**Sai Kiran**

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**SUMMARY:**

* Having 8+ years of expertise in information technology with experience in all the stages of SDLC (Analysis, Design, Development, Administration, Testing, Implementation and Support) in different software Applications using Salesforce (CRM).
* Experience with all phases of the Salesforce development life cycle, including application design, integration, and deployment.
* Proven track record of collaborating across departmental lines to determine company needs and assist marketing and sales initiatives.
* Have worked with Force.com IDE, Eclipse with SOQL, SOSL, and Plug-ins; have used and implemented APEX Classes, APEX Triggers, Visual force pages, S - Controls; have experience with SFDC Development.
* Extensive background in several Customer Relationship Management (CRM) functions, including but not limited to: Case Management; Account Management; Order Management; and Lead Management.
* Customers may now submit, track, and see their cases via a community that makes use of email to case and Web to Case functionalities.
* Participated in Pardot's A/B testing, auto responder emails, and email rendering, among other features.
* Capable of working with Sales cloud, Service cloud, Marketing cloud, Community cloud, and Analytics cloud features and functions.
* Service account administration, client communities, knowledge bases, and the SFDC Service console are all familiar areas of expertise.
* Good insight into the Health and Financial Domain. We're also developing Bootstrap, CSS3, Angular JS, and REACT JS.
* Financial domain customer relationship management (CRM) road plan development and recommendation
* Agile, Scrum, Waterfall, and Test-Driven Development (TDD) experience is a plus.
* After developing test cases in the sandbox, the code was moved to production and put through its paces there.
* Experience with several types of testing, including Black Box, Smoke, Usability, End-to-End, System, Regression, and User Acceptance Testing (UAT).
* I used Visual force to create a specialized UI that met both the client's and the app's needs.
* Review/Adjust/Write Apex and Visual Force page builds to ensure we preserve code coverage at a high percentage as well as fulfill business demands.
* Experience with the DevOps tool VSTS
* Working on the VSTS DevOps pipeline, which includes release management and CI/CD.
* Knowledgeable in developing a variety of outgoing and incoming email templates for clients and customers with Visual force& Apex class.
* Expertise with a variety of WCS store models (including B2B, B2C, Supply Chain, and Demand Chain).
* Experience with Salesforce Lightning UI/UX, app builder, Visual Workflows, salesforce support communities, and Chatter groups is a plus.
* Experienced with UML tools including Microsoft Visio for analysis and creation of narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, and Data/Flow/Navigational flow diagrams.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the stages of Rational Unified Process (RUP).
* Knowledge of Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete, and Informatica for ACT, Excel, and MS Outlook data transfer.
* Proficient in designing record detail layouts, including page layouts, search layouts for arranging fields, custom links, related lists, and other components, and database query layouts.
* Using various Web Service technologies (including XML, WSDL, SOAP, and REST).
* Experience in modifying common Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary reports, tabular reports, Pie charts), and Dashboards and Report folders for various user profiles to meet specific needs.
* Created lookup and master-detail connections on objects, as well as junction objects and advanced fields like Picklist, Field Dependencies, and Custom Formula. Developed workflows for the Approval Process and the Sharing Rules to enable the automatic creation of notifications, modifications to fields, and emails.
* Security and access control policies have been set up for various users on the Object, Field, and Record levels.
* Apttus and Steelbrick were used, and proofs of concept (POCs) for their respective CPQ platforms were created. Used to be a part of the Vlocity CPQ
* Experience with Steel Brick CPQ for subscription, billing, invoicing and can take charge of sales process from Quote to Cash. Steel Brick CPQ automatically generated the revenue recognition status.
* Experience working in both big and small teams; strong communication and interpersonal skills. One who works well with others and has an optimistic outlook, strong work ethic, and the capacity to maximize personal resources.
* Automating routine AWS operations, such as creating snapshots, and migrating existing applications to the cloud.
* Enhanced Salesforce.com-based development and built lightning apps from the ground up.
* Create a Service Cloud account and configure the Service Cloud console, Cases (Web to case, Email to case), Solutions, Case Assignment, and CTI Integration.
* I have experience with the Lightning app builder (Salesforce 1) and have created a new application based on Lightning to ensure cross-platform compatibility across mobile, tablet, and desktop versions of the app.
* Developed Lightning Component Framework and also built Lightning component using Aura framework.
* Created modular UI/UX building blocks using the Lightning Component Framework.
* Vlocity, Visualforce, Apex, CSS, JavaScript, and other technologies: design and development of client solutions.
* Expertise in using source control software We used version control systems like Git, Bitbucket, and Source Tree to compile our salesforce app.
* Knowledge of working on Salesforce Wave Analytics   product.
* Skilled in MVC (Model View Controller) Architecture, Object-Oriented Analysis and Design, Object-Oriented Programming, and Design Patterns.
* Capable of fast learning new technology and procedures, and effectively applying them to projects and operations.

**SKILL SET:**

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| --- | --- |
| Salesforce Environment | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Workflows, Validations & Approvals, Visualforce Pages/Components, Lightning Pages, Custom objects, SOAP, REST web services, Process Builder, Reports & Dashboards, Case Management Automation, Lightning Web Component, Heroku Connect |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Data Loader, Import Wizard, Workbench, Force.com Excel Connector, Developer Console, S-docs, Connect for Outlook, Exchange Sync, Autorabit. |
| Programming Languages | Java, Spring Framework, Spring MVC, Struts, Hibernate, JUnit, C, C++, SQL, SOSL,SOQL , jQuery. |
| Web Development | HTML, HTML 5, XML, XHTML, CSS, JavaScript, JSP, Servlets, jQuery, AJAX, Angular JS, Bootstrap JS, Node JS, JSON, ASP .NET. |
| Cloud Technology | Force.com, Sales Cloud, Service Cloud, Community Cloud, Lightning Aura Component, Lightning Web Component, |
| Databases | Force.com DB MySQL, Oracle 10g, SQL Server 2008, MySQL, Java DB. |
| Application Servers | BM Websphere, Weblogic, Apache Tomcat. |
| Version Control Tools | GIT, ANT, Maven. |
| Web Designing Tools | Visual Studio, Adobe Photoshop, Dreamweaver, MS Visio. |
| Methodologies | Agile, Scrum, SDLC. |

**EDUCATION DETAILS:**

* Bachelors from JNTU-Hyderabad, India – 2014.
* Masters from University of North Texas,Denton, Texas– 2022.

**CERTIFICATIONS:**

* Certified Salesforce Developer
* Certified Salesforce Administrator

**PROFESSIONAL EXPERIENCE:**

**Client: W.W GRAINGER INC IL Jan’20 to Till Date**

**Role: Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Collaborated closely with sales team and business analysts to conduct in-depth study of business and technical requirements and create the solution by adapting a number of Salesforce (SFDC) standard items.
* Developed Apex Triggers to deploy business logic that notifies clients via email.
* Test-Driven Development (TDD) with continuous builds and iterative and incremental project control have been used as part of Agile Methodologies.
* Worked with Salesforce standard objects including accounts, contacts, leads, campaigns, reports and opportunities.
* Working with LWC, where we developed on code that runs natively in browsers, was a great learning experience. It's really efficient and lightweight.
* Lightning Component framework and the aura framework are both involved in the construction of Lightning Components, which are triggered by user interactions.
* Possessing a deep understanding of the Aura framework, Lightning Components, and the Salesforce Lightning Design System (SLDS).
* The majority of the LWC codebase consists of very conventional JS and HTML.
* Learning Lightning App Builder's visual, code-free app development using Custom-Built Lightning Components is a major accomplishment.
* A lot of time is spent tailoring Salesforce features like buttons, objects, tabs, validation rules, and workflows.
* Selected and implemented various marketing technologies, including a new marketing automation platform (Pardot) that is fully integrated with SFDC.
* Participated in Salesforce Application Setup and adapted applications to the company's specific requirements. Created, tested, and released Apex Classes and Apex Triggers to meet the application's changing requirements.
* We have completed the migration of all servers to AWS in the cloud, including all Salesforce orgs.
* Integrations with web services (SOAP, REST) are your responsibility.
* By integrating Jira with Salesforce, we were able to have cases in Salesforce generated in real time.
* Performed IDE, Change Sets and ANT Script deployments as required and tested the components before deployment to guarantee a seamless workflow.
* Salesforce was integrated with Mule soft so that it could communicate with other cloud-based and on-premise business programs.
* Apex Scheduler and triggers have been implemented to allow for the recurring and conditional invocation of Apex Classes.
* Increased retention via the use of email and other lifecycle marketing methods thanks to a CRM marketing automation plan.
* Created Aura-based framework for building Lightning apps and the Lightning Component Framework.
* Email marketing campaign using Exact Target/Salesforce Marketing Cloud set up, managed, and optimized.
* Create a hierarchical system of service territories to define the areas in which your technicians and sales reps may operate.
* I have experience with Angular-Js in a development setting.
* Constructed a website using Angular JS as the primary framework.
* Experience in implementing solutions for moving data and processes from Salesforce Classic to Salesforce Lightning by way of Aura, Lightning Web Components, and Lightning-Out.
* Using Field Service Lightning, you can monitor the whereabouts and activity of your product stock, storage facilities, service vehicles, and client locations.
* Using Salesforce's Sales cloud and Service cloud in practice.
* Created an Aura and Lightning Web Components-based Lightning Application.
* Marketo, Eloqua, and Salesforce.com integration projects, as well as strategic demand generation best practices and consulting services were provided.
* Worked on designing lightning components in Enterprise, Performance, Developer editions or sandbox. Salesforce Lightning Experience objects and tabs were adapted to meet specific needs.
* I have worked on modifying Visualforce so that it can support the Lightning Experience on both desktop and mobile platforms. Developed meaningful dashboards with supporting reports for use mainly in Salesforce Classic and Lightning Experience.
* To improve efficiency, we've used Sales cloud and integrated its newer, better capabilities.
* Customized the interface using Visualforce pages and numerous visual force components and controls.
* Data Loader configuration, data uploading in CSV files to salesforce, and data integrity verification are entirely your responsibility.
* Created HTML and custom controllers/extensions for use in designing Visualforce pages.
* To ensure the accuracy of the Informatica mappings, we have: Produced ETL test data for all ETL mapping rules.
* Creating the user interface and the process flow for transferring files
* Working extensively with Web Services including XML, WSDL, JSON, SOAP, and REST to connect Salesforce with SAP, Siebel, Tibco, and Portal apps.
* Apex code, Visualforce pages, Triggers, Process Builders, Flows, Workflows, Page Layouts, Roles, Profiles, Reports, and Dashboards were all heavily used.
* Developed Salesforce Commerce Cloud’s Multilingual Capabilities
* Updated the website with additional functionality by working on its AngularJS controllers, views, and services.
* Collaborated on many Visualforce pages and used a variety of Visualforce widgets.

**Environment:** Salesforce.com, Sales cloud, service cloud,Force.com, Apex classes & triggers, Visual Force (Pages, Components & Controllers), Data Loader, Lightning, JavaScript, Vlocity Workflow & Approvals , commerce cloud , HTML, Developer Console, Custom/ Standard Objects, Tabs, Record Types, Page Layouts, Process builder, Flows, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Github.

**Client:FORWARDLINE CA May’18 to Dec’19**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Acted as both a Salesforce administrator and a Salesforce developer for the company.
* Creating roles and profiles to provide security at the object, record, and field levels.
* Experienced designing permission sets and sharing rules according to the demand.
* Designing, coding, planning, testing, and integrating Salesforce Cloud services are all tasks in which you may participate.
* Accounts, Contacts, Cases, and Solutions are just few of the common Salesforce components that have been modified.
* Built my own software, objects, tabs, fields, rules, and formulae for cross-object validation, assignment, and evaluation.
* Added support for custom object record types, lookups, and master-detail relationships.
* A number of Apex Triggers, Apex Classes, and Test Methods have been developed.
* Built a selection of visual force pages with both default and specialized controllers, as well as controller extensions.
* Interacted with workers, customers, and partners using Salesforce's Community cloud.
* To facilitate report sharing depending on user profiles (permissions), I have created a number of report types (summary reports, matrix reports, pie charts, and dashboards).
* I have built dashboards with different widgets (charts, gauges, and metrics) and made folders so that others may access them.
* Apttus product and CLM customization utilizing Salesforce functionalities (triggers, VF pages, etc.).
* Automated business activities such as updating fields and sending E-mail notifications by implementing complicated workflow rules and approval procedures.
* Apttus CPQ & Contract Management (CLM) was used to implement a customized CPQ solution for a wide range of industry clients.
* Apttus application programming interfaces (APIs) used to make shopping cart, quotation, reorder, and attribute.
* Developed task sequences with time constraints per customer specifications.
* To facilitate workflow and approval procedures, I developed standard email templates.
* User profiles, permissions, and other settings have been maintained.
* To meet the needs of various businesses, I have developed permission sets and sharing rules.
* Created page layouts, search layouts to arrange fields, custom links, related lists and other components on a record detail and edit pages.
* After testing in the sandbox, we transferred the code to the production environment.
* Built custom controllers to handle the heavy lifting of coding SalesforceVF pages, and integrated the force.com app across many mobile platforms, including iOS, Android, and BlackBerry.
* Relationship fields were included to ensure correct data loading and continued high data quality.
* Took care of internal web server content retrieval using SOAP/RESTful web services.
* The application's data manipulation requirements were met by using SOQLSOSL inside the Governor Limits via Force.com Explorer.
* Developed Commerce Cloud's Customer Service Center
* Converted intricate regular expression validation rules in Excel to the same functionality in Salesforce.
* Daily tasks were carried out according to the Agile approach.
* Methodical Advertising Efforts Hierarchies in Campaigns Rules for Assigning Web-to-Lead Enquiries and Automated Responses to Lead Inquiries.
* Integration of SalesForce with third-party systems, including Microsoft Azure, was an area I worked on.
* Force.com's IDE, Migration Tool, and Web Services API were used to successfully deploy Apex.

**Environment:** Salesforce.com, Community cloud,Apex language, Triggers, Reports, Data loader, Workflows, e-mail templates, Approval processes, sandbox environment, security and sharing, visualforce pages, visualforce controllers.

**Client**: **ADP NJ Sep’16 to Apr’18**

**Role: Salesforce Developer/Admin**   
**Responsibilities:**

* Participated in Salesforce.com Application Setup and adapted programs to the unlimited edition's specific requirements.
* Information moved over from ACT and Access.
* Produced page and search layouts to arrange record detail and alter page components such fields, custom links, and related listings.
* Added custom objects, Web to case, and Email to case functionality, including choose lists, dependent pick lists, lookups, junction objects, master detail relationships, validation, and formula fields.
* The SFDC and Lotus Notes systems are integrated.
*  Worked extensively utilizing Cast Iron as an integration tool.
* Utilized customer and partner portals to work with common items like accounts and contacts.
* Eclipse IDE was used for the design, development, and deployment of Apex Classes, Apex Extensions, and Apex Triggers to meet the application's varying functional requirements.
* Built workflow rules and established tasks, timed triggers, email notifications, and field modifications to put business logic into action. Made use of the email integration engine on the Force.com App Exchanges to combine the capabilities of Gmail with the sales force CRM.
* Created a wide range of HTML email layouts.
* Create Visualforce Objects, Tabs, Tags, Reports, Analytic Snapshots, Dashboards, Tabs, and Aura Components. Create Visualforce Pages. Create Custom Controllers. Create Visualforce Components. Create Advanced Search Functionality.
* Created bespoke reports and dashboards to meet specific needs.
* Created test cases in the Sandbox, built unmanaged packages, and deployed them in both the Sandbox and Production environments.
* Created test scenarios on Sandbox environment, created unmanaged packages and moved it between **Sandboxes** and **Production environments** to place final implementations.

**Environment:**Saleforce.com platform, **Cast Iron**, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force,Salesforce.com Data Loader, Health cloud, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

**Client: TRANSAMERICA CORPORATION IOWA Feb’15 to Aug’16**

**Role: Salesforce Developer**

**Responsibilities:**

* Used Layouts, record types, and validation rules to create unique objects for use with Accounts, Contacts, Leads, Opportunities, and Activities.
* Collaborated closely with service staff.
* Apex Classes and Triggers include the required SOQL and SOSL query language.
* New custom objects, fields, Pick-Lists, record lists, tabs, components, and applications were developed.
* Case Management with Workflow and Approval Process, User Entitlements, and Role Hierarchy are areas that have received extra attention throughout my time spent working with Salesforce.com.
* Field-level security has been implemented for all fields that may contain private information.
* Developed reports to aid business teams; they included summaries, matrices, charts, and dashboards.
* Support requests were worked on pertaining to the following areas: roles, profiles, access settings, workflow rules, validation, field creation/editing, page layouts, and data uploading.
* After testing in the sandbox, we transferred the code to the production environment.
* Apex Classes, Apex Triggers, and Visual force pages were used from the Force.com developer tools to provide unique business logic.
* Created Apex Classes to extend the capabilities of Visualforce pages and developed Visual Pages to provide new features.
* Worked with the technical administrator to find and fix problems with the site's functionality.
* Create and edit Picklists and lookup fields, as well as other administrative tasks, in Salesforce CRM.

**Environment:** Salesforce.com CRM Application Platform, Apex Language, Visualforce, S-Controls, Custom Objects, Tabs, Page layouts, Workflow, Approval Processes, Dashboards.

**Client: TVU Networks May’13 to Nov’14**

**Role: Java Developer**

**Responsibilities:**

* On a team responsible for creating a structure from the ground up.
* Participated in the creation of prototype user interfaces and online tools.
* Technology stack included Java, Weblogic 5.1, 6.1, and 7.1; EJB 2.0; Java Mail; Struts; Servlet; JSP; JMS; XML; HTML; JDBC; SQL; Oracle 8i; and JavaScript.
* Have WSAD set up and ready to go for use in development.
*  Implemented SOAP protocol to receive the requests from the outside System.
* Rational Clear Case was used for change tracking and source control.
* Coding and documentation requirements were adhered to.
* SQL queries and Joins have to be written.
* In order to display Dynamic Web Pages in HTML format, XSL has been widely utilized as a technique for parsing XML.
* Cooperative Port let was used to provide high-level intra-Port let communication across web-based apps. Created a simple, single-page Port let message system using the Port let API.
* Portal Enable and Portal Extend were used to personalize the portal experience, publish content, manage documents, and boost productivity.

**Environment:**Java, J2EE, XML, HTML, LDAP, EJB, JSP, JDBC, Servlet, SOAP, Struts, JNDI, Unicode.