 **Anusha Kunda** 

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**PROFESSIONAL EXPERIENCE:**

* 8+ years of Experience with 5 + years as Sales force Developer and 3 years as JAVA developer
* Experienced in Creating **Roles**, **Profiles**, **Email Services**, **Page Layouts**, **Workflow Alerts and Actions**,and **Approval Workflow.**
* Extensive experience in developing **ApexClasses**, **Triggers**, **Visualforcepages**, writing Workflows, Force.com API.
* Experienced in analyzing business requirements and implementing them to Salesforce custom objects, **master-detail relationships, lookup relationships**.
* Hands-on on all **SDLC's** phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
* Worked extensively on various salesforce.com standard objects like **Accounts**, **Contacts**, **opportunities**, Products, Price books, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Handled Migration Projects and Possessing sound knowledge in **database management** and backend programs (stored procedures, triggers, functions etc.)
* Designed **junction objects** and implemented various advanced fields like Pick list, **Custom Formula Fields**, **Field Dependencies**, **Validation Rulesand Workflows**, **sharingrules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Strong Knowledge in **Salesforce.com Customization**, Workflow Approvals, Data Validation, Sales, Marketing, **Customer Service** and **Support Administration**.
* Good knowledge of **OOPs** (Abstraction, Encapsulation, Inheritance and Polymorphism) and design concepts
* Administered Salesforce.com setup, which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users.
* Working knowledge of design patterns with the ability to code to architectural documentation.
* Translation of business requirements into systems design.
* Good experience with **SQL**, **HTML**, **XML**, **CSS** and **JavaScript**.
* Strong Knowledge in **Salesforce.com Customization**, Workflow Approvals, Data Validation, Sales, Marketing, **Customer Service** and **Support Administration**.
* Experience of integrating applications with other existing applications.
* Good experience in working on **Eclipse IDE** for writing business logic in **Apex programming language**.
* Good knowledge on **SOQL** and **SOSL** queries in Apex.
* Ability to independently perform implementation, documentation, testing and updating as it relates to the SalesForce.com business requirements.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**EDUCATION QUALIFICATION**

Bachelor in Computer Science from JNTU in 2008, India.

**CERTIFICATIONS**

SALESFORCE.COM CERTIFIED ADMINISTRATOR (201)

SALESFORCE.COM CERTIFIED PLATFORM DEVELOPER I (401)

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies | Visualforce, Apex Controllers, Salesforce1, Triggers, Sales cloud, Service cloud, Data  Loader, Translation workbench, Custom Labels, Custom Settings, Data Categories,  Article Management, **SOQL**/**SOSL**. |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange Package & Custom Application and Sandbox data loading |
| Salesforce tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), and Sand box testing. |
| Methodologies | Agile Scrum and Water fall |
| Languages | Apex, Java, J2EE, C++, C#. |
| Database | Oracle 11g/10g/9i, MySQL, DB2 |

**PROFESSIONAL EXPERIENCE:**

**Client: Health Care Service Corporation**

**Location: Chicago, IL**

**Role: Salesforce Developer/Admin April 2015 – Till date**

HCSC provides products and **services** for end stage renal disease. It sells products and **services** for both Haemo dialysis and Peritoneal dialysis. HCSC had implemented Salesforce to help reach out to wider providers and patients. Was involved in customization of both **Sales cloud** and **Marketing cloud** to help serve the needs of the organization.

**Responsibilities:**

* Performed detail analysis of business and technical requirements and designed the solution by **customizing** various standard objects of Salesforce.com.
* Designed and implemented **Accounts**, **Contacts**, **Leads**, **Campaigns** and **Cases**.
* Customized several **Validation rules**, **Tasks**, **Workflowrules**, **Triggers**, **Apexclasses** to achieve the complex business functionality.
* Used **Field level security** along with the page layouts to manage the visibility and accessibility of fields for different profiles.
* Experience in creating **page layouts**, **search layouts** to organize fields, **custom links** and **relatedlists**.
* Designed and deployed **Apex classes**, **Controller classes**, and **Apex triggers** for various functional needs in the application using the Eclipse IDE.
* Develop visual force pages, visual force custom controller components, custom objects, tabs and components.
* Created workflow rules and defined related tasks, **time-triggered tasks**, **email alerts** and field updates to implement **business logic**.
* Extensive experience in Integration of Data from Traditional Applications to Salesforce using **REST/SOAPAPI,** and **bulk API.**
* Integrating salesforce with oracle by using **REST/SOAP API** for pushing bulk amount of data.
* Used **Workbench**, **Data loader** and **data import wizard** to import the data.
* Created custom objects and defining **lookup** and **master-detail relationships** on the objects.
* Involved in data **mapping** and **migration** of data between legacy systems and salesforce.com objects and fields.
* Load/Manage the data using **Apex data loader**.

**Environment:**

Salesforce.com CRM, Apex language, Visual force (pages, components and controllers), Triggers, SOQL, SOSL, Sales Cloud, Service cloud, Web services, Custom Objects, Fields, sharing rules, Profiles, Queues, Validation, Sites, Communities, Eclipse, Developer Console, Workbench, Force.com Migration tool (ant based), Data Loader, Reports, Dashboards, web services

**Client: Wells FargoJan 2014 – March 2015**

**Location: SFO, CA**

**Role: Salesforce Developer**

Wells Fargo bank is one of the leading banks in US. Wells Fargo used salesforce.com as a platform to build custom workflow solutions that can automate critical internal business processes. They are in process of establishing Force.com center of excellence within the enterprise and implemented projects like Credit Review and Art Tracke

**Responsibilities:**

* Worked on modifying various **managed packages**, which includes Email Alerts to the Company.
* 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.
* Implemented various Apex classes, Triggers**, Batch & Schedulable classes**and also the Future method for handling huge data transactions or Bulk operations.
* Also worked and developed various Portal based requirements for the end clients to view the data.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Worked in **Agile** environment, as of solving the issues within deadlines.
* **Created various Test Classes and deployed into Production**, which satisfies the code coverage.
* Involved in client-based meetings to fulfill the end requirement using BMC Remedy Force increasing the sales process.
* Extensively worked on integrating REST API using callouts framework in SFDC.
* Extensively worked on SOQL and Apex Triggers to implement business logic.
* Extensive exposure with Solution Design team, **Business Analysts**, Performance & Architecture.
* Maintained existing applications working with other developers and **business analysts**.
* Worked on various Salesforce Administrations tasks like **Reports, Dashboards, Custom Workflow rules, Field Update, Email Templates, Field level & Object level Securities, Roles, Profiles, Validation Rules, Formula fields etc.**
* Written **SOQL**, **SOSL** queries in Apex triggers and controllers, used Salesforce workbench to generate queries.
* Extensively used apex Data loader to synchronize the data between external systems and **SFDC**.
* Used custom tools like Apex data loader & Jitter Bit for the handling the data for insertion, update & deletion.
* Worked back & forth with the **SQL Database**&**Crystal Report** developing tools for manipulating the data & gathering reports.
* **Created and Customized the Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Performed various modifications on the existing code inside Salesforce & followed the **governorlimits** before deployment into Production.
* Created the Technical Document & the Test Case document for the in-house Salesforce Administrator to keep a track.
* Worked with team members for **full-cycle projects**, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to [Salesforce.com](http://salesforce.com/) clients.

**Environment:**

Saleforce.com platform, Salesforce API Version 12.0, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, **Process Builder**, Sandbox data loading, Eclipse IDE Plug-in, Informaticaon Demand, Windows XP.

**Client:** **Walgreens**

**Location:** **Lincolnshire, IL Jan 2013 – Dec 2013**

**Role: Salesforce.com Developer/Administrator**

Walgreens is one of the largest drugstore Chains in U.S. that offers mail service, home care and specialty pharmacy services through its Walgreens Health Services division. Salesforce.com CRM is used to manage leads, opportunities and administrative tasks, helping them provide satisfactory services to the clients improving the overall productivity.

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed solutions by customizing various standard objects of **SalesForce.com (SFDC**).
* Developed Apex Classes, Test Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Good experience in development and maintenance of **Sales & Service clouds**.
* Implemented the requirements on Salesforce.com platform and **Force.com** IDE Plug-in using **Eclipse**.
* Implemented **DML operations** of Inserting and Updating records.
* Worked on **SOQL** and **SOSL** queries.
* Closely worked with **Salesforce.com** consultants for implementing the business solutions for their client requirements.
* Communicating with executive management on project status and overall project progress against target.
* Involved in **Salesforce.com** Application Setup activities and customized the objects to match the functional needs of the organization.
* Worked on various salesforce.com **standard objects** like **Accounts**, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Page layouts, Custom tabs, Components and user Dashboards.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created **Custom Objects** and defined lookup and master-detail relationships on the objects and created **junction objects** to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Created **workflow rules** and defined related actions, **time triggered tasks**, email alert, field updates to implement business logic.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various reports and for different user profiles based on the need in the organization.

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader.

**Client: L&T Infotech**

**Location: Mumbai, India Jan 2009– Sept 2012**

**Role: Java Developer**

**Responsibilities:**

* Worked on implementation of **GUI module** with Struts Framework and used CVS for version control.
* Used Java Database Connectivity (JDBC) to connect from the Java application to the Database.
* Designed and developed front end using HTML, CSS, JSP’s, Struts (tiles and tag libraries) and user validations9
* Developed the code using Agile methodology with daily meetings to keep track of the progress and issues pertaining to the project.
* Involved in implementing persistent data management using **JDBC.**
* Implemented the required **Java** Beans used by the **JSP** components.
* Involved in implementing front-end validations using **JavaScript.**
* Played an active role in testing the application by writing test cases for different.
* Involved in testing using Junit.

**Environment:** Java, J2EE, Struts, Servlets, JSP, JDBC, HTML, JavaScript, Eclipse, Microsoft Visio and Windows XP.