**Pawanika Matta** 

**Salesforce Developer**

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**Professional summary:**

* 2x Salesforce Certified Professional with 9+ years of experience in IT and around 7+years of experience in salesforce CRM platform as an Administrator, Developer and Lightning Developer.
* Experienced in the Software Development Life Cycle (SDLC) including requirement gathering, gap analysis, design, development, implementation, enhancement and testing.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions
* Experience in development, administration, configuration, Implementation, and Support of Salesforce CRM, and Salesforce applications based on Apex Language and leveraging Force.com Platform.
* Complex Case automation with flows and LWCs for process efficiency and quality of data.
* Experienced in developing Apex Triggers, Apex Classes, Visualforce Pages and Components and Test Methods considering governor limits.
* Extensive experience in designing of custom objects, custom fields, Pick list, custom Tabs, custom reports, report folders, report extractions to various formats, Snapshots, and Dashboards per application requirements.
* Experience with IDE tools and Editors: Eclipse, Force.com Eclipse IDE Plug-in, Visual Web Developer 2010, and Notepad++ for writing business logic in Apex programming language.
* Expertise level working knowledge in application development using Force.com, HTML, CSS and JavaScript.
* Worked on Force.com Web Services (SOAP, REST) to implement web services in the application for accessing data from different systems.
* Proficient in optimizing Lightning flow builder, Process Builder, Workflows, Approval processes, Escalation Rules and sharing rules as per the functional needs of the business.
* Exposure to Agile Development (Scrum) and Software Development Life Cycle (SDLC) methodologies in Sales- force Applications.
* Migrated large volumes of external data on to Salesforce.com using Apex Data Loader as part of data management functions.
* Experienced in industry leading branching strategies and worked on version control tools (source tree, bitbucket) and CI/CD tools (Copado, bitbucket pipelines).
* SAFE Agile practitioner and experienced with the Atlassian suite (JIRA, Confluence etc.)

**Education**

Acharya Nagarjuna University, India **August 2009** - **May 2013**

# Bachelor of Technology in Computer Science & Engineering GPA: 3.2

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Programming Language, Apex Classes/Controllers, Apex Triggers, Visualforce Pages/Components, Apex Web Services, Sales- force Mobile Configuration, Lightning flows, Platform Events, Apex Data Loader, Case Management Automation, Dashboards, Reports, Analytic Snapshots, Custom Objects, SOQL, and SOSL. |
| **Salesforce Tools** | Eclipse IDE with Force.com plug-in, Visual studio code with Salesforce, Ant Connector with Salesforce, Force.com Excel Connector, Force.com Apex Explorer, Apex Data Loader, Jitter bit Data Loader and Force.com Platform (Sandbox and Production),  Salesforce DX |
| **Programming Languages** | APEX, Java, C & C++ (entry level) |
| **Web Technologies** | Visual Force, HTML5, CSS, JavaScript, XML, Lightning web components, Lightning aura framework |
| **Other Tools and Technologies** | MS Excel, Eclipse, Maven, Ant, UML, Visio, JIRA Confluence, Bitbucket, Source Tree, GitHub, Copado, PL-SQL. |

**Work Experience**

**Salesforce Developer**

**Cummins Inc, Columbus, IN March. 2022- Till date**

**Description:** Cummins is an American Fortune 500 corporation that designs, manufactures, and distributes engines, filtration, and power generation products. Cummins also services engines and related equipment, including fuel systems, controls, air handling, filtration, emission control, electrical power generation systems, and semi-trucks.

**Responsibilities:**

* Involved in Salesforce.com Service Cloud development, customizing the UI, including creation of Custom objects, Page layouts, Custom tabs, Validations to suit different business user groups.
* Analyzed and implemented corresponding Salesforce solution/application per business requirement.
* Experience working with agile methodology which include working in sprints and participating in all the agile ceremonies (stand-ups, sprint planning, backlog grooming, retrospective and demo calls).
* Developed Salesforce Lightning Applications using Lightning Web Components (LWC), Controllers, and Events and used custom CSS in the components.
* Developed and optimized complex flows using lightning flows to streamline and automate various business processes, resulting in significant time and cost savings.
* Customized several Validation Rules, Apex Triggers, Apex classes to achieve the complex business functionality.
* Worked on several REST API Integrations using different HTTP Methods (POST, GET, DELETE).
* Built multiple UI reusable components and pages using Lightning Web Component (LWC) frame work and used @track, @wire and @api decorator variables.
* Designed and implemented complex integration solutions using Platform Events to enable real-time data synchronization between Salesforce and external systems.
* Collaborated with cross-functional teams to gather integration requirements and ensure seamless communication between systems.
* Developed an End-to-End Application and involved in Deployment activities using Copado CI/CD tool.
* Developed Test classes for all the Apex classes and Triggers with minimum 90% code coverage for triggers and classes.
* Worked on Apex Triggers, Apex classes (Batch, Schedulable, Queueable, Future), Flows and Email Alerts.

**Salesforce Developer**

**Nexeo Solutions, Garland,** **TX August. 2020- February 2022**

**Description:** Nexeo Solutions is an American chemical company which operates in more than 100 countries. Headquartered in [Covington, Kentucky](https://en.wikipedia.org/wiki/Covington,_Kentucky). The company has five wholly owned divisions, which include Chemical Intermediates and Solvents, Composites, Industrial Specialties, Personal and Home Care, & Pharmaceuticals, Food and Beverage, and Agriculture. We build custom applications to calculate the demand from the customer and order inventory from the suppliers.

**Responsibilities:**

* Bulk data fixes and data cleaning was done via background scheduled jobs.
* Apex triggers were written to handle all business logic and validations for the records.
* REST API s was exposed in Salesforce for the external system to consume the lead data.
* Conversion from lead to Opportunity or Contact were handled via on demand UI flows and background jobs for the leads that pass the criteria for conversion.
* Upgraded existing visual force page to lightning component to have better integration among the pages.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Worked on Salesforce.com Service Cloud development including Apex Class, Visualforce, Apex Triggers, JavaScript, advanced lightening Flows and Approval Processes.
* Worked on creating Custom Sharing Rules and enabled the Role Hierarchy to enable the Record Level Sharing between the users.
* Interacted with various business user groups for gathering the requirements for Sales Force interface development and documented the Business and Software Requirements.
* Ensured timely/defect free delivery of module by effective designing, re-usability of components and standards.

**Salesforce Developer (Sales Cloud)**

**Kar Global, Carmel, IN June 2017 – April 2019**

**Description**: Kar Global is an Auction based company that auctions used Cars and maintains Physical and online auctions using sites.

**Responsibilities:**

* Used Service cloud to build deeper relationships with customers to provide better service and assist them online. Created Visualforce pages for custom login and configuration of communities.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, which help in sales enhancements.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component. Added Lightning Component to Lightning Pages and Record Pages.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Designed various components for capturing various customer inquiries and implemented logic for migrating cases to different queues based on the type of customer inquiry.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers to develop custom business logic.
* Developed various Batch Apex Classes and scheduled those using Apex Schedulable classes on an hourly basis.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Created different folders to store the Reports of different groups and categories. Displayed quarterly and yearly results on the Dashboards of the users.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed Apex test utility classes and test methods and achieved 85-100% of code coverage across the organization by reducing test methods.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Followed Agile, Scrum methodology that included iterative application development, weekly Sprints, and stand-up meetings.
* Worked on salesforce integration for automating, quoting, contracting, and billing process.

**Salesforce Developer**

**Guardian Life Insurance January. 2015 - May 2017**

**Description:** The Guardian Life Insurance Company of America is a fortune 500 company founded in 1860 in New York City. It is one of the largest mutual life insurance companies in the United States. We are customizing and building Marketing, selling and servicing apps for this customer.

* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Developed Apex Classes, Controllers, Extension Controllers, and Apex Triggers in the application for various Business/Functional requirements.
* Designed the Custom Objects, Record Types, Report Types, Formula Fields, Page Layouts, Workflow Rules, Tasks, Field Updates, Emails, and Alerts to track customer-related tasks and activities.
* Created and managed User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls, and Sharing Settings.
* Implemented case management process and configured the Case and Solution object on the service cloud as per business need, capturing cases from website and emails.
* Used field level security to manage the visibility and accessibility of fields for various profiles.
* Developed workflow rules, tasks, emails and alerts to track Candidates and Accounts related activities.
* Created change set and deployed the data from sandbox to production instance after testing.

Created and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.

* Implemented various advanced fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Workflows for automated alerts, field updates & Email generation according to application requirements.
* Created the workflows / approval processes for automated Cases routing and Cases escalation.
* Perform Data Management activities for sample data load, used Data Migration tools like Apex Data Loader.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

**ADF Developer**

**Arcadia Implementation**

**Tech Mahindra ltd, Bengaluru, India.****September. 2014- December 2015**

* GUI development using JSF, ADF framework.
* Developed View objects, Entity objects, Application Modules of Oracle ADF.
* Developed Business rules, Programmatic approach of Business components.
* Developed Task flows, Page Templates, Reusability, Page Navigation, Transaction Management, Event handling and life cycle events of ADF Business components.
* Involved in working with Different Data Controls.
* Developed view links, Business validations of Business components, Data bindings.
* Developed views by using ADF Faces as Layout components, Control flow components and Task flow Activities.
* Developed Cascade LOV’S and Partial Page Rendering.
* Developed Association between Entity Objects like foreign key & primary key ­­­­­relation in Oracle.
* Involved in Programming Approach for creating View object rows programmatically.
* Deployed ADF Web Application in Web Logic Server 10.3.5.

**ADF Developer**

**Accounting and Corporate Regulatory Authority (ACRA).**

**Tech Mahindra ltd, Hyderabad, India.****September. 2013- August 2014**

* Successfully developed an Oracle ADF application that was used by over 100 users.
* Optimized the performance of the Oracle ADF application, reducing response time by 50%.
* Designed and implemented a custom security framework for the Oracle ADF application.
* Created 20 custom components using Java, JSF, and Oracle ADF Logic to meet business requirements.
* Integrated the Oracle ADF application with 10 other systems including SAP and Siebel.
* Wrote over 1000-unit tests to ensure code quality and coverage