**Sai Krishnam raju**

**Sr. Salesforce developer**

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**Summary:**

* **Having 10+ years of IT Experience including 7+ years of sales force full life cycle (SDLC) implementation experience as Sales force Developer and Salesforce administrator.** Have good working knowledge in querying salesforce.com **database using SOQL & SOSL queries** using Force.com Explorer.
* Extensively worked on various **standard Salesforce objects** like **Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards**.
* Work experience in designing of **custom objects and junction objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* HTML can include microdata to provide structured information about the content, helping search engines better understand and present it in search results.
* Work with Organization & User Setup Created user **Roles and Profiles, Security controls** and **sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings For Schema Level Security.**
* **Doing the Data Migration from Zendesk, Recurly, existing Web Portal Icepack, SharePoint to Salesforce.**
* Implemented security and **sharing rules at object level, field level** and **record level,** and **system audit trail setup** for different users based on Organizational hierarchy.
* Experience in developing **Validation Rules, Workflows and Approval Processes**, **process builder, Flows** for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* Salesforce Omni-Channel is highly customizable, allowing you to tailor it to your organization's specific needs and workflows.
* Experience with cloud automation tools for infrastructure provisioning, configuration management, and continuous integration/continuous deployment (CI/CD) processes.
* In-depth understanding of Salesforce.com&rsquo; s Sales Cloud, Service Cloud and Force.com product offerings and **Health Cloud** experience.
* Salesforce Omni-Channel is a feature that allows organizations to route work items, such as cases or leads, to the right agents based on their availability, skills, and other factors.
* Experienced in implementing **Visual force** pages, **Apex class**, standard **Salesforce** configuration which include **Workflow rules**, **Validation rules**, **Assignment rules**, **Page layouts**, **Record types**, etc.
* Experienced in building **Custom objects**, **Reports**, **Dashboards** and **Tabs**.
* Proficient in understanding of **Salesforce.com CRM** and its Development life cycle, migration of **Sales, Marketing, Service clouds, Communities** and **Force.com** platform.
* Experience with **Sales Cloud, Service Cloud and Marketing Cloud**.
* Developed Lightning components using Aura Framework which also included client-side AngularJS.
* Good Knowledge about Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect.
* Worked on to prioritize tasks across all their patients&rsquo; needs with health cloud.
* Working on Global actions, Quick actions, Lightning Tabs, Chatter approvals and post templates.
* Chatter.com standard actions Post, File, Link, Poll, and Question Customize Chatter Actions, Mobile smart actions as per Business Needs.
* Vlocity applications are typically highly customizable, allowing organizations to tailor them to their unique business processes and requirements.
* Also implemented Salesforce B2B (Cloud craze) interfaces integrated with external applications.
* Experienced with developing for B2C Commerce Storefront Reference Architecture (SFRA) and Cloud craze B2B
* Setting up external data integration with Salesforce Connect involves on Creation external data source, external objects and their fields, Indirect Lookups.
* Experience in handling events like Component events, System events, and Application events.
* Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.
* Vlocity applications are tightly integrated with Salesforce CRM, which means they leverage the core Salesforce platform's capabilities while adding industry-specific functionality and workflows.
* Knowledge of cloud security best practices, identity and access management, encryption, and compliance requirements.
* Experience working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Call center.**
* **Design and develop customer solutions in vlocity, visualforce, Apex, CSS,Javacript and other technologies.**
* **Experience with Design of Service Cloud, Sales Cloud with web-to-lead, Web-to case, Email-to-case.**
* Knowledge in generating **reports**, **workflows**, **dashboard**, customized reports, analyzing data in salesforce.
* Deployed applications from **sandbox to sandbox/production**using **Change Set, ant migration tool,** and **Eclipse**.

**Technical Skills:**

**CRM Tools**: Salesforce.com

**Sales Force Technologies**: Sales Force CRM, Apex, Triggers, Apex Classes/ Controllers, Visual force, jQuery, Angular, Health Cloud JS Pages/Components, S-Controls, Workflow & Approvals, Case Management Custom Objects, Dashboards, Reports, SOQL and SOSL.Zendesk

**Sales force API Tools:** Apex Explorer, Offline Edition, App Exchange, Data Loader, Connect Offline, Salesforce **Integration Tools:** Apex Data Loader

**CRM Tools:** Siebel

**Siebel Technologies:** Siebel UCM, Siebel Configuration, EScript, Workflows, Siebel EAI

**Languages**: Apex, C, C++, Java, SQL, HTML, XML

**Operating Systems:** Windows NT / 2000 / XP Pro / Vista/windows 7

**Certifications:**

* Salesforce Administrator Certification.
* Salesforce Sales or Service Cloud Consultant Certification.
* Salesforce Platform I Developer Certification.

**Professional Summary:**

**Optum, MN July 2021 – Till Date**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Performed the roles of both **Salesforce Developer/Administrator** along with Managing any issues/bugs related to production in the organization.
* Brand new field service ligthning MVP
* Building complex and reusable components in vlocity
* Developed different types of features for spock, mes and mrp (Salesforce projects) based on the feature requests filed by inventory and manufacturing teams.
* **Created integration path between salesforce and coupa systems by calling AWS Get, POST and VOID API’s.**
* **Built various lightning web components like building a form so that Inventory user can enter Coupa id in the form and by calling AWS API we get all the Coupa information from the Coupa system which is automatically populated.**
* Increased Efficiency and Saved time for inventory and manufacturing teams by integrating Coupa with salesforce.
* Expert in developing web applications on Salesforce Commerce Cloud (formerly Demandware) and
* Optimize and improve the overall runtime of omni scripts ,DataRaotors and integration procedures using best practices.
* Knowledge of cost management tools and practices to optimize cloud spending.
* Mapped personal and professional caregiver networks with salesforce health cloud.
* Cloud craze B2B Commerce applications
* Dish Digital was using Zendesk for customer support, ticketing management and the call center.
* **Created Salesforce and chime integration so that whenever an even occurs in salesforce Notification is send to the user based on the subscription to the chime groups.**
* Built a web component so that user can get all the available teams in our spock/mes and select the team for which they want notification sent.
* Converted some existing visual force pages to lightning web components as part of our organization Migration to Lightning.
* Experience with Salesforce Industries (Vlocity) platform capabilities, including DataRaptors, Omni Studio, Integration Procedures, Calculation Matrices and Procedures, Omni Scripts and Vlocity Data Model.
* Tested both Salesforce CRM and Seibel CRM as a part of End-to-End testing.
* **Automated business logics in the organization using validation rules, workflow rules and apex triggers.**
* **Implemented Different Feature Requests as per customer needs using apex triggers, Classes, Visualforce pages and Lightning Web Components.**
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from Sandbox to Production.
* Used health cloud to integrate data from EHRs, wearables and more.
* Tested the complex next generation features for Salesforce CRM
* All aspects of Salesforce Application development including Demandware, Cloud Craze, Salesforce
* Commerce Cloud, Salesforce CRM, Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce
* Marketing Cloud and Salesforce Community Cloud
* Coordinated with **Salesforce QA** at different levels of testing like Functional, Regression and Integration Testing for business scenarios.
* Developed and Customized User interface in **Salesforce using Visualforce, Apex controllers and Force.com IDE.**
* **Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.**
* Worked on Data Loading activities for loading and archiving data using Salesforce Import Wizard, Data Loader and Workbench.
* Worked extensively in Demandware, Cloud Craze, Mulesoft, Dell Boomi and on various SFDC
* standard objects Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions,
* Communities, Reports and Dashboards.
* Ability to collaborate with cross-functional teams and communicate effectively about cloud architecture and solutions.
* Involved in migrating data from oracle db. to Salesforce application using Apex Data Loader.
* Conducted Gap analysis on velocity insurance cloud functionality to shore up any process gaps between current and future state capabilities. worked on salesforce 1 platform to build Mobile App by enabling lightning components to make lightning Application mobile and software analysis .
* **Wrote SOQL and SOSL statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.**
* Installed, integrated and configured **Marketo App and NewVoiceMedia App from Salesforce AppExchange**.
* HTML supports the creation of custom web components, enabling modular and reusable UI elements for improved communication of design patterns.
* This project involved Salesforce Service Cloud implementation to replace Zendesk. They are planning to use Salesforce Live Chat also to replace Zendesk.
* Developed custom functionality using Apex classes, Triggers, Visualforce pages for different business requirements for Health cloud.
* Expertise in moving metadata from one salesforce environment to another using Force.com Migration tool, Force.com IDE, Gearset and Workbench.
* Identify Process Improvements, working on enhancements and giving demo to business.
* Proficiently used Agile Scrum methodology to reach out to business team goal by gathering day-to-day. requirements and converting them to technical design and built using Force.com platform.
* Migration of changes via **Copado (CI/CD DevOps)** following Agile methodology.
* Well versed with migration of vlocity components usings Data packs and manage connected Orgs.
* Involved in developing the Process Builders, Lightning flows and login flows.
* **Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards**.

**Environment:** Apex, Visualforce, Visual Studio, Amazon Git, Apex Classes, SOQL, Lightning Components, Lightning Web Components, Apex triggers, Lightning, SalesForce.com sandbox, Salesforce DX, Heroku CLI, GitHub, production,Support,ZendeskSalesfroce.com, velocity, service Cloud, apexlanguage, customObjects, Workflow services, securitControls, DataLoaders,JavaScript,HTML,aJaX,CSS,Froce.comIDE

**American Residential Services (ARS), Memphis, TN Jan 2020 – June 2021**

**Sr. Salesforce Developer**

**Responsibilities:**

* Performed the roles of both **Salesforce Developer and Administrator in the organization.**
* Worked on setting up salesforce external identity product through existing site core website.
* Created Heroku App Using **Salesforce DX and GitHub** for Testing purpose of external Identity where Heroku app acts as external site core website.
* Implemented external identity through **O Auth and client id** and provided all the required meta tags to client to add them on their existing site core website.
* Worked on Community cloud and setting up different communities like **Napili, customer account portal and lightning bolt.**
* Refactored existing code base to replace Fonteva managed package with custom in house code.
* Provide Salesforce best practices and customizations with regarding to SDLC
* Created Custom and Standard Rest Resource **Api’s** on Salesforce to get all the required information from site core when it calls **Mulesoft.**
* Created and set up Communities in our org, for External identity Implementation Purposes.
* Performed **Data Migration of existing users** from Database Platform to our salesforce Platform through apex Data loader.
* **Created Lightning pages for complete customization of our communities like Registration, Login, forgot Password Etc.**
* Automated business logics in the organization using validation rules, workflow rules and apex triggers.
* Developed **Apex controllers and Visualforce pages** as per organization Business Requirements.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Built **customized Lightning components** replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Replaced the **JavaScript buttons with Quick Actions** or **Lightning Components in Lightning.**
* **Used Salesforce Lightning Inspector to** debug the lightning components during the development process.
* Created **Apex methods for the lightning controller** and helper methods to perform DML operations.
* Used **Salesforce1 simulator** to test if the lightning components works properly on the mobile device.
* Worked with **various salesforce.com Standard objects like** Accounts, Contacts, Leads, Cases, Reports, and Dashboards.
* **Created Workflow Rules to automate Tasks, Email Alerts, time-dependent actions and Outbound API Messages.**
* I have worked with a variety of managed packages and third party integrations including the BasicGov licensing integration, Amazon Web Services and Fonteva Communities.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Designed **Visualforce pages with XML, HTML** along with custom controllers and controller extensions.
* Written Apex Classes, Controller, Extension Controllers and Triggers in the application for various
* Business/functional requirements.
* **Worked with SFChatter**, which helps the users to communicate with the organization easily and quickly.
* Worked with Gearset to deploy code from sandbox to production.
* Develop testing programs that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retest, or usability.
* **Worked with Integration and web services**. **Integrated Salesforce with legacy systems using Apex Web services** and outbound messaging.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* **Configured Single Sign-on using SAML and Worked on Mass imports and exports of data.**
* Implemented Salesforce web services like SOAP and REST API, Java, XML.
* Customize, manage and maintain third-party apps such as Fonteva, Conga Composer and make recommendations on tools that will provide better user experiences and efficiencies.
* **Implemented SKUID** for building user friendly interface (UI) for both standard and custom objects and to add custom functionalities in Force.com,
* Created various charts using Lightning component.
* Validating and sanitizing user inputs to prevent security vulnerabilities.
* Utilizing validation libraries or frameworks.

**Environment:** Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Zendesk

**Welcomemat Services Inc. Atlanta, GA Sep 2018 – Dec 2019**

**Sr. Salesforce Developer**

**Responsibilities:**

* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
* Developed Apex classes, Utility classes to use them for multiple functionalities.
* **Designed, developed, test and deployed custom Salesforce applications software using APEX.**
* Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* **Used SOQL and SOSL** for data manipulation needs of the application using platform database objects
* Performance smoke testing for each release, maintained versions of test sets and worked on regression testing.
* Setting up & customizing **Service cloud console**.
* **Developing custom console components and integrating with console.**
* Configuring Assignment rules & escalation rules for cases.
* Development &consumed **SOAP and REST based web services.**
* Created workflow rules, process builders, lightning flows to related tasks, time-triggered tasks, email alerts, and filed updates to implement business requirements.
* Performed FACETS, Functional, Integration, system and Regression testing on different interfaces and tested Restful & API Web services.
* **Involved in integration of Live Agent API and custom Email Services**
* **SFDC Integration using Web service and Apex programming, Salesforce Service Cloud enterprise**.
* Experience using version control system - **SVN** for managing source code.
* **Developed various Batch Apex classes** and scheduled those using Apex Schedulable classes on hourly basis.
* Performed Ad-Hoc testing, end-to end testing, system testing, Regression testing, Function testing.
* Developed **Apex Test Classes** with assurance of **maximum code coverage.**
* **Involved in Lightning Sync Outlook Integration** with Salesforce in order to Sync Contacts and Events from Outlook.
* Development of **Python APIs** to dump the array structures in the Processor at the failure point for debugging.
* Working on a data migration plan and QA production deployment plan. Rollover plan for systems like Zendesk so that we know how to move agents from Zendesk to SFDC based on the peak andnon-peak contact hours.
* Worked on **upgrading Salesforce classic application into Lightning application**.
* Deployed the Metadata from the Dev Sandbox to the test Sandbox with **ANT** migration tool.
* **Designed Custom Formula Fields**, **Field Dependencies, Validation Rules, Work Flows**, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Using **Java application integrated Salesforce by using SOAP, WSDL and BULK API** to retrieve data for different objects, get record count, and generate queries.
* **Developed Lightning components and Lightning pages using JavaScript and Aura framework.**
* Involved in authoring Business Requirement Documents **(BRD)** into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Worked on data migration of objects like Account, contact, lead, attachments and custom objects from **source SFDC to Target SFDC**, used data loader and file exporter tools.
* A minimal and flexible Node.js web application framework that provides a robust set of features for web and mobile applications.
* Worked on integrating the existing system with external systems using WSDL, SOAP, and REST API.
* Integrating SFDC with applications like **AS400, Oracle, FTP, BOX.Com, Mule soft, AWS.**
* Implemented Salesforce web services like **SOAP and REST API, Java, XML.**
* Worked with **Integration and web services**. Integrated Salesforce with legacy systems **using Apex Web** services and outbound messaging.
* Integrated web services by generating the necessary stubs from the **WSDL files** for extracting the data from the other systems.
* Used third party tool - **File exporter** for migrating Documents, Attachments objects.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

**Florida Blue, Jacksonville, FL Nov 2017– Sep 2018**

**Sr. Salesforce Developer /Admin**

**Responsibilities:**

* Worked on **Unit testing,** for the customizations and developments done during the project.
* Worked on various standard objects like accounts, contacts, leads, opportunities, activities, dashboards.
* **Developed classes and triggers using Force.com IDE** and Developer Console.
* Implemented **field level tracking and audit trail setup**.
* Implemented Anonymous **Apex, Batch and Scheduled Apex.**
* Developed different Visual Force Pages, Triggers, Components and Controllers to suit to the needs of the application using different Visual force components.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* **Supported data migration activities** for migrating data from various business centers and business center users with the support of Saleforce.com.
* Have implemented an CTI integration with using salesforce application with CISCO calling and also Live agent with using the LDAP Technology.
* Implemented **Web-to-lead to track and solve leads from the website**.
* Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, and **S Control** to suit to application needs.
* Developed Visual Force Pages and Visual Force Custom Controllers. Proficiency in **Anonymous Apex.**
* Developed various Custom Objects, **Formula fields, Master-Detail, Lookup relationships**, Tabs, validation rules.
* **Followed/Participated / Conducted Code Review Sessions**.
* Created various Profiles, Roles, Page Layouts and configured the permissions based on the organization hierarchy
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Worked on **Live Agent** for enabling the interaction between the User and the Agent in the organization.

**Environment**: Saleforce.com platform, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

**UBS, Nashville Jan 2015 – Oct 2017**

**Sr. Salesforce Consultant**

**Responsibilities:**

* Created objects, fields, Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
* **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.
* Worked on various AppExchange products **DRAWLOOP, DEMANDTOOLS, APPTUS** according to the needs of the organization.
* Extensively **developed SFDC custom objects and workflow business rules, fields, views.**
* Created Permission sets on a button to mass update of the cases through the list view so that many cases can be updated at once.
* Also Implemented Health Cloud data model by using Schema Builder. Schema Builder provides details, such as the field values, required fields, and how objects are related, by displaying lookup and master-detail relationships.
* While HTML itself is primarily a markup language and not designed for communication, the context in which it's used plays a significant role in facilitating communication.
* **Enabled the case’s classification field** update when an article is attached to the case even if the portal content is blank so that there will be complete classification information on each case.
* Developed and supported Extraction, Transformation and Load process (ETL) using Informatica.
* Supported the **data migration activities** for migrating the data from various business sources with the support of Salesforce CRM.
* Worked on Dimensional modeling, Data cleansing and Data Staging of operational sources using ETL processes.
* Involved in Data mapping specifications to create and execute detailed system test plans.
* Involved in **Salesforce.com application setup activities** and customized the apps to match the functional needs of the organization.
* Developed page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages
* Responsible for working with developer’s team to create Visual force pages and Apex code development
* **Gather business requirements and translate them into user stories**
* **Making changes and Automate Territory Management**
* Developing and overseeing the development of the requirements
* Design test scripts and execute functional testing
* Work with business users to plan and execute user acceptance testing
* Trained and deployed SFDC solutions.
* Implemented Contract Management with better Approvals and Renewals.

**Environment:**  Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**NV Logic Technologies Ltd, Hyderabad, INDIA May 2013 – Dec2014**

**Sr. Salesforce Developer**

**Responsibilities:**

* Developed Apex Triggers, Apex Classes, Controllers and Test Classes within Governor Limits.
* Developed various **Batch Apex Classes and scheduled those using Apex Schedulable Classes**.
* Designed Visual force pages using Visual force Components, Style Sheets, JavaScript and JQuery.
* **Created SFDC** sites to provide public access to visual force pages.
* Implemented various **Apex classes, Triggers, Batch & Schedulable classes** and also the Future method for handling huge data transactions or Bulk operations.
* Developed a **Visual Force Email Template** which notifies the clients once it satisfies the business logic and when criteria are met. This also involved generating Client Logo and attaching to the template.
* SALESFROCE Lightnings Development/Aura Components.
* Salesforce Lightnings pages
* IntelliJ with illuminated Cloud
* Involved in client-based meetings to fulfill the end requirement **using BMC Remedy** Force increasing the sales process.
* Used custom tools like **Apex data loader & Jitter Bit** for the handling the data for insertion, update & deletion.
* Also worked and developed various Portal based requirements for the end clients to view the data.
* Created various **Test Classes and deployed into Production which satisfies the code coverage**.
* Proficient in administering, configuring User Profiles, Roles, Permissions, Validation Rules, Security Controls, Public Groups, Permission Sets, Workflow Rules, Approval Processes.
* **Worked on Leads, Accounts, Contacts, Opportunities and Opportunity Price books.**
* Created page layouts to organize fields, custom links, related lists, and Custom Buttons.
* Created Many-to-Many, Master-detail, look up and Formula Fields to satisfy business needs.
* Migrated **bulk data from Legacy Systems to Salesforce**.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, Data Loader, Sandbox data loading, Eclipse IDE Plug-in.

**Education:**

Bachelors in Computer Science, India- 2013