implementation.
- Successfully Developed and Consumed SOAP Web services.
- Have experience in Siebel to Salesforce integration. Having experience on DocuSign to make approval process fully secure and digital.
- Used Events to make customized notifications within SalesforceApp.
- Experience in salesforce administration duties, such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
- In-depth understanding of CM business processes that include Forecasting. Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
- Extensive experience in salesforce.com Setup, Configuration, Customization, Administration, Data Migration and Integration tools like Apex Data Loader etc.
- Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, Renewal Forecasting and Customer Balance Report with Multi-Currency support.
- Extensive working experience in Creating Roles, Profiles, Page Layouts, Record Type, Assignment Rules, Validation Rules, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging and Approval Workflow.
- Involved in various projects in end-to- end implementations with multiple roles as an Administrator, Business Analyst, and Developer.

- Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application, Sandbox data loading and for implementing web services in the application for access to data from different users.
- Strong exposure to Security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
- Managed bulk orders and produced quick document of price quote using Apttus.
- Strong knowledge in resolving on-going maintenance issues and bug fixes.
- Knowledge in MuleSoft experience Leverage APIs to create custom Mulesoft platforms.
- Indepth understanding of Salesforce.com Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience.
- Expertise in Data archival and Data migration, ad-hoc reporting and code utilizing SAS on UNIX and Windows Environment.
- Hands on experience in Vlocity Cmt package such as Omni script, integration procedure, Vlocity Template, Vlocity Cards, etc.
- Experience in Sales force Testing and Administration spanning all facets of package software and SaaS application implementation.
- Hands-on experience in SFDC administrative tasks like creating Profiles, permission sets, Roles, OWD, Sharing rules, Users, Page Layouts, Workflows, Approvals, Reports and Dashboards.
- Hands-on experience in various phases Software Development Life Cycle (SDLC) and Agile Methodology.
- Expertise in soft skills including good communication skills, quick learning and multi-tasking are my key strengths. As a of project assignments, have been a part of Application Maintenance, Operations Support and Issue analysis, Bulk Da migration, Server Up gradation, Installation and Implementation of New Customization.
- Worked extensively on Remedy 7.5 and have sound knowledge of the product and most of its features and modules like Incident management, Change Management, Problem Management, Asset management, Contract Management, Product Catalog, Solution Database, Task Management, SLM, and Approval Cycle etc. Salesforce.com Skill-Set Highlights.
- Extensive knowledge about working processes such as time management and process optimizations.
- Excellent interpersonal communication, problem solving skills and business analytical skills.



TECHNICAL SKILLS:

Salesforce.com	Sales force CRM, Vlocity, Apex Triggers, Apex Classes / Controllers, Visual Force, nCino, Pages/Components, Mulesoft, Apex Web SOL, SOQL, Case Management Custom Objects Reports, Dashboards, Workflow and Approval
Custom Integration	Field updates reports, Custom objects, Custom settings, Custom labels, Tabs, Account management, Email services, Security controls, App Exchange, Package & Custom Application and Sandbox Data loading
Force.com Tools	Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Sale Workbench, Force.com, Data.com Dupe blocker, Apttus and Excel Connector

Web Technologies	HTML, CSS, WSDL, XML, JavaScript, jQuery, AngularJS, DOM, SOAP, REST, API and AJAX
DBMS	Force.com Explorer, MySQL, SQL Server 2008/2012
Version Controllers	Tortoise SVN, GitHub



EDUCATION:

Master of Science in Information Systems,
Marist College, Poughkeepsie, NY

Bachelors of Technology in Computer Science,
Shreyas Institute of Technology, Hyderabad, India



ACHEIVEMENTS:

- Salesforce Certified Platform Developer 1



PROFESSIONAL EXPERIENCE:

Client: American Family Insurance (Madison, WI) | Dec 2021– till date

Role: Salesforce Developer/Administrator

Project: Credit Dispute System

Responsibilities:

- Performed both Developer and Administrator Roles in the Project.
- Worked extensively on APEX Triggers, APEX Classes, Apex Test Classes, Visual Force pages to fulfill various business requirements.
- Developed the business logic of the application using APEX classes.
- Designed the application to be created module wise using the schema builder.
- Building Complex and Reusable Components in Vlocity.
- Optimize and improve the overall runtime of Omni scripts, Data Raptors and Vlocity Integration Procedures using best practices.
- Worked with nCino project management team to ready client for Data Configuration stage of implementation.
- Designed and developed Database migration scripts and execute migration plan from Siebel to Salesforce.
- Prepared the Visual force pages with the needed UI designs.
- Performed the UI related activities including Page layout configuration.
- Worked on the Web Services for enabling the data to be used outside the domain.
- Made the configurations in the applications time to time as per the requirement gathering.
- Gathered existing functionality and features in Siebel and re-create them in Salesforce.
- Created and deployed various Triggers, Apex classes and Visual force pages as part of the implementation.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.

- Identify and streamline workflows using the nCino platform, built on Salesforce.com, and implement changes and levels of customization as needed through the Salesforce Administrator role.
- Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders a flow.
- Made the timely data management using the Data Loader tool and thus making the insert, delete, and upset operation data.
- Built Proof of Concept for the Inbound and Outbound modules to call the third party vendor API's using Mulesoft and Java.
- Worked with Architecture Team in the implementation of new Salesforce features and driving Proof of Concepts using Platform events (Publish/Subscribe to event bus) and Shield Encryption.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity objects.
- Configured nCino Objects Screens, Screen Sections, Screen Views, Route, Route Group as per the requirement to generate Applicants Credit Memo.
- Created nCino Forms by configuring the Form Templates using nCino Defined Markups.
- Constructed new sandbox Plan and assembled all the Requirements for Project.
- Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component using lightning Platform events.
- Deployed Configurations and Code between Sales force Environments through various deployment tools like Force.com IDE, Snapshot, Ant Scripts, Cruise Control, and Change.
- Involved in working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
- Well versed with migration of Vlocity components using Data Packs and manage connected Orgs.
- Used HTML and CSS in Vlocity cards and consoles for the design of various medical plans based on county and state information.
- Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services Security Controls, App Exchange Package & Custom Application, Sandbox data loading.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Directly able to start quoting process from opportunities object once Apttus being integrated with the CRM.
- Used SOQL & SOL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Deep understanding of Salesforce administration - Service Cloud, Sales Cloud and Force.com.
- Expertise in system administration, configurations, maintenance and Support of Force.com Application, Salesforce CRM, VEEVA CRM, VEEVA VAULT.
- Prepared the documentation of the project.
- Have experience in working in Agile Project.
- Performed the mass data activities in the organization.
- Programmed the various automated functionalities using the triggers in the combination if the related classes.

Environment: Visual Force, Salesforce.com, Vlocity, Apex, nCino, SOQL, Mulesoft, WSDL, HTML, jQuery, Apttus, JavaScript, Integration, SOAP, REST API, and AJAX

Client: Legg Mason (Stamford, CT) | Nov 2019 – Jul 2021

Role: Salesforce Developer/Administrator

Project: ToG

Responsibilities:

- Administration, Development, Data Migration and deployment of application to force.com platform.
- Implemented Salesforce administrative skills with creating/customizing Profiles, Roles, Users, Sharing rules, Lookup filters, Page Layouts, Search layouts, Validation rules, Email Services, Workflows, Approval process, Assignment, Escalation rules, Reports, and Dashboards.
- Created Custom Controllers to make external web service callouts, validate and insert data.
- Hands on experience in Salesforce community, velocity Cmt package such as Omniscript, integration procedure, vlocity Template, Vlocity Cards, etc.
- Involved in developing Vlocity Omniscript, Lightning component, Vlocity template, triggers and apex classes based on the requirements.
- Created Visual force pages for customer portal which will override the standard customer portal.
- Programmed the various automated functionalities using the triggers in the combination of the related classes.
- Built Apex classes implementing SOQL statements with in Force.com IDE to manage interaction with the database.
- Worked on manual and custom document placeholders in nCino.
- Worked and configured nCino compliance questionnaire.
- Worked on field sets, field level securities using nCino
- Strong Knowledge in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Customer Service and Support Administration.
- Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, components, Visual force pages, custom reports.
- Designed and deployed the Custom objects, Custom tabs, Pick list, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
- Created various profiles and configured the permissions based on the organizational hierarchy requirements.
- Interacted with various business team members to gather and documented the requirements. Implemented the requirements on salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- 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 Apttus CPQ in order to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
- Developed Web Application using AngularJS Framework for the single page applications and page responsiveness.
- Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Vlocity CPQ.

- Worked on MuleSoft any point API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
- Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from Comma Separated Values (CSV) files.
- Modified Page layouts and setting the Record Types.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Used Sales Force Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.

Environment: Visual Force, Salesforce.com, Vlocity, Apex, Mulesoft, Eclipse, JavaScript, Apttus, SOAP, REST, SOQL, HTML, XML, AngularJS, Data Loader, and Integration

Client: Ascena Retail Group (Mahwah, NJ) | May 2017 – Oct 2019

Role: Salesforce Developer/Administrator

Project: Cloud Cherry

Responsibilities:

- Worked as a production support team member along with Development and Administration work.
- Worked on requirements gathering and fixing the bugs.
- Worked on Sharing Rules, Permission Sets, Roles and Profiles.
- Created workflow Rules and Dynamic Approval process, Email Templates and Assignment Rules.
- Created Visual Force Pages and Apex classes and worked on Apex Triggers.
- Created Dashboards for the partners for the view of the company's performance depending on the data that is available for their profile.
- Generated Reports and Dashboards based on the user requirements.
- Implemented Deployments using the change sets as well as with Force.com IDE.
- Created users, profiles and implemented Object and Field Level Security to hide critical information on the profile user's Custom development using Apex and visual force page.
- Developed Apex Classes & Triggers to implement the business logic as per the requirements.
- Developed SOQL and SQL queries to get data from different related objects.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
- Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
- Provided custom reports and dashboards to support the needs of the users and executives.
- Worked on enhancing and supporting the application.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Integrated Microsoft Outlook with Salesforce CRM which syncs email, calendar, tasks and reminders.

- 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 for different user profiles based on the needs of the organization.
- Migrated Accounts, Lead, Contacts, Opportunities sales data from external systems into Salesforce.
- Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
- Proficient in Salesforce.com development and implementation in various domains like Telecom and Banking.
- Have extensive experience in implementation of Custom Objects, Custom Tabs and Role based Page Layouts and Record Types.
- Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.

Environment: Salesforce.com platform, Custom Objects, Tabs, Page Layouts, Workflow & Approvals, Reports, Apex Language, Visual Force Pages, JavaScript, Custom Component, Custom Controllers

Client: Synergy Xpertsol (Hyderabad, India) | Jul 2013 – Dec 2016

Role: Salesforce Developer

Project: VF to Lightning conversion

Responsibilities:

- Performed the role of Salesforce.com Developer and Administrator in the organization.
- Collaborated in requirement gathering, business analysis, for salesforce.com implementation.
- Successfully developed the program plan within the estimated time, effort and quality goals.
- Participated on translating and documentation of business requirements into functional requirements.
- Customized Company Profile, Security & Access Controls and Communication Templates as per the organization requirements.
- Created custom objects, users, custom profiles, page layouts, and record types to meet business guidelines.
- Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings and other inbuilt functionality.
- Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers.
- Implemented Customer Portal for various business requirements.
- Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
- Developed cloud computing application using Force.com, Visual Force and Apex Languages.
- Proficient in creating Apex Triggers, Apex classes, Visual force Pages, App Exchange Package & Custom Application, Sandbox data loading and Web services API for implementing web services in the application for access to data from different users.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

- Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
- Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
- Created detailed data mapping document for integrating various systems with Salesforce.com.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Worked on Analytical Snapshots for weekly trend reports.
- Demonstrated knowledge of XML, SQL, HTTP/HTTPS and EAS processes and understood the different Sales force development processes and methodologies.
- Worked with custom Reports and report generation.
- Involved in resolving issues found during Unit Testing & User Acceptance Testing (UAT).

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, and Windows