**Sai Kumar Appari**

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**Professional Summary**

* 11+ years of expertise in the IT industry and 10 years of experience as a Salesforce developer/administrator/Configuration and force.com platform. Having extensive knowledge in implementing, customizing, and maintaining Salesforce solutions.
* Experience working in the following: Salesforce.com areas, **Sales Cloud, Service Cloud, Experience Cloud, Salesforce CPQ** and **Marketing Cloud**.
* Proficient in setup, and customizing to salesforce.com, perform hands-on customizations using Apex, and Visualforce.
* Developed Applications using Agile Methodology.
* Experienced and accomplished Salesforce developer with a strong understanding of customer relationship management.
* Salesforce Experience Cloud helps marketers launch personalized and effective online engagements faster, and ultimately, build user trust and engagement.
* Extensive experience in Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers, and Controller Extensions.
* Experienced in Creating Roles, Profiles, Users, Page Layouts, Workflow Rules, Reports, Dashboards.
* Implemented and configured Salesforce Experience Cloud for internal and external user communities.
* Proficient recognition of Governor limits. Experienced in optimization of existing code by the governor limits.
* Implemented various advanced fields like custom objects, fields, and Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules, field updates according to application requirements.
* Extensive experience in data migration and integration using Apex Data Loader and management in bulk.
* Partnered with clients to understand their business objectives and design personalized customer journeys using Email Studio, Journey Builder, and Automation Studio.
* In my role with Journey Builder, I developed intricate multi-touch journeys and fine-tuned decision, random, and engagement splits.
* Hands-on experience with email templates, content modules, and cloud pages using HTML and AMPScript.
* As part of my work with Journey Builder, I utilized Journey data extensions, data filters, and SQL activities to create targeted campaign audiences.
* Creating change sets and deploying code to production.
* Experience working on data models and SOQL, SOSL, DML statements, SObjects, and Governor Limits.
* Experience in Salesforce Web services Rest and Soap.
* Experience in Lightning with Components, Client Controller, Server Controller, Salesforce Lightning Design System (SLDS), and Lightning App Builder.
* Developed Proof of concepts using lightning web components.
* Experience with Lightning Web components, LDS, CLI, and Visual Studio Code.
* Expertise in working on Scheduled jobs and APEX Batch jobs and workflows via customization.
* Hands-on experience in implementing Security and Sharing setup for the Salesforce platform.
* Experienced in Case Management, Entitlement management, and Email to Case.
* Implemented Live Agent to handle Customer support issues over the Chat.
* Experience in Partner portals, Customer portals, and Force.com Sites.
* Developed Chatbots using Einstein bots for answering the FAQ’s without any human Intervention.
* Experience in realizing the business requirements to design on the Salesforce.com platform capturing, analyzing, and documenting requirements (Use Cases).
* Created Technical documents, like a user manual for using the application and training end users.
* Worked closely with the Business users and end users and proven ability to understand the requirements of end clients.
* Solid understanding of CI/CD processes like GitHub and Jenkins.
* Design, code, unit test, system test, performance test, debug, implement, and support Salesforce.com applications and integrations.
* Experience in configuring and customizing App exchange products like Configero Grid, Calendar Anything, Conga, and DocuSign.
* Experience in creating data migration and integration using Apex Data Loader.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Experience in working with Einstein Copilot.
* Hands-on experience in developing Salesforce Lightning Web Components (LWC)
* Familiar with deployments using Flosum, and change sets.
* Experience in working in all stages of the Software Development Life Cycle (SDLC).

**Professional Certifications**

* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Omni Studio Consultant
* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Platform App Builder
* Salesforce Certified Associate

**Technical Skills**

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| **Salesforce** | Apex, Lightning, Visual Force, SOQL, SOSL, Apex Triggers, Batch Apex, Schedule Apex, Queueable Apex, Workflows, Approvals, Email Templates, Formulas, Validation Rules, App Exchanges Like ServiceMax and Apttus, Salesforce.com, Force.com IDE, Field Service lightning, Apex Data Loader, Roles & Profiles, Data Migration, Einstein Chatbot, Web Services, App Exchange packages, REST API, SOAP API, Aura, Lightning Web Components, Sandbox development and Testing, Sales cloud, Service cloud, Experience Cloud, Marketing Cloud, Email services, Security Controls, Production. |
| **Web Technologies** | JavaScript, XML, HTML, CSS, AJAX |
| **Databases** | SOQL, SOSL |
| **Operating Systems** | Windows, Linux. |
| **Languages** | Java, Apex |
| **Project management tools** | MS Word, Excel, PowerPoint, MS Project, ANT, Git, Jenkins, JIRA |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Workbench |
| **Job Functions** | Design, Coding, Unit Testing, Regression Testing, Documentation, Maintenance, Application Support, Configuration Management. |

**Professional Experience**

**Client: BSF ARC Sep 23 - Till Date**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Development of visual force pages, apex classes, and lightning web components.
* Worked on Lead Management, Account Management, Portfolio Management.
* Worked on Drive Generation, Drive Shifts, Jobs, and Job Allocations.
* Worked on the design and development of REST services to expose data from Salesforce to other systems.
* Regular code reviews to implement best practices that help in improved performance and better code maintenance.
* Data migration from legacy application to salesforce and data cleanup.
* Develop batch jobs and schedule processes to run regularly to maintain account teams based on new taxonomy data pushed from the leadSquare system.
* Involved in monthly releases, deployment, and supporting business in smoke testing.

**Client: Biogen (HCL Tech) Feb 23 - July 23**

**Role: Senior Consultant**

**Responsibilities:**

* Converting Functional requirements into technical requirements. I worked in Agile and SCRUM Methodology.
* Developed and deployed Apex Classes, Controller Classes, Apex Triggers, LWC, Schedule/Batch Apex, SOQL, SOSL, and Visual force pages for various functional needs in the application.
* Developed various Apex Triggers, Apex Classes, Controllers, and Extensions for various needs in the application.
* Hands-on experience in developing Salesforce Lightning Web Components (LWC).
* Develop lightning web components and migrate interfaces from classic to lightning.
* Written SOQL, SOSL, and Relationship queries in apex classes, triggers to retrieve optimized data from objects.
* Developed Test classes by writing unit Test methods for triggers and Apex classes.
* Design, code, unit test, system test, performance test, debug, implement, and support Salesforce.com applications and integrations.
* Prepared Test Cases, Test Plans, High-Level Test Design Documents, Regression Test Cases, Integration Test Cases, and Performance test cases.
* In-depth understanding of Salesforce Sales Cloud, Service Cloud, and Force.com product offerings.
* Worked on agile methodologies for software development.
* Worked on sales cloud and service cloud.
* Worked on prioritizing tasks across all their patients’ needs with the Sales & Service cloud.
* Maintain the runbook for noting the pre- and post-deployment steps.
* Participated in daily scrum calls to discuss the work progress, Configuration changes, Release management plans, business requirements, and new enhancements.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Work with Release Management and Transition Management on application configuration changes.
* Coordinate with all the responsible teams about the latest release updates.
* Design & implement APIs and web-based interfaces utilizing Apex code, Web Services, etc
* Solid understanding of CI/CD processes like GitHub and Jenkins
* Coordinate with all the responsible teams about the latest release updates.
* Implemented Various functionalities and use cases with Lightning Process Builder.
* Designed and mapped CPQ objects with Salesforce custom objects
* Developed apex REST web service classes for the inbound call to salesforce from an external app.
* Experience in Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Experience in creating data migration and integration using Apex Data Loader.

**Client: Talent Sprint (Dextara Digital) July 22 - Jan 23**

**Role: Senior Software Engineer**

**Responsibilities:**

* Understanding the requirement from the client for enhancements.
* Designing, coding, and implementing Salesforce applications.
* Worked on Apex classes, Controllers, and Triggers for various functional needs of the organization.
* Developed Test classes by writing unit Test methods for triggers and Apex classes.
* Developing Flows and Process Builder.
* Creating change sets and deploying code to production.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Developed apex REST web service classes for the inbound call to salesforce from an external app.
* Data preparation and loading into UAT and Production as per the ASK requests provided by Business.
* Experience in aura framework, Lightning Components, Developed lightning actions, components, apps, flexi pages, and data propagation through events.
* Providing technical support for Field Service Lightning to end-users, including field technicians, dispatchers, and managers.
* Implemented Various functionalities and use cases with Lightning Process Builder.
* Experience in aura framework, Lightning Components, Developed lightning actions, components, apps, flexi pages, and data propagation through events.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types, and configured sharing rules based on Organization role hierarchy.
* Install new managed packages from both App Exchange and third-party resources and manage them by updating to the newest versions and compatibility with the existing setup. Working on Financial Force PSA managed package application to upgrade to Salesforce lightning.
* Implemented and configured Salesforce Experience Cloud for internal and external user communities.
* Customized community templates, pages, and components to meet specific business requirements.
* Integrated third-party apps and tools to enhance community functionality and user experience.
* Provided ongoing support and training to community users and stakeholders.
* Collaborated with cross-functional teams to gather requirements and ensure successful deployment of community solutions.
* Hands-on experience in developing Salesforce Lightning Web Components (LWC).

**Client: MetLife Insurance (Capgemini) Apr 21 - July 22**

**Role: Associate Consultant**

**Responsibilities:**

* Understanding the requirement from the client for enhancements.
* Worked on Apex classes, Controllers, and Triggers for various functional needs of the organization.
* Developed Test classes by writing unit Test methods for triggers and Apex classes.
* Developing Flows and Process Builder.
* Creating change sets and deploying code to production.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types, and configured sharing rules based on Organization role hierarchy.
* Developed Chatbots using Einstein bots for answering the FAQ’s without any human Intervention.
* Designed and implemented Einstein Chatbots to automate customer support processes and enhance user experience.
* Integrated chatbots with Salesforce CRM to provide real-time access to customer data and streamline service delivery.
* Leveraged natural language processing (NLP) and machine learning algorithms to enhance chatbot intelligence and accuracy.
* Customized chatbot conversation flows and responses based on user inputs and business requirements.
* Collaborated with cross-functional teams to gather requirements, conduct user testing, and iterate on chatbot solutions for continuous improvement.
* Provided training and support to internal teams for using and managing chatbots within the Salesforce ecosystem.

**Client: CNA Insurance (Capgemini) Apr 20 - Mar 21**

**Role: Associate Consultant**

**Responsibilities:**

* Understanding the requirement from the client for enhancements.
* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs.
* Worked on Apex classes, Controllers, and Triggers for various functional needs of the organization.
* Developed Test classes by writing unit Test methods for triggers and classes.
* Implemented Workflow, Process Builder, and Validations for customization.
* Creating change sets and deploying code to production.
* Partnered with clients to understand their business objectives and design personalized customer journeys using Email Studio, Journey Builder, and Automation Studio.
* Responsible for technical coordination including HTML, CSS, JavaScript Writing SQL Query, and AMPScript.
* As part of my work with Journey Builder, I utilized Journey data extensions, data filters, and SQL activities to create targeted campaign audiences.

**Client: GE Power (Tech Mahindra) Mar 18 - Feb 20**

**Role: Senior Software Engineer**

**Responsibilities:**

* Involved in various activities of the project like Information Gathering and analyzing the Information.
* Worked on Apex classes, Controllers, Extensions, and Triggers for various functional needs of the organization.
* Used ServiceMax Dispatch Console functionality to configure dispatch console for field engineer.
* Used ServiceMax setup to create SFM Transactions, SFM Wizard, Service Team, Technician Skills, etc.
* Having experience with different ServiceMax modules like Work Order Management, SFM, Location Management, Dispatch Console, Mobile App, etc
* Partnered with clients to understand their business objectives and design personalized customer journeys using Email Studio, Journey Builder, and Automation Studio.
* Hands on experience on email templates, content modules and cloud pages using HTML and AMPScript
* Utilized Journey Data Extensions, Data Filters, and SQL Activities within Salesforce Marketing Cloud

to strategically segment and define campaign audiences.

* Trained and supported marketing teams on best practices and advanced SFMC features, improving overall efficiency.
* Developed Batch and scheduled jobs for Bulk data processing at scheduled intervals.
* Developed Test classes by writing unit Test methods for triggers and classes.
* Analyzed the business requirements and mapped them to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Using Apttus Api’s to create cart, Quote, repricing, and Attribute creation.
* Creating Product setup, mentioning pricing rules, and using Assets to create the Quotes.

**Client: GE Renewable (Tech Mahindra) Aug 16 - Feb 18**

**Role: Senior Software Engineer**

**Responsibilities:**

* Worked with various salesforce.com Standard objects & Custom Objects.
* Understanding the requirements of clients.
* Developing & enhancing the existing functionality.
* Configured user roles, permissions, and profiles as per business requirements.
* Developed Workflow rules, Fields, and Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
* Created Page Layouts and assigned different layouts based on Record Types.
* Creating change sets and deploying code to production.
* Worked on Apttus CPQ development and configuration.
* Data preparation and loading into UAT and Production as per the ASK requests provided by Business.
* Providing technical support for Field Service Lightning to end-users, including field technicians, dispatchers, and managers.
* Created and assigned work orders, tracked the status of work orders, and managed the scheduling of their field adjusters.
* Written apex classes to make an outbound integration to external applications by generating necessary apex stubs from WSDL using WSDL2Apex.

**Client**: **DHS** (**Corporate Software**) **Apr 13 – July 16**

**Role**: Software Engineer

**Responsibilities**:

* Understanding the requirements of clients.
* Worked with various salesforce.com Standard objects & Custom Objects.
* Worked on writing Apex Triggers &amp; Apex Classes, Batch Apex and Scheduled Apex.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Successfully migrated ASPIRE Application from classic to lightning for the Business Admins.
* Implemented communities to share knowledge articles with service representatives and Customers.
* Working experience on automation of velocity components using a build tool.
* Collaborate with various internal departments, including marketing, product development, and

operations, to ensure the Salesforce environment supports internal needs relating to functionality and

performance.

**Education**

Bachelor's in Electronics and Communication Engineering from Jawaharlal Nehru Technological University, Hyderabad, India in 2012.