 

**AKANKSH REDDY**

**Salesforce Lightning Developer**

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**OBJECTIVE**

Having **10+ years** of experience in the **IT Industry** which includes experience in salesforce working on **Salesforce Developer/Administrator** with domain experience involves **configuration**, **customization**, **communities**, **integration**, **deployment**, **classic to lightning development, lightning components, LWC, force.com, Marketing Cloud, Sales & Service Cloud.**

**PROFESSIONAL SUMMARY**

* Extensive experience with different methodologies like **Agile** and **Scrum**.
* Added Lightning Components to **Lighting Pages** and **Record Pages**. Have worked on **Apex classes,**

**Visualforce Pages, Controller classes**, and **Apex Triggers** for various functional needs in the application.

* Creating lightning pages using Component, controller, helper, style, documentation, render, design, SVG.
* Implemented Salesforce **Lightning Web Components** for a small set of users within the organization.
* Tested apps by appending multiple **Lightning Web components** to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Created many **Salesforce Lightning Web Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple **Lightning Web Components**, added CSS and Design Parameters that make the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various **APIs** and display them on to the component.
* Worked on both lightning **frameworks Aura** and **LWC.**
* Worked on **aura** **framework** to define a method as part of a component’s API.
* Worked on **aura method** simplifies the code needed for a parent component to call a method on a child component that it contains.
* Technical Knowledge about Salesforce lightning **schema builder, process builder, app builder, flow builder components** and **lightning connect.**
* Experience on Salesforce CRM platform Worked in different environments of SFDC such as **Sales Cloud**, **Marketing Cloud**, and **Service Cloud.**
* Deployed salesforce components from Sandbox to other Sandboxes and Production instances using **Force.com Migration tools (Ant-based),** **Changesets**, and **Eclipse IDE.**
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages,** and integrating with external sources by developing **SOAP, RESTful Apex Web Services**, and **Force.com API.**
* Worked with different process of **asynchronous execution** by using **Batch Apex, Schedule Apex** and **Future Annotation.**
* Strong experience in writing, tuning of **SOQL, SOSL queries, relationship queries** **in Apex Triggers, Controllers**, and used Statements and Database methods for performing **DML** operations.
* Using a variety of systems, such as Salesforce, Apttus configure price quote (CPQ), and several ERP systems.
* Used **Salesforce CPQ** to enable sales reps to **configure** **complex product** and service combinations and set prices that will positively impact deal profitability.
* Extensive experience in migration from **Salesforce Classic** to **Lightning** by creating **Quick Actions**, **Screen Flows, lightning aura components** and **lightning web components.**
* Detail-oriented energetic team player, motivated with Multi-Tasking Capabilities, problem solver, and hands-on leader with exceptional presentation and Client/Customer relation skills.
* Strong **communication** and **interpersonal** skills with the ability to work well in a dynamic team environment.
* Experienced in **REST API** and knowledge of **SOAP API.**
* Experience in **Metadata API** and **HTTP** Class.
* Experienced with **Sales Cloud** & **Service Cloud** development.

**EDUCATIONAL QUALIFICATION**

* ***Bachelors*** from **Jnt University**-Hyderabad, INDIA - 2011

***Course***– Computer Science Engineering

* ***Master’s***  from **Trine University**-Angola, INDIANA, USA - 2013

***Course***– Computer Science Engineering

**CERTIFICATIONS**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer – 1**
* **Salesforce Certified Platform Developer – 2**
* **Salesforce Certified Service Cloud**
* **Salesforce Certified Sales Cloud**

**SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers), Field service lightning. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector, and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX, and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse, and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, SubVersion, and MS Visio |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**PROFESSIONAL EXPERIENCE**

***Client: AT&T, Dallas, Texas Jan’22 – Till Date***

***Role: Sr. Salesforce Developer***

***Responsibilities:***

* Worked on various Salesforce.com standard objects like **Accounts**, **Opportunities**, **Leads**, **Campaign**, **Events**, **Tasks**, **Contacts**, **Cases, Contract, Reports** and **Dashboards**.
* **Agile Development Methodology** was followed for the implementation.
* Managed Salesforce integration with **SOAP API** and **REST API** for existing systems and third-party providers.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for **Events** to focus on logic and Interactions in Lightning Applications.
* Involved in building **Lightning Web Components** Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Created multiple **Lightning Web Components**, added CSS and Design Parameters from **Lightning Design System (LDS)** that makes the Lightning component look and feel better.
* Worked in developing various **lightning web components**, **events**, and **Applications**.
* Experience in **Apex Classes, Apex triggers, Visualforce**, and **Force.com API.**
* Developed **custom lightning web components (Aura and LWC)**
* Worked on **Service Console Lightning** application which contains multiple number of Lightning web components (LWC)
* Developed custom business logic using **Apex Classes** and **Lightning components.**
* Executed different kinds of **asynchronous** process by using **Platform Events**, **Future Methods, Batch Apex** and **Schedule Apex.**
* Experience in using Metadata API to **retrieve, deploy, create, update,** or **delete** customization information, such as custom object definitions and page layouts, for organization.
* Created modern **Lightning Apps** combining **Lightning App Builder**, **SLDS** and **Lightning Component** features.
* Responsible for **Lightning Migration** project to migrate Salesforce Classic to Lightning.
* Migrated **JavaScript buttons** to Lightning Components.
* Migrated Aura components into **Lightning web components** for communities.
* Updated **Visualforce pages** to be compatible with both Classic and Lightning.
* Migrated Attachments and **Documents** to Files leveraging Magic Mover.
* Experience in Sales Cloud in application design to help salespeople sell smarter and faster by centralizing customer information, automating many of the tasks salespeople do every day.
* Implemented **Einstein Chat Bot** with Menu Based options which return results from Coveo Knowledge Base.
* Implemented Skill-Based Routing for **Omni-Channel**.
* Perform detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce**, Force.com IDE.
* Extensive experience in building UI by using Visualforce pages and Page layouts according to the business requirements.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization by using **CICD(CI/CD)** Process with **Git** and **GitHub**.
* Performed **data cleanup** and/or **data migration** to/from salesforce.com by using different AppExchange tools like **Dupe Blocker** and **Dupe Catcher.**
* Designed and deployed **Custom tabs**, **validation rules, Approval Processes** and **Auto-Response** for automating.
* Configured **Chatter** for the Users in the **Organization** for collaboration.
* Created **Email templates** in **Text**, **HTML** and visualforce necessary for the application.
* Creating and customizing **dashboards** and **reports** that provide insights into key performance metrics and enable users to make data-driven decisions by using the Einstein tool.
* Written **Apex Test classes** to **Unit Test Apex classes** before moving to Production.
* Created and maintained the documentation for Design, Migration, and Integration.
* Deployed applications from **Sandbox to Production** using **Jenkins**, **GitHub** and **Gearset** tools.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, JavaScript, Conga Composer, DocuSign for Salesforce, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Jenkins, Windows 7.

***Client: Chubb, Warren, NJ, USA Aug’20 to Dec’21***

***Role: Salesforce Lightning Developer***

***Responsibilities:***

* Created **Custom Objects** and **fields** for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes**, and **Auto-Response** Rules for automating business logic.
* Experience with custom application development in Force.com, utilizing Visualforce and **Lightning Components/Framework.**
* Performed the role of **SFDC Developer, Lightning Developer** and interacted with various business user groups for gathering the requirements for salesforce.com, **Lightning**, and **CRM implementation.**
* Worked on **Service console Lightning** application which contains multiple numbers of Lightning web components (LWC).
* Worked on **CTI integration** using **Twilio platform** in sending survey **SMS** to the patients.
* Experience in **Force.com Apex Classes, Apex triggers, Integration**, **Visual force**, and Force.com API. Development using custom **lightning web components (Aura and LWC).**
* Created Lightning web components (LWC) and apps combining **Lightning Design System**, **Lightning App Builder**, and **Lightning Component** features.
* Extensive experience in analysis of all **workflows** and **process builders** to **triggered flows.** And worked on development of different **triggered flows** for **different objects.**
* Migrating existing **Aura Components** and Visual force page to **Lightning web components (LWC**) to improve application performance by following web standards, shadow DOM, custom elements, templates, events.
* Worked on **Conga** Composer – a report building tool to generate customized and personalized reports according to the Company standards in MS Word, MS Excel, MS PPT and PDF formats.
* Worked on the AppExchange application “**Process Composer**” – to build and automate simple or complex repetitive process.
* Created historical opportunity reports using scheduled **Analytic Snapshot** between Opportunities and custom objects.
* Created integration with **Steelbrick CPQ** and CLM applications and automating processes on salesforce1 platform.
* Involved in the Wealth management application creation using sales cloud implementation( Accounts , Contacts and Opportunities)
* Performed **Apttus CPQ related configuration** for product setup, approval matrices, approval rules, process builders and flows.
* Created Custom Objects, Custom fields, Validation rules, Page layouts in salesforce within **Apttus CPQ**
* Created **custom user interface** for the partners as per their requirement as a part of **community cloud implementation**
* Developed specialties in **Salesforce Community Cloud** data management, lightning components, visualforce pages, apex, and integrations
* Implemented **Financial Services Cloud to Connect Agents, Customer Service Reps, and Policyholders** in New Ways
* Worked on **financial profiles (Financial Services Cloud) to** puts your customer at the center of every interaction and client’s family wealth ecosystem.
* Implemented **Financial Services Cloud which** helps advisors grow their book of business across multiple networks
* **Created Lightning components and apps combining Lightning Design system, Lightning** App Builder and Lightning Component features.
* Developed applications visually using custom-built Lightning web components.
* Developed Lightning web components and Lightning apps to provide better and more interactive interfaces to end-users, which help in sales enhancements.
* Enabled Aura Framework, by adding **Aura Attributes** and **Aura Handlers** for **Events** to focus on Logic and Interactions in Lightning Applications.
* Used **aura framework** to define a method as part of a component’s API. This enables to directly call a method in a component’s client-side controller instead of firing and handling a component event.
* Created Lightning page with some **customizations** based on the **components** used and created the **Lightning app.**
* Used Salesforce **Lightning inspector** to debug the lightning components during the development process.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in **Salesforce CPQ Workflow Approvals**.

**Environment:** Salesforce.com Lightnings, LWC, CPQ, Force.com platform, VisualForce (Pages, Component & Controllers), Apex Language, Data Loader, Triggers, Test Methods, Debugging, Web Services, JavaScript Remoting, Remote object, Angular JS, Escalation Rules, Assignment Rules, Record Types, Service Cloud, CRM

***Client: Employment Development Department, Sacramento, CA, Feb’19 – July’20***

***Role: Salesforce Developer***

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Created server-side controllers to meet the business requirement. Experienced in migrating the standard and custom objects in standard experience to lighting experience.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application with lightning.
* Hands-On Experience in Implementing Sales Cloud, Service Cloud, Chatter, Marketing Cloud, Customer Portal, and Partner Portal and recommended solutions to Improve Business processes using Salesforce CRM.
* Responsible for deployments to the Production environment using Ant tool, changesets, and Force.com migration tool.
* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects, and Custom Objects.
* Developed Apex Test Classes with the assurance of maximum code coverage.
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning, and CRM implementation.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
* Developed component using Lightning Aura Framework.
* Designed and customized visual force pages using controller extensions, custom controllers, and standard controllers.
* Developed applications visually using custom-built Lightning components.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the lightning framework.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Responsible for supporting day to day SFMC operations and cross-channel digital marketing campaigns including email and SMS.
* Scheduling deployments in the Salesforce Marketing Cloud application and providing completion communications to the client.
* Build marketing camping reports in Salesforce and utilize it as a main source of data to integrate with the marketing cloud.
* Integrated the API and Web Services for extracting the data from external systems to display in the pages of Salesforce.com using the SOAP and REST services.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Deployed Salesforce components from Sandbox to Production using Force.com ANT migration tool and changesets.
* Proficient in using Eclipse-based Salesforce.com IDE to develop and deploy force.com software.

**Environment:** Saleforce.com platform, APEX Language, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java, Web Services, Sandbox.

***Client: JPMorgan Chase & Co – New York, NY Oct’17 – Jan’19***

***Role: Salesforce Administrator /Developer***

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Created and maintain a Salesforce Partner Community to collaborate with the partners and to share their ideas and case issues.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visualforce pages to develop custom business logic.
* Implemented pick lists, dependent pick lists, lookups, master-detail relationships, validation, and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Interacted with Client, Business Analysts, Testing Team, and Lead the Offshore Team.
* Create dashboards, summaries, and charts with a focus on numbers and patterns.
* Develop new and clean existing data by identifying data gaps to improve Data quality.
* Provide consultation and technical assistance to staff regarding data/database reporting needs.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer’s cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used Data loader for bulk importing and exporting of data.
* Regularly deployed code using Change Sets from Sandbox to Sandbox and Sandbox to Production
* Created and managed Salesforce support tickets
* Conducted training of Salesforce CRM System to users and helped in the documentation of user training materials.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions for the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.

**Environment:** Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Picklists, Email alerts, Oracle and Windows

***Client: Callidus Cloud - Dublin, CA Jun’15 – Sep’17***

***Role: Java Developer***

***Responsibilities:***

* Analysed the business requirement and developed app using Java and Mozilla XUL.
* Involved in development using spring, **Hibernate and JSF Framework**. Used ANT script for project deployment.
* Use **case, design – class, sequence diagrams**. User Interface design
* **Data Modeling –** logical and physical models
* Requirements gathering- Proto-typing, **Walk-through to business groups** and gap analysis
* Understand the business aspect of the **application and converted** into requirements document.
* Create POC for first time **patterns and vendor integrations**.
* Code review with the **developers** and **delivery** team
* Co-Ordinate and manage **Global Delivery teams at offshore locations**.
* Schedule and **organize weekly or daily stand** up meeting with the **whole development teams** both onshore and offshore.

***Client: Truven Health - Denver, CO. Sep’13 – May’15***

***Role: Java Developer***

***Responsibilities:***

* Create Unit Test **Documents as part of code** deliverables
* Participate and represent the Integration team in defect triage meeting with channel partners and provider systems
* Business process **review and** modeling
* Data modeling and ER diagrams
* Develop **Functional Requirements** Specification (FRS)
* Business process review and modeling
* Involved in **writing SQL queries for the application in** Teradata database.
* Create or involve in Implementation planning with Project Manager.
* Support Production **install and validations**