NARESH GOUD BOMBOTHULA

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SALESFORCE CERTIFIED Administrator | **SALESFORCE CERTIFIED** Platform App Builder | **SALESFORCE CERTIFIED** Platform Developer I | **VLOCITY CERTIFIED** Platform Developer

PROFILE SUMMARY

- Garnered 7 years of comprehensive IT experience, specializing in Salesforce development during a dedicated tenure.
- Proficient in time management, multitasking, and maintaining composure while addressing urgent interruptions.
- Collaborative team player with strong interpersonal and communication skills, adept at cultivating productive relationships across diverse individuals.
- Experienced in Agile methodology development, particularly within Salesforce applications.
- Exceptional analytical skills, adept at solving complex problems and devising effective solutions in Salesforce environments.
- Meticulous attention to detail, ensuring precision in Salesforce development and customization.
- Self-motivated and proactive professional with strong teamwork skills, vital for collaborative projects.
- Collaborative attitude, seamlessly integrating with teams and stakeholders while adapting swiftly to evolving project requirements in the Salesforce ecosystem.
- Collaborated with business leaders and development teams to document and implement enhancements based on client requirements.
- Implemented modules within Sales, Service, and Marketing clouds, utilizing various Salesforce features for application development.
- Good understanding of complex business processes and Data Integrity Policies, Data Retention Policies, SOX, etc.
- Strong organizational and multitasking capabilities, proficient in autonomously managing concurrent tasks and meeting client deadlines.
- Exceptional interpersonal finesse, adept at collaborating with developers, project managers, and diverse business partners, adapting communication style as required.
- Specialized in building applications on the Salesforce platform, particularly in Service Cloud and Salesforce Communities, showcasing a profound understanding of the Salesforce Security model.
- Applied practical experience in developing applications on the Salesforce platform, specializing in Service Cloud and Salesforce Communities.
- Collaborated with diverse stakeholders, business leaders, and development teams to document and implement enhancements aligned with client requirements.
- Executed administrative tasks encompassing User Provisioning, profile creation, role assignment, permission sets, workflow configuration, task and event management, email notifications and templates, as well as report and dashboard creation.
- Hands-on experience in crafting custom objects and tabs, creating custom/standard object fields, and implementing validation rules and field-level dependencies, including approval processes.

- Implemented various advanced fields such as picklist fields, master-detail fields, and custom formula fields, defining field dependencies for custom picklist fields.
- Established security measures and record-level access through role hierarchy, Organization Wide Defaults (OWD), sharing rules, and manual sharing.
- Developed and implemented workflow rules, validation rules, and customized workflows to optimize system processes.
- Proficient in Salesforce point-and-click configuration, utilizing workflows, validation rules, sales process setup, roles & profiles, as well as creating reports and dashboards.
- Expertise in utilizing Process Builder, Flows, Visual Flows, Schema Builder, and Roll-up Summary fields to efficiently aggregate data.
- Proficient in Salesforce Configuration and Customizations, including Apex class, Triggers, Visualforce pages, Lightning components, Lightning Design System, Events, Process Builder, Workflows, Formulas, Flow, Assignment Rules, and email Alerts.
- Adept in SQL and data modeling, with a predilection for SOQL/SOSL query languages and associated technologies.
- Proficient in designing, developing, and implementing Salesforce applications, leveraging Aura Components, Lightning Web Components (LWCs), and the Lightning Component Framework.
- Demonstrated expertise in crafting reusable Lightning Web Components (LWCs) that markedly improved real-time data display, contributing to a substantial 25% increase in productivity.
- In-depth knowledge of Aura Components and Lightning Web Components, actively implementing diverse modules in prior applications.
- Adept at effectively debugging and resolving production issues and system defects.
- Practical experience in integrating Salesforce with AWS Services.
- Hands-on expertise in Salesforce integration with third-party applications using REST/SOAP APIs and integrating Salesforce.com with other applications through SOAP, REST, BULK, and Streaming APIs.
- Skilled in deployment processes using Changesets, Ant scripts, Jenkins, GitHub, and IDE-based deployment tools.
- Hands-on experience in migrating changes from development to test to production environments using CI technologies such as Salesforce DX, Jenkins, GIT, Bitbucket, and JIRA.
- Well-versed in various Salesforce metadata APIs, deployment methodologies, code coverage, and the release process.
- Proficient in Salesforce managed packages, Salesforce Communities, and Community Cloud design and implementation.
- Experience in working in an Agile/SCRUM environment and achieved the client goals in a fast based development environment.
- Over 3 years of experience in Vlocity development using data raptors, omni-scripts, and integration procedures.
- Hands-on experience with integration procedures, Vlocity cards, and flex cards.
- Solid understanding and working experience with Apex, JavaScript (React), declarative development, and similar languages (Java, C#, HTML, CSS).
- Demonstrated expertise in developing integrations between Salesforce and external applications usingREST, SOAP APIs, DocuSign, oAuth, and Single Sign-On.
- Adept at using Apttus CPQ to improve the efficiency and effectiveness of Contract and Revenue Management processes.

- Developed and implemented a new training program for Apttus CLM and CPQ, which has reduced training time by 50%.
- Led a team of engineers in integrating MuleSoft and Salesforce, enabling the company to streamline its data processing operations.
- Successfully integrated Salesforce modules and the MAVQ application using the MuleSoft Anypoint Platform, resulting in a 20% increase in customer engagement.

Experience

Solution Analyst, DELOITTE US   **Sep 2020 – Current**
Salesforce Developer
Roles and Responsibilities:
- Experience on the integration of Apttus CLM and CPQ with Salesforce.com, ensuring robust application support.
- Demonstrated expertise in developing integrations between Salesforce and external applications usingREST, SOAP APIs, DocuSign, oAuth, and Single Sign-On.
- Developed robust Salesforce applications using Apex and Lightning, configuring features such as Custom Objects, Custom Metadata, and Profiles.
- Utilized Data Migration tools and Data Loader, actively participating in the design of the Data Model and database schema for the application.
- Created Visualforce Pages for Lightning Experience, providing alternative solutions for JavaScript codes and seamlessly sharing Visualforce pages between Classic and Lightning interfaces.
- Implemented community portal integration for single sign-on across multiple portals.
- Worked on Lightning Process Builder flows, Connect API, Chatter, and Quick Actions.
- Constructed Lightning Component Tabs for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
- Developed modern Enterprise Lightning Apps, leveraging Lightning Design System, Lightning App Builder, and Lightning Component features, and utilized Apex Data Loader service for data loading using CSV files.
- Built Apex code to integrate with multiple 3rd-party systems, facilitating XML generation. • Wrote APEX Test Classes for comprehensive test coverage of production data.
- Successfully integrated Salesforce with DocuSign and Google Drive, resulting in a 25% increase in client engagement.
- Converted the application from custom coding to an Omni Studio model, utilizing Salesforce and Omni Studio's out-of-the-box features, improving application performance by 15%.
- Experience in working with CPQ, actively involved in deployment and data migration.
- Integrated CPQ functionalities such as bundle configuration, product rules, option constraints, price rules, and quote management.
- Developed an integrated system using DocuSign App Launcher, delivering DocuSign envelopes to multiple recipients in the designated order of signatures.
- Implemented Google reCAPTCHA for the Login page in the community portal.
- Managed API integrations and web services, developed workflows, and triggers.
- Collaborated with customer operation managers to identify issues and areas for improvement, supporting business needs with technical design documentation.
- Led a team of 3 developers, successfully delivering products according to business requirements.

- Integrated MuleSoft related module with salesforce and developed various modules in combination with AWS.
- Worked on integrating MuleSoft and Salesforce to load data from paper applications into Salesforce.
- Utilized Salesforce Copado for various deployments, adhering to Salesforce technology standards.

PlanItWell, Halliburton   **Jan 2020- May 2020**
Intern
Roles and Responsibilities:

- Designed, Implemented, and deployed the Custom objects, defined lookup and master-detail relationships on the objects, Page layouts. Custom tabs and junction objects to establish connectivity among objects.
- Designed, developed, and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
- Configured various business processes with knowledge on Process builders, Flows and workflows.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

University of Houston clear lake   **Apr 2019 – Jan 2020**
Graduate Assistant
Roles and Responsibilities*:*

- Conducted a study on integrating data from complex and high-velocity databases, focusing on translation.
- Actively participated in a study on database schema and data flows to reduce operational costs.
- Worked on assignments to enhance database design and cluster data effectively.
- Led in-depth analysis of data models, identifying key metrics, and transforming data into meaningful, actionable information.

New York Life - CASE   **Mar 2017-Dec 2018**

Salesforce Developer

Roles and Responsibilities:

- Designed and implemented rental assistance program using salesforce tools/technologies.
- Defined profiles and configured the Object level access settings and field level access settings to each profile while creating the fields for an Object.
- Worked on vlocity components and developed application using omni-scripts, flex cards, data raptors and integration procedures**.**
- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Involved in implementing the community portal unity which enables user the single sign on feature.
- Developed few modules using custom lightning web components that boosted the productivity by 15%.
- Implemented integrated eligibility systems using various salesforce OOTB features.
- Designed and implemented a rental assistance program using Salesforce tools and technologies.
- Defined profiles and configured object-level access settings, along with field-level access settings for each profile, during the creation of fields for an object.

- Utilized Vlocity components and developed applications using omni-scripts, flex cards, data raptors, and integration procedures.

- Leveraged the Salesforce1 Platform to build a mobile app, enabling Lightning Components for use in the Salesforce1 mobile platform, thereby making Lightning Applications mobile-friendly.
- Played a key role in implementing the community portal unity, providing users with a single sign-on feature.
- Developed modules using custom Lightning web components, resulting in a 15% increase in productivity.
- Implemented integrated eligibility systems using various Salesforce out-of-the-box features.

RI UHIP (Rhode Island Unified Health Insurance Project)   Apr 2016-Mar 2017
Salesforce Developer
Roles and Responsibilities:

- Customized and worked on various Tabs, standard objects including Accounts, Contacts, Leads, Campaigns and Cases.
- Customized and optimized various tabs, including standard objects like Accounts, Contacts, Leads, Campaigns, and Cases.
- Designed and configured the Salesforce object model, incorporating custom objects, page layouts, custom tabs, and components tailored to the application's requirements.
- Developed and deployed Apex Classes, Controller Classes, Extensions, and Apex Triggers to address diverse functional needs within the application.
- Seamlessly integrated Salesforce Classic and Lightning interfaces.
- Created work plans, reviewed other work plan timelines, and managed workflows to ensure project timeframes were met.
- Proactively sought opportunities to leverage SFDC for process improvement and increased productivity, providing recommendations to support organizational growth.
- Worked on integrating Salesforce with external systems, utilizing REST and SOAP APIs, JSON, XML, etc.
- Collaborated with business leaders and development teams to document and implement enhancements based on client requirements.
- Successfully implemented the integration of USPS address validation using Rest/Soap APIs, significantly improving data accuracy and efficiency.

ALASKA_IE (The State of Alaska)   Jan 2016-Mar 2016
Salesforce Developer
Roles and Responsibilities:

- Worked on all salesforce admin features including user account maintenance, reports, and dashboards etc.
- Managed all Salesforce admin features, including user account maintenance, reports, and dashboards.
- Developed applications utilizing APEX Classes, APEX Triggers, Visualforce, Salesforce APIs, SOQL/SOSL, and the Force.com platform.
- Implemented Workflow rules, Visualforce pages, and created triggers and classes using Apex Code.

- Executed tasks such as creating Custom Apps, Custom Fields, Profiles, applying Sharing Rules, handling Page Layouts, Search Layouts, defining Field Dependencies, Validation Rules, workflows, and approval processes.
- Developed, scheduled, and maintained various batches, demonstrating expertise in Batch Apex.
- Created Components, Controller, and Helper Classes for integration purposes.

- Successfully integrated Salesforce with Google Drive, optimizing attachment storage and reducing Salesforce storage costs by 20%.
- Led the transition of a legacy application into Salesforce, ensuring the preservation of critical data during the transition process.

SKILLS

Salesforce Technologies	Salesforce CRM, Apex, SOQL, SOSL, DML, Visualforce, Triggers, Asynchronous Apex, Custom Objects, Custom Settings, Service Console, Lightning Process Builder, Sales Cloud, Service Cloud and Marketing cloud, Vlocity, Omni studio, DocuSign, SOAP, Salesforce DX, Jenkins, GIT, JIRA, and REST Web Services
Salesforce Tools	Apex Data Loader, Dataloader.io, Eclipse, Connect Offline, Workbench, Salesforce Page Optimizer, Visual Studio Code.
Databases	MySQL, Oracle, SOQL, SOSL
Operating Systems	Windows NT/2000/XP Pro/Vista, Windows Server 2000/2003/2008, Linux, Unix
Languages	JavaScript, HTML, Java, CSS, AJAX, XML, DHTML, C, JSON
Other Tools	JIRA, Jenkins, Bitbucket, SharePoint, MS Office Suite, MS Project, WebLogic, Eclipse, Visual Studio Code, MuleSoft, CPQ and DocuSign.

Certifications

- Salesforce Certified Administrator
- Salesforce Certified App Builder
- Salesforce Platform Developer 1
- Vlocity Platform Developer

Education

Master of Computer Science   **May 2020**
University of Houston Clear Lake