**Name: Nikhila Reddy**

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**Summary:**

* 8+ years of IT experience in analysis, design, administration, development, and rollout of applications using Salesforce.com CRM, Force.com platform, Java, and J2EE technologies as Developer and Administrator.
* Good Knowledge of Software Development Life Cycle (SDLC), Agile, and Scrum Methodologies.
* Experience in architecting complex Salesforce applications - finding IT bottlenecks, participating in user experience review sessions, working with business partners to craft IT solutions roadmap.
* Experience in Force.com Visual Force, Batch Apex, REST, BULK API, SOAP-based Web Services, and Force.com API.
* 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.
* Proficient in administrating the organizational setup using Salesforce administration.
* Expertise in creating and Using Custom Objects and Tabs, Custom Fields, Master and Lookup Relationships, Validation Rules, Formulas, Report Types, Reports and Dashboards, Profiles, Permission sets, Role Hierarchies, Page Layouts, Manage Users, Chatter Feeds.
* Expertise in using Data Loader and Data Import Wizard for Performing DML operations.
* Customized the Dashboards to track the usage for productivity and performance of business centers along with their sales teams.
* Experience in designing junction objects and implementing various advanced fields like Pick lists, Custom Formula Fields, Field Dependencies, Validation Rules, workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Involved in Business Requirements Gathering, Functional and Technical documents development, Unit Testing, and Functional Testing.
* Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Extensive database experience on Oracle 10g/9i/8i, IBM DB2, MS SQL Server, and extensively used Microsoft SQL Server Management Studio, and My SQL Workbench.
* Hands-on with Design experience using UML-based Object Oriented Designing, Design Patterns, Software Factories, and Enterprise Application Blocks.
* Excellent experience with data integration (batch and real-time) using various kinds of data sources via SOAP and REST.
* Experienced in Web technologies like HTML, CSS, Java Scripts and Java technologies like JDK, J2EE, JSP, and Servlets.
* Hands-on with preparing, and reviewing project technical documents/manuals.
* Proficient in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Working experience in Agile, and Waterfall SFDC methodologies.

**Technical Skills:**

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| **Salesforce.com** | Salesforce CRM, Salesforce Admin, Service Cloud Console, SSO, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Wave Analytics, Case Management System, SOQL, SOSL |
| **Tools** | Eclipse IDE, Apex Data Loader, Enabler4Excel, MS Office, Own Backup, Force.com Explorer, MavensMate, Balsamiq |
| **Programming Languages** | Apex, Visualforce, JAVA, HTML, CSS, JAVASCRIPT, SQL, SOQL, SOSL, REST, SOAP Web Services |
| **RDBMS** | Microsoft SQL Server, MySQL, Oracle Database |
| **Operating systems** | Sun Solaris 8.0, Windows XP/2000/2007/10, UNIX |
| **Database tools** | My SQL Workbench, Oracle Enterprise Manager, Microsoft SQL Server Management Studio, and Salesforce Workbench. |

**Experience:**

**Client:** Agility CIS (Energy Operations System) **Duration**: Aug' 17 – Till Date

**Role:** Salesforce Developer

**Responsibilities:**

* Interacted with business users/analysts to gather the requirements and prepared technical design documents based on the requirements.
* Involved throughout the life cycle of the project. Implemented **triggers**, **Visualforce pages,** and **Batch Classes**.
* Developed business functionality with the help of **Apex Triggers**, **Batch Classes**, **Custom Controllers,** and out-of-the-box features.
* Assisted Production Incidents and worked on **debugging** and identifying **root causes** for existing applications.
* Worked closely with **deployment** teams to assist the deployment process by fixing **test class** issues and identifying **dependencies**.
* Developed **POC’s** for business using various tools and **Lightning** **framework**.
* Implemented SFDC CRM to deliver various **Reports** in departments of Sales, Administration, and Marketing cloud.
* Fixed **Governor Limit** issues in existing applications like **101 SOQL**, **View State error** and **Apex CPU limit error**.
* Implemented **Case Management** by creating **Recordtypes** specific to the user groups, **Assignments rules, Escalation rules, case templates, Workflow rules** and **Actions** etc.
* Developed various **Visualforce Pages**, **Apex Triggers** to include extra functionality and built Business logic and functionality to the **Visualforce pages** on top of various **Apex Controllers**.
* Implemented **Process Builder** and designed the field mapping documents using the Schema Builder.
* **Automated** the **Case creation** process using **Web to Case** and **Email to case**.
* Configured **Workflow rules**, **Approval Processes** and associated actions like **Email Alert**, **Field Update**, **Outbound Message**, **Creating Tasks** and **Time dependent actions.**
* Created Assignment, Escalation and Auto Response rules on Lead and Case object for business automation.
* Created various **Reports** (Tabular, Summary, Matrix and Joined), Dashboards and analytic snapshot.
* Performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Worked on configuration and development of Custom Reports and Report Folders for different user profiles based on the need.
* Maintained user **Roles**, **Security**, **Profiles**, and workflow rules wherever necessary.
* Developed various **Custom Objects**, **Tabs**, **Components** and **VisualForce Pages**.
* Used **Data Loader** for **insert**, **update**, and **bulk import** or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Implemented **Picklists, Dependent pick lists, Lookups, Master-detail relationships, Validation rules** and **formula fields** to the custom objects.
* Involved in **documentation** review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Developed **Apex Test Classes** with the assurance of maximum code coverage.
* Developed **Reports** and **Dashboards** to enable the user to access Forecasting, Performance and identify gaps.
* Used JIRA tool for tracking the stories and creating tasks. Worked in Agile environment with Scrum Methodology.
* Well maintained Test Code Coverage and Unit testing for all the codes in the system following the Salesforce limits.
* Used Eclipse Kepler with Force.com plugin, Developer console, Workbench, Force.com Explorer tools for Development, Testing and Debug of custom development
* Used **Rest Web services** to flow the Data from Salesforce to Connected App and vice-versa.
* Managed Offshore Onsite Coordination.

**Environment:** SFDC, Apex, Force.com, Triggers, API, Controllers, Eclipse IDE, JIRA, Custom Objects, Custom Tabs, Sandbox, Data Loader, GITHUB, Visual Force Pages, XML.

**Client:** Staples **Duration**: Jul 15 - Aug' 17

**Role:** SalesforceAdmin/Business Analyst

**Responsibilities:**

* Developed customer-facing applications & graphical user interfaces by capturing business requirements for stakeholders.
* Led the analysis of organizational expansion efforts at 6 locations by conducting a business impact analysis.
* Participated in project meetings with the development team, business owners, and subject matter experts.
* Improved timeframes for more than 50% of projects by successfully maintaining a change management process.
* Summarized project findings and implications of technology changes institution-wise for project manager and tracked.
* Integrated business solutions with organizational goals while reaching the consensus of the stakeholders.
* Assisted business stakeholders and Product Owners in prioritizing backlog and worked on delivering the committed features
* Applied advanced sampling & data analytic techniques to help with strategic initiatives, roadmaps & process models.
* Analyzed quantitative and qualitative business data to develop a solution design capable of fulfilling the customers.
* Designed a Salesforce system to address business flow keeping MVC architecture in mind.
* Mitigated defects by 15% by developing metrics to determine inefficiencies and areas for improvement across systems.
* Created presentations in concise & well-researched manner on new product feature ideas & opportunities by collaborating with product owners.
* Created Business Requirement document (BRD) and Functional Requirement document and maintaining the Requirement Traceability Matrix (RTM) related document.
* Actively participated / arranged with number of iterations between team and customer on domain related tasks.
* Providing application levels access to the business users and maintain the security limitations.
* Assisting the testing team and users in resolving issues and making the quality control process successful.
* Understand the business requirements and identified gaps in different processes and implemented process improvement initiatives across the business improvement model.
* Gathered the business requirement and prepared and reviewed Long Term Forecast (LTF) and monthly forecasts/actuals at Leadership Team Meetings.
* Constant monitoring of new features rolled out as part of Salesforce quarterly release.

**Client:** IT Convergence, India **Duration:** May' 13 - Dec' 13

**Role:** Jr. Java Developer

**Responsibilities:**

* Involved in understanding the functional requirements and converting the design documents.
* Developed the application using J2EE technologies like Servlets, JSP, and JDBC.
* Developed DAO objects to handle data access operations using Spring DAO module.
* Developed test cases and performed unit testing using JUnit test cases.
* Performed Unit/Smoke/Regression testing for the development code.
* Worked on style sheets (XSLT) to render data and images on an HTML page.
* Worked on SQL queries optimization to improve the performances of the application.
* Designed and developed the user interface using JSPs, HTML, JavaScript and CSS.
* Worked on designing the structure of various data warehouse tables in Oracle.
* Used Ant for developing build scripts and deploying the application into web sphere server.
* Developed stored procedures in the database.
* Also coordinated with the QA team during the testing phase and provided the required inputs.
* Developed the application using Eclipse IDE and worked under Agile Environment.
* Significant role in the integration testing and User Acceptance testing.
* Attended many security training sessions on how to make applications more secure.

**Environment:** JSP, Servlets, JDBC, Java Script, JUnit, CSS, XML, HTML, AJAX, Oracle, XML, XSLT, SOAP and Apache Tomcat web server