**NAME: Mulpuri   
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**CELL: 0**

**Professional summary:**

* Over 7+ years of experience as Salesforce CRM Developer which involves Administration, Development, Integration, communities and lightning like classic to lightning migration and lightning component development
* Experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and Portals based object-oriented enterprise applications.
* In-depth understanding of CRM business process like Campaign Management, Lead Management, Order Management, Account Management and Case Management.
* Strong knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, SOQL, SOSL.
* Worked on Salesforce Lightning Process Builder, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Proficient in web services (SOAP and Restful), XML, XML JASON, processing API, micro services.
* Good knowledge in developing Lightning Components (Aura attributes) by creating events in controller and styling the container page and then lightning components to lightning pages.
* Exposure working and Understanding of Salesforce out of the box functionalities like Objects, Roles, Fields, Customisations, Approval processes, Validation rules, Data loader, Workflow rules, Process Builder, Flows, Sandbox Lifecycle, Deployments, changesets, Managed Packages, territory management, Quotes, Person accounts, data management, data loader, communities, etc with a thorough understanding of the constraints of the SFDC platform.
* Worked on CRM -Salesforce .com (SFDC both Sales cloud & Service Cloud) Experience with implementing the sales force .com processes related to Leads Management, Opportunity, and Case Management.
* Developed Lightning Components using Aura Framework and Lightning Web Components (LWC).
* Proficiency in SFDC Administrative tasks like creating and customizing Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Events.
* Used Force.com Web services API and outbound messaging for implementing web services through WSDL in the application for access to data from External systems and websites.
* Familiarity with Salesforce .com Integration components for SFDC (for example, SFDC API, Apex controllers, Apex Web Services, Apex callout, outbound messaging, and SFDC data loaders).
* Associated with distinct phases of SDLC (Software Development Life Cycle) Requirements gathering, analysis, enhancements, testing and deployment.
* Extensive Knowledge in building Custom Applications that includes administration, configuration, implementation, and support experience with Salesforce.com platform.
* Substantial subject knowledge of look up relationships, master-detail relationships, SOSL and SOQL. Hands on experience working with Standard objects and Custom objects.
* Good in creating validation rules and understanding Trigger concepts.
* Sound knowledge in best practices for Salesforce and Force.com Platform.
* Good technical knowledge in Deployment using SFDX and Change sets.
* Good understanding of the Business logic, programs and systems that could lead the effort for planning, developing and implementing changes in the design and code pattern.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**Technical skills:**

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| --- | --- |
| **Salesforce Technologies** | **SFDC Certified Force.com Developer Salesforce CRM Salesforce SFA Apex Language Apex Classes/Controllers Apex, Triggers, SOQL, SOSL, (LWC), Visual Force Pages / Components S Controls** **Apex Web Services AJAX Workflow Approvals Dashboards Analytic Snapshots Case Management Automation Custom Objects, Integration, Lighting Components, Lighting Web Components.** |
| **Salesforce Tools** | **Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Jenkins** |
| **Programming Languages** | **Java, Apex, Aura, Visualforce** |
| **Web Technologies** | **Web Services, Java Script, XML, HTML, CSS** |
| **Database** | **MS SQL Server** |
| **Methodologies** | **Agile** |
| **Operating Systems** | **Windows NT / XP Pro / Vista / 7, Windows Server 2003 / 2008.** |

**Certification:**

* **Certified Salesforce Platform Developer 1**

**Professional Experience:**

**CLIENT: Barclays, UK. FEB 2021 – MARCH 2023**

**ROLE: Sr. Salesforce Developer**

**Responsibilities:**

* Created modern Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Participate in all aspects of the Software Development Lifecycle (SDLC) including definition, design, implementation, testing, delivery and support.
* Experience in integrating Sales force and other applications using SOAP, Meta data API and REST API.
* Integrated the SOAP and Rest API based Web Services for extracting the data from external systems to display in the pages of salesforce.
* Developed Apex classes, Apex triggers, Controller classes, extensions for various functional needs of the organization and managed the version of code through GITHUB.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the Aura framework.
* Expertise in Lightning App builder (Salesforce1) and implemented new application based on lightning to have compatibility of the app in mobile, Tab and desktop versions and developed Lightning component framework.
* Experience working with LWC where we built on code that runs natively in browsers, so lightweight and delivers exceptional performance.
* Developed Apex classes, components & Visual Force pages using HTML, CSS and JavaScript for front end validation.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile
* Develop and execute unit test and integration test scenarios.
* Implementation of Lightning components using the Lightning Design System (LDS) in Aura Framework and Lighting Web components.
* Worked with integration and web services. Integrated Salesforce with legacy systems using Apex web service and outbound messaging.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used HTTP Request methods to call external application REST API endpoint.
* Developed basic Lightning component framework include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
* Developed basic Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Used SOQL &amp; SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Analysing bugs, interacting with team members in fixing errors and UAT and assisted in post-Production support.
* Implemented Communities using Salesforce Partner Communities.
* Experience in testing API’s using tools like SOAP UI, Postman and Workbench.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment**: Workflows, Reports, Sandbox, Apex, service cloud, sales cloud, integration, chatter, Community cloud, Visual force, Lighting Components, Lighting web components, Queues, Ajax, custom reports, studios and builders, Data loader.

**CLIENT: AAA, US. AUG 2019 – SEPT 2020**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Responsible for running batch processes to handle looping through a series of tasks to avoid deletion of old fields and its associated data under guidance of lead developer.
* Implemented customer portal community’s administration. Created Custom Dashboards, Visualforce pages for custom login and configuration of communities.
* Interacted with customers on a regular basis to Gather Requirements and Develop Business Solutions using the Salesforce.com Platform
* Migrated most of the workflow rules to Process builder instead of having multiple workflow rules per each object and implemented new actions available in Process builder like invoking Approval Process and Updating child records.
* Created Sharing rules for user groups and day-to-day permission to the users and support issues Sandbox refreshes
* Translate customer business objectives and requirements into solutions and level-of-effort estimates to implement solutions
* Utilized the Agile project management methodologies over the traditional waterfall approach on all project
* Provide technical support in sales calls and solution presentations, and collaborate with the Enterprise sales team to understand customer requirements and drive new services revenue
* Expertise in using Data Import Wizard, Apex Data Loader and implemented Export - Import, Data Insert, Update Operations.
* Well versed in Cloud Technology and on-premise infrastructure integration for Salesforce.com using
* Created web service classes/methods to be consumed by Oracle Fusion and Tibco.
* Experience in creating Lightning Components.
* Created Custom fields, reports, Dashboards in Lightning.
* Developed custom Workflows and Assignment Rules.
* Developed component using Lightning Aura Framework.
* Created Custom Objects and defined lookup and master-detail relationships on the objects based on E-R diagrams.
* Created Email templates in Text, HTML and Visual Force necessary for the application.
* Developed visual Force pages with JavaScript and Apex classes.
* Created and maintained the documentation for Design, Migration and Integration
* Deployed applications from Sandbox to Production.
* Involved in design, development and testing of web services to integrate with external systems.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Integrates salesforce with third-party SAP systems.
* Involved in the data migration from Concur to SAP using PI integration tool.
* Force.com platform, XML, Rest Web Services and third-party package.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, SOQL, SOSL, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Security Controls, Eclipse IDE Plug-in.

**CLIENT: Charles Schwab, US. MARCH 2017 – AUG 2019**

**ROLE: Salesforce Developer.**

**Responsibilities:**

* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on different Integration Issues and worked on developing Visual force pages and Apex controller classes.
* Used Force.com Developer toolkit including Visual Flows, Apex Classes, lightning pages, Lightning applications, Custom CSS, Lightning quick actions, global actions to develop custom business logic.
* Migration of Service cloud data into salesforce by using Data management tools such as Apex Data loader, Import wizard.
* Engaged with end users and business analysts for requirement analysis, comprehended user stories, provided design inputs and coordinated planning sessions.
* Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization.
* Created Assignment rules on Case object to assign the web to Cases automatically to Queues and users based on the Region
* Developed front-end screens with HTML, DHTML, CSS, Java Script, and JSP’s. Extensively done client-side validations using JavaScript and developed the required Servlets.
* Created and Managed User roles for different territory region sales representatives and internal pricing team given Permissions to restrict the view and edit options for different region representatives by object level settings and field level settings.
* Developed Cascading Style Sheets CSS for creating effects in Visual force pages.
* Created user Roles and Profiles, security controls and shared settings.
* Involved in full application life cycle like technical design, development and testing
* Developed Validation rules on various objects. Also, created Assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Implemented SFDC Sales Cloud, Created Group, Deal Rooms provisioning
* Performed Data Migration from homegrown legacy system to Salesforce CRM.
* Created custom controllers and controller extensions while developing Visual Force pages.
* Developed the Apex Triggers to ensure the correct data entries into the system.
* Developed Test classes and maintained the proper code coverage to deploy into the production.
* Used Force.com web services API to create, update, retrieve & delete data from SOAP web service with Java.
* Integrated Salesforce.com with an external application using SOAP/REST based web services.
* Used the sandbox for Testing and Migrated the code to the Deployment instance after the Testing.
* Coordinate UAT testing, design user guide, training sessions and adoption metrics.
* Implemented security settings, object level security, field level and record level security
* Extensively used Tab permissions, Record Type and Page Layout permission

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Web Services, Data Loader, XML, Security Controls, SOAP, Eclipse IDE, WSDL, Windows.

**CLIENT: Verizon, Chicago, IL DEC 2015 – FEB 2017**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Interacted with customers on a regular basis to Gather Requirements and Develop Business Solutions using the Salesforce.com Platform
* Migrated most of the workflow rules to Process builder instead of having multiple workflow rules per each object and implemented new actions available in Process builder like invoking Approval Process and Updating child records.
* Created Sharing rules for user groups and day-to-day permission to the users and support issues Sandbox refreshes
* Translate customer business objectives and requirements into solutions and level-of-effort estimates to implement solutions
* Utilized the Agile project management methodologies over the traditional waterfall approach on all project
* Provide technical support in sales calls and solution presentations, and collaborate with the Enterprise sales team to understand customer requirements and drive new services revenue
* Expertise in using Data Import Wizard, Apex Data Loader and implemented Export - Import, Data Insert, Update Operations.
* Developed front-end screens with HTML, DHTML, CSS, Java Script, and JSP’s. Extensively done client-side validations using JavaScript and developed the required Servlets.
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* Created user Roles and Profiles, security controls and shared settings.
* Involved in full application life cycle like technical design, development and testing
* Used SOQL &amp; SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Analysing bugs, interacting with team members in fixing errors and UAT and assisted in post-Production support

**Educational Details:**

* Bachelor of Technology from Nagarjuna University.