Sai Krishna Vuppala| Salesforce Developer/Admin

Clarksburg, Maryland, USA | +1 (301) 569-2704 | saikrishna1@aogjob.com | LinkedIn

Professional Summary

Highly skilled Salesforce Developer/Admin **with** 3+ years of hands-on experience **in** Apex, Lightning Web Components (LWC), SOQL, and REST/SOAP API integrations**. Expertise in** Sales Cloud, Service Cloud, and Marketing Cloud**, developing** custom CRM applications, automated workflows, and scalable data models**. Proficient in** CI/CD pipelines (Copado, Jenkins), security compliance (GDPR, SOX, HIPAA), and Agile development methodologies**. Strong background in** data migration (ETL, Data Loader), reporting (Einstein Analytics, Tableau CRM), and Salesforce automation (Flow, Process Builder, Triggers) **to drive operational efficiency.** Salesforce Certified Administrator & Platform Developer.

Work Experience

PTC, USA   **Oct 2023 - Current**
Salesforce Developer/Admin

- Built seamless CRM integrations using **REST APIs, SOAP, MuleSoft**, linking Salesforce with **ERP (SAP, Oracle)** and **Marketing Tools (Marketo, Pardot)**, reducing **data inconsistencies by 98% and eliminating redundant workflows**.
- **Automated Sales Workflow & Lead Management:** Built **custom automation** using **Flows, Process Builder, and Apex Triggers**, streamlining **lead distribution, opportunity tracking, and deal approvals**, reducing **manual intervention by 40%** and **accelerating deal closures by 25%**.
- **Seamless CRM Integration with Marketing & ERP Systems:** Integrated **Salesforce with ERP (SAP, Oracle) and Marketing Automation tools (Marketo, Pardot)**, ensuring seamless data synchronization and eliminating duplicate data entry, improving **data accuracy by 98%**.
- **Enhanced Sales Team Mobility & User Experience:** Developed **Lightning Web Components (LWC) and a mobile-friendly Salesforce app**, allowing sales representatives to **access and update customer information on the go**, improving **sales rep productivity by 30%**.
- **Created Custom Dashboards & Reports for Admins:** Designed **real-time dashboards using Einstein Analytics and Tableau CRM**, giving **sales leaders and administrator's instant insights into sales targets, revenue projections, and individual performance tracking**.
- **Implemented Advanced Security & Compliance Measures:** Ensured **data privacy and access control** using **Role Hierarchies, Sharing Rules, and Field-Level Security**, aligning with **GDPR, SOX, and HIPAA compliance standards**.
- **CI/CD & Agile Development Practices:** Streamlined **deployment pipelines** using **Git, Bitbucket, and Copado/Jenkins**, ensuring smooth and error-free **feature releases without downtime**.
- **Sales Team Training & User Adoption:** Conducted **training sessions** for sales admins and executives to **maximize system adoption and optimize their workflow**, increasing **efficiency and reporting accuracy by 20%**.

Version1, India   **Jan 2021 - Dec 2022**
Salesforce Developer

- Designed and implemented **Apex classes, triggers, and batch jobs** to automate complex business processes, reducing **manual intervention by 40%**.
- Created **Lightning Web Components (LWC) and Aura Components** to enhance the **user experience and improve page performance**, increasing sales team efficiency by **30%**.
- Used **REST/SOAP APIs, MuleSoft, and OAuth authentication** to integrate Salesforce with **ERP (SAP, Oracle), Payment Gateways, and Marketing Tools (Marketo, Pardot)**, ensuring **seamless data flow** across systems.
- Implemented **Salesforce Flow, Process Builder, and Approval Processes** to automate lead assignment, case resolution, and opportunity tracking, reducing **processing time by 50%**.
- Led **data migration projects using Data Loader, ETL tools (Informatica, Talend), and Apex scripts**, ensuring **99% data accuracy** and minimal downtime during transitions.
- Developed **advanced Salesforce Reports & Einstein Analytics Dashboards**, enabling **real-time monitoring of sales performance, customer trends, and revenue forecasts**.
- Strengthened **Salesforce security** by configuring **Role Hierarchies, Profiles, Sharing Rules, and Shield Encryption**, ensuring compliance with **GDPR, SOX, and HIPAA**.
- Used **Salesforce DX, Git, Bitbucket, and Jenkins/Copado** to manage code deployment, reducing **release cycle time by 35%** while maintaining **zero-downtime deployments**.
- Conducted training sessions for **sales, marketing, and customer service teams**, increasing **Salesforce adoption and efficiency** across departments by **25%**.
- Worked in an **Agile/Scrum environment**, participating in **daily stand-ups, sprint planning, and retrospectives**, collaborating with **business analysts, architects, and stakeholders** to ensure business requirements were met effectively.

Education

Master of Science Computer Sciences   **Apr 2024**
University of Alabama, Birmingham, USA

Bachelors in Computer Science Engineering   **Jun 2022**
Kamala Institute of Technology and Science, India

Technical Skills

Salesforce CRM: Workflows and validation rules, Approval Processes, Sales, Service, Profiles, Roles, Permission sets, Relationships, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types, Process builders, Reporting, Platform Events, Sales, and Service Cloud, Data loader, Workbench, Lightning Flows.
Force.com Tools: LWC, CPQ, VS Code, Developer Console, Force.com, Data Loader, Asynchronous Process, Batch, Schedule, Queueable Apex Lightning and Lightning Web Components, Aura, Visualforce, Apex, Triggers.
Web Design Tools: Eclipse, Spring STS, IntelliJ, JBoss Developer Studio, SQL Query Analyzer, Adobe Photoshop, Dreamweaver, Tortoise SVN, MS Office, Visio 5.0, Adobe Acrobat Pro.
Salesforce Tools: Force.com Eclipse IDE Plugin, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Connect for Outlook, Exchange Sync, Informatica Cloud Data Wizard, Adobe Esign, S-Docs, Conga, CRM fusion.
Languages: SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, JavaScript, jQuery, Salesforce CLI, Salesforce DX.
Web Technologies: HTML, XML, CSS, JavaScript, SOAP, REST, AppExchange, AWS, Jenkins, APIs (REST/SOAP).
Database: SQL Database, Oracle, Data Migration, DocuSign, Deployment
tools/Security tools: Change Sets, Jira, ANT Tool, Jenkins, Postman, Git, GitHub, VS Code, Check Mark tool, COPADO, CI/CD tools, MuleSoft, unit & integration testing

PROJECTS

Travel Approval Lightning App | *Salesforce Lightning, Custom Objects*

- Developed a custom travel approval app using Salesforce Lightning, streamlining travel requests, expense tracking, and managerial approvals, saving **15+ hours/week**.
- Optimized custom objects and automated workflows, reducing administrative workload by 10 hours/week and improving system efficiency.
- Designed intuitive Lightning Components and implemented role-based access, enhancing user satisfaction and data security.
- Automated notifications and approvals, increasing communication efficiency by **30%**.

Recruiting Application | *Salesforce, Custom Objects, Junction*

- Developed a custom Salesforce recruiting app, automating critical HR processes and improving operational efficiency by **10%**.
- Streamlined HR operations by **20%** through the effective use of custom objects, junction objects, and relationship modeling.
- Enhanced data security by **30%** through advanced Salesforce data modeling and implementation of robust security protocols.
- Gained hands-on experience in designing scalable data architectures, improving workflows, and integrating Salesforce security best practices.
- Learned to collaborate effectively with HR stakeholders, translating business requirements into functional Salesforce solutions.

CERTIFICATIONS

- Salesforce Certified Administrator (SCA)
- Salesforce Platform Developer-1
- Salesforce AI Associate