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**SUMMARY**

* Software professional around 10 years of overall experience in Development, Administration and implementing technology solutions and experience in SFDC (Salesforce.com) CRM platform using Visualforce, Apex, Lightening Experience, Lightning Components and Java/J2EE Technologies as Developer.
* More than 4 years of experience on building various solution on Vlocity communications by leveraging various features like Vlocity Enterprise Product Catalog, Order Management, VIP, Data Raptors, Cards, Templates, omni scripts.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object-oriented enterprise applications.
* Experienced in automating complex business processes using features like workflows, approval process, dynamic approval process, sharing rules, validation rules, Creating Roles, Profiles, Email Services, Page Layouts and Approval Workflow.
* Experienced in implementation & Integration experience on Salesforce.com using Apex Language (Classes, Controllers & Triggers), Visualforce Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards.
* Proficient in creating Lightning apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Knowledge in building lightning web components.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities, and Chatter groups.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud, Marketing Cloud**, Commerce Cloud, **Call Center**, **Chatter & App-exchange** applications.
* Experience in designing and implementing marketing automation solutions using Salesforce Marketing Cloud.
* Experience in Data Loading using both Web based and Apex Data Loader.
* Used Force.com Web services API for implementing web services to access to data from different external resource.
* Integration experience on MuleSoft platform with multiple systems.
* knowledge in Salesforce setup, Configurations, Administration, Data Migration and Deployment of applications to Force.com platform.
* Has Good knowledge in Version control systems like SVN, GIT, Jenkins CI/CD DevOps tools.
* Skillful knowledge of Automation testing of web-based applications using Selenium WD and SOAP UI.
* Expertise in advanced Apex, Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Demonstrated proficiency in integrating diverse systems, including MongoDB and Azure, utilizing platform events architecture and Micro Services.
* Worked on Test Plan, Test Cases, participated in test results review meetings.
* Expertise in querying the salesforce database using SOQL & SOSL queries using Force.com Explorer.
* Experience in web technologies like HTML, XML, CSS, JavaScript, Bootstrap, AngularJS, and SOAP.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Exceptional skills in agile development.

**TECHNICAL SKILLS:**

* **CRM Technologies**: Salesforce.com
* **IDE**: Eclipse, My Eclipse and Force.com, Eclipse IDE Plugin, Visual Studio Code
* **SalesForce.Com**: Apex (Trigger, Classes & Batch Jobs), Lightning Components, Visual Force (Pages & Component), Custom Objects, Custom Settings, Validations, Workflows, Approval Process, Process Builder, Email Services, Reports, Dashboards, SOQL, SOSL
* **Web Services**: SOAP & REST
* **Migration Tools**: Ant, Apex Data Loader
* **Version Control and CI/CD Tools**: Git,BitBucket Salesforce DX
* **Project Management Tools**: Jira, Azure
* **Domain Knowledge**: Insurance, Healthcare, Communications

**ACADEMICS:**

* Masters in CS from University of Illinois, Springfield-2018
* Bachelor of Technology in IT from Gitam University, Visakhapatnam- 2014

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**Professional Summary**

**Client: Intuit Aug 2022 – Present**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Developed **Integration** **Procedures** to do various http actions to external systems and load data into salesforce record.
* Able to create interactive and responsive user interfaces within the salesforce platform using LWC.
* Worked on intuit developer support community portal to support various request for developer application access, application review and questionaries related to requests.
* Designed and developed various Lightning components and made the reusable to consume at different places based on requirement.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on **Apex classes**, Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Worked on creating various **email** **templates** and enhancing existing templates.
* Worked on creating various **salesforce flows** and updating existing flows based on business requirement.
* Worked with various Salesforce.com standard objects Company, Contact, Leads, Opportunity, Cases and custom objects.
* Worked with visual studio code for various code related changes and used **copado** for deployments. Maintained user roles, security, profiles, wherever necessary.
* Worked on production related support activities and documenting new changes that were done during enhancement.
* Perform functional, end-to-end, regression and verification testing on various software applications and platforms.
* Worked with **Vlocity Cards, Vlocity Templates, VIP’s** and **Data Raptors** **and Omni scripts**.
* Proficient in integrating Vlocity applications with existing systems and platforms to create seamless end-to-end solutions that deliver tangible business value.
* Testing the stability and functionality of the application.
* Meeting with project managers to determine CRM needs.

**Client: Prudential Insurance, New Jersey Aug 2021 – July 2022**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked on **Promise 360** application which take cares of various claim related activities like **claim creation, Benefits Additions, covered person validations, beneficiary validation, payment generation** of various types of beneficiaries**.**
* Developed **Vlocity Data Raptors**, **Vlocity Cards**, **Vlocity Templates** and **Vlocity omni scripts** Design.
* Proficient in using Copado to manage Salesforce application releases efficiently.
* Skilled in utilizing Copado's features for planning, development, testing, and deployment of Salesforce projects.
* Worked with **Vlocity** **Integration Procedures** and implemented http actions, various dataraptors actions, remote actions,response action and set values as per the requirement.
* Worked on integrating LWC with Apex.
* Worked on developing new functionalities on lightning components.
* Developed various **Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the lightning components.
* Created and updated various page layouts as per the requirement.
* Involved in configuration by creating Custom Objects, Custom Fields, Validation Rules, Workflow Rules, Approval Process, Profiles, Permission Sets, Assignment Rules, Queues, Custom Settings and Custom Labels etc.
* Involved in implementing Conga solutions within salesforce.
* Used Conga Composer for document generation and worked on automated document creation.
* Unit Testing, for the customizations and developments done during the project.
* Worked with payments team and acquired the business knowledge of how payments are handled in Supplement health.
* Handled different Scenarios like Partial/Over/Under Payments.
* Dealt with the calculations of Tax withholding.
* Worked on static resources API of salesforce to calculate the Delayed claim interest for different states.
* Identified gaps between Life Claims and Living Benefits and documented them.

**Client: Yahoo Mobile, Dallas, Tx. Jan 2020 – July 2021**

**Role: Salesforce/ Vlocity Developer**

**Responsibilities:**

* Designing and implementing solutions and preparing technical design document for the business requirements.
* Worked on **Vlocity** framework for implementation of **call center applications** and integrate with the service console.
* Worked on Vlocity Product set up and Attribute design.
* Working experience in Vlocity order management capabilities to communications.
* Worked on implementing custom lightning components and visual force pages as per the requirement.
* Designing and developing new functionalities by writing VF Pages, VF Components, VF Templates, Apex Classes and Apex Triggers.
* Involved in configuration by creating Custom Objects, Custom Fields, Complex Formula Fields, Relationships, Validation Rules, Workflow Rules, Approval Process, Sharing Rules, Profiles, Permission Sets, Assignment Rules, Queues, Custom Settings and Custom Labels etc.
* Involved in integration using **REST API**.
* Involved in deploying the application to the production using **change sets, GitLab**.
* Participated in discussions with onsite architect regarding to business requirements.
* Also assisted in performing Manual & Automation testing for various client-server, mobile and web-based applications.
* Performed Cross Browser Testing with Internet Explorer, Chrome, Firefox and Safari.

**Client: ABSG, FRISCO, TX Jan 2019 – Dec 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (**SDLC**) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Migrating from Salesforce **Classic** to **Lightning** and created Lightning Components.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud, Marketing Cloud**, Commerce Cloud ,**Call Center**, **Chatter & App-exchange** applications.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Involved in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM**.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Client: Accenture,Hyderabad May 2016 – Aug 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Developed and executed e-commerce strategies leveraging Salesforce Commerce Cloud to increase conversion rates, average order value (AOV), and customer retention.
* **Force.com** developer toolkit including **Apex Classes, Apex Triggers** & **Visualforce Pages** to develop custom Business Logic. Implemented **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse**.
* **Page Layouts, Search Layouts** to **Organize Fields, Custom Links, Related Lists** andothercomponents on a **Record Detail**.
* Implemented omnichannel commerce solutions using Salesforce Commerce Cloud, enabling seamless shopping experiences across web, mobile, social, and in-store channels.
* Developed and executed e-commerce strategies leveraging Salesforce Commerce Cloud to increase conversion rates, average order value (AOV), and customer retention.
* Customized **User Roles, Role Hierarchies, Profiles and Sharing settings** to ensure that the protected data is available only to the authorized users.
* Created **Templates, Approval Processes, and Approval Page Layouts** anddefined **Approval Actions** onthem to automate the processes. Created **Workflow Rules** and defined **Related Tasks**, **Email Alerts** and **Field Updates**.
* Worked with **SOQL,** **SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database. Configured **Chatter** for the Users in the Organization for collaboration.
* Implemented Salesforce **Service cloud** and Opportunity Management (**Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites**) for business support and technical support for its channel customers.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Extensively involved in **Data Migration** from three **legacy systems** to **Salesforce.**
* Supported the **Data Migration** activities for migration the data from various business sources with the support of Salesforce.com. Migrated data from **ACT CRM** to **Salesforce CRM** using **Informatica** on Demand.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the **UAT users** to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Client: Levant Solutions, Hyderabad, TS Feb 2014- May2016**

**Role: Salesforce Admin**

**Responsibilities:**

* Designed and developed the Custom Objects, Page Layouts, Custom tabs, Components based on the requirements.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Effectively created the picklists, dependent picklists and junction objects to establish the connectivity among objects.
* Customized Page layouts for Opportunity, Contacts and Accounts depending upon user Roles, and Groups.
* Used Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Maintained user roles, security, profiles, wherever necessary.
* Implemented Pick lists, Dependent Pick lists, validations and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created and customized Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Created user guides for End user training.
* Setup Role hierarchy and create sharing rules to limit data visibility.