**Krishna Mantripragada**

Professional Summary:

* **7+ years** of IT experience in Application Design & Development, this includes **5 years** of experience in the **Salesforce** platform both as **Administrator** and **Developer**.
* Experience in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Experience in implementation & Integration experience on Salesforce.com using **Apex (Classes, Controllers** & **Triggers), Apex Scheduler**, **Batch Apex**, **Apex Class** &**Apex Web Service**, **Visualforce Pages**, **SOSL**, **SOQL**, **WSDL**, **Custom Tabs**, **Custom Objects**, **Analytics** and **Dashboards**.
* Experienced in Data Loads for SFDC **Standard objects**, **Custom objects**. Used different data tools **Apex Data Loader**, **Excel Connector**, **Import Wizard**, **SFDC Data Export**, **Mass Delete** etc.
* Strong working experience with **Lightning Component Framework**, using **Lightning component** in **Visualforce page** and adding to **lightning component** tosalesforce1.Proficient in configuring and customizing salesforce1 App.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Expertise in developing **UI** Components using **Visualforce components**, **Apex Controllers**, **HTML**, **DHTML**, **Java Script** and **CSS**.
* Extensive experience on working with custom objects, custom fields, Pick-list, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, custom Tabs, custom reports, report folders, report extractions to various formats.
* Hands on experience in force.com Development by developing the presentation layer in **Visualforce** and business logic in the Apex by creating/using the Classes, Standard Controllers, Custom Controllers, Controller Extensions, and **Web Services API**.
* Good Administration experience on **CRM** Applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User &**Security Management**.
* Expertise in maintaining the Functional areas of **Data Management (Data Loader)** Forecasting**, Accounts**, **Contacts**, **Leads**, **Campaigns**, Opportunities, Quotes, Activities.
* Good experience with **Record Types**, Relationships, Data Types, Formula Fields, Validations, Public Groups, Queues, Email-Templates
* Salesforce Securities – Roles, Profiles, Permission Sets, Sharing Rules, User Management,
* Sound Knowledge on SOQL and SOSL for Querying and Searching Data for Force.com platform.
* Experience in integration of **Salesforce.com** Applications with Other applications with an emphasis of the **Web Services/XML**. Used **Standard API** for standard objects or by creating custom API by exposing Apex Classes as service.
* Extensive experience in developing enterprise applications using **Java** technologies as well as in **XML**, **XSL**, **HTML**, **JavaScript**, **JQuery**, **JDBC** and **CSS**.
* Extensive experience of automating complex business processes using declarative features such as **workflows**, **approval process**, **dynamic approval process**, **sharing rules** and **validation rules.**
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and inter-personal skills.
* Have experience in integration using **REST** and **SOAP** Web Services.
* Have a knowledge working with Force.com IDE, Apex Explorer and Salesforce.com Sandbox environments.
* Proficient in **Agile practices** and Methodologies like Extreme Programming and **SCRUM**.
* Experience in web technologies like **HTML**, **XML**, **JSP**, **JavaScript**, **SOAP Web services**.

**Technical Skills**

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| --- | --- |
| SFDC | Apex Language, Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension,  Visual force (Pages, Components & Controllers), Validation Rules, Work Flows,  Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in,  Apex Web Services, Apex Explorer, Sandbox development and testing,  Apex Data Loader, Connect Offline, S-controls,  Lightning component to salesforce1,  SOQL, SOSL, Ajax Toolkit. |
| Salesforce  Integration 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), SOQL Explorer and Informatica Data Loader |
| Languages | Ápex, C, C++, C#, Java, J2EE |
| Database | MYSQL, Oracle 9i, Oracle 10g, SQL Server |
| Web | HTML, XML, CSS, JavaScript, SOAP Web Services |
| Platforms | Windows NT/2000/XP Pro/Vista/7, Linux |
| Java Technologies | Java, Servlets, JDBC, JSP |

**Certifications:**

* Salesforce **401**Certified Platform Developer I
* Salesforce **201** Certified Administrator

**Professional Experience**

**Wellcare, Tampa, FL March 2015 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* Developed various **Apex classes**, **Apex Triggers** and **Controller classes** for various needs in the application.
* Worked on various **Standard Objects** including Accounts, Reports, Contacts, Events, Tasks, Dash boards.
* Interfaced with Business users and updated the technical requirement document as well as testing document.
* Managed user Accounts and S**ecurity** - including new user account creation, profile and role management, sharing rules, and **security controls**.
* Analyzed complex business requirements and designed solutions using **Apex classes**, **triggers**, and **Visual Force pages**.
* Adding **Lightning components** to salesforce1 using in **Visual force** page.
* Designed and deployed **Validation rules**, **Approval Processes**, **Custom tabs** and **Auto-Response** for automating business logic.
* Configured **Salesforce.com** to meet business requirements - including **fields**, **page layouts**, **workflows**, **approvals** and **validation rules**.
* Used sales cloud to Maintain Leads, contacts and opportunities. Used service cloud for maintaining cases and customer support.
* Highly involved in customizing the Salesforce functionalities like **workflows**, approval process, setting up Roles, creating profiles, Creating **Validation rules**, **security controls**, **data management**.
* Developed **Custom Objects**, **Custom Reports** and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. Performed Role of **Salesforce.Com**, Design, Development, Administration and Operational Support.
* Developed and configured various **Custom Reports** and Report Folders for different user profiles based on the needs in the organization.
* Created email templates and inbound emails using **Visual Force** for customers and clients.
* Configured Sharing settings to specify the level of access the users have to each other's data.
* Developed **Cascading Style Sheets (CSS)** for creating effects in the **Visual force** pages.
* Resolved customer complaints and offered suggestions for improvements and enhancements.
* Designed **Visual Force** pages to add more flexibility and a rich look.
* Use Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Integrated the web services by generating the necessary stubs from the **WSDL** files for extracting the data from the home grown applications by using the home grown web services and used bootstrap for Styling.
* Implemented groups in salesforce.com for the sales and support user groups based on the user requirements. Worked in **Agile/Scrum** environment.
* I lead and manage the Commercial Solutions Consulting team for the Salesforce Marketing Cloud. My team is charged with supporting the Commercial Sales teams in a pre and post sales capacity.
* Implemented Pick lists, lookups, Master detail relationships, Dependent Pick lists, validation and formula fields to the custom objects.
* Proactively discover the underlying business goal and needs.
* Updating task status & work logs in **JIRA**.
* Worked in cross functional team to understand the new requirements.
* Implemented Salesforce.com customizations and drove user acceptance testing **(UAT)**.
* Partner with business stakeholders driving the requirements to be sure they have a complete understanding of the improvements and changes.
* Conducted Training sessions for End users and testing team.
* Review AppExchange applications for functionality and security risks.

**Environment**: Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Web Services, Pages, Data Loader, HTML, Java Script, JIRA, AJAX, Custom Tabs, Access and Security Controls, Code Migration, Eclipse, Force.com IDE.

**Home Depot, Atlanta, GA June2014**-**February 2015**

**Role: SFDC Developer/ Administrator**

**Responsibilities:**

* Worked as an enhancement team member and performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Developing custom code for processes of new marketing, servicing campaign process for kitchen and appliances products category
* Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Worked closely with Sales team as a Business analysts and performed detailed analysis of Business and User requirements, designed the solution by customizing various standard objects of Work.com (SFDC).
* Defined a new branch of Salesforce role **Hierarchy** and **generic** owner for SMB accounts and contacts of subcontractor's segment records from enterprise record. Sharing settings for lead, account, contact.
* Refined similar process to enterprise lead conversion - searching for matches, generating accounts, contacts.
* Designed and developed **Apex Classes**, **Controller Classes**, **Controller Extensions** and **Apex Triggers** for various functional needs in the application.
* Defined lookup and master-detail relationships on the **objects** and created junction **objects** to establish many-to-many relationships among objects.
* Worked on Rotating and expiring the ads for different products in marketing cloud.
* Implemented Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using Eclipse.
* Worked on **Frond End UI** using **VisualForce Pages**, **JavaScript**, **HTML** and **CSS**.
* Implemented **Web-to-Lead** and **Web-to-Case automation.**
* Written **Test Classes** to meet **Unit testing** before migrating from **Sandbox** to **Production** environment.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Created new custom objects, assigned fields, **Dependent Pick-lists**, **Record lists**, **Custom tabs**, **Components** and **Custom Apps.**
* Worked along with Quality and Business analysts in order to rectify the critical issues in Home Depot.
* I lead and manage the Commercial Solutions Consulting team for the **SalesForce Marketing Cloud**. My team is charged with supporting the Commercial Sales teams in a pre and post sales capacity.
* Created post-chats and customized pre-chat forms to gather information from customers before they begin a chat with an agent using Live Agent.
* Experience working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, Call center, Chatter & App-exchange applications.
* Created mobile apps connecting to the customer’s data with Salesforce mobile platform.
* Worked on **Apex Data Loader** and **Data Loader Integrations**.
* Worked extensively on **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Activities** and **Customized** Objects for Layouts, **record types** and **validation rules**.
* Specially worked on Case Management with **Workflow**& **Approval Process**, **User Entitlements** and **Role hierarchy** for Salesforce.com Applications.
* Implemented **Field Level Security** for sensitive data holder fields.
* Created **Summary reports**, **Matrix reports**, **Charts** and **Dashboards** to assist the business team.
* Design, develop, test, document, and deploy high quality business solutions on the Force.com platform.
* Communicate with other resources and with clients regarding status, technical issues and creative solutions.
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.
* Worked on Sales cloud, marketing cloud and Service cloud.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse.

**Guardian Life, Bethlehem, PA July2013**- **May 2014**

**Role: SFDC Developer/Administrator**

The Guardian Life Insurance Company of America is a Fortune 300 company founded in 1860 in Manhattan, New York City, New York. It is one of the largest mutual life insurance companies in the United States. We are customizing and building Marketing, Selling and servicing apps for this customer.

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using Eclipse.
* Worked extensively on **APEX Triggers**, **APEX Classes**, **Apex Test Classes**, **Visual force pages** to fulfill various business requirements.
* Written **SOQL**, **SOSL query language** necessary for the application in **Apex Classes** and **Triggers.**
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Created **page layouts**, **search layouts** to organize **fields**, **custom links**, **related lists** and other components on a record detail and edit pages.
* Develop **Visual Force Pages**, **Visual Force Custom Controllers Components**, **Advanced Search Functionality**, **Custom Objects**, **Analytic Snapshots**, **Tabs**, **Tags** and Components**.**
* Implemented **Web-to-Lead** and **Web-to-Case automation**.
* Expert in code migration and deployment from **Sandbox** to **Sandbox** and from **Sandbox** to Production via **ANT** and Change set.
* Created **users**, **roles**, **public groups** and implemented role **hierarchies**, **sharing rules** and record level permissions to provide shared access among different users.
* Created new custom objects, assigned fields, **Dependent Pick-lists**, **Record lists**, **Custom tabs**, **Components** and **Custom Apps**.
* Written numerous **SOQL** & **SOSL** queries in the **apex coding** with consideration to Governor Limits for data manipulation needs of the application.
* Worked on doing making enhancements to SFDC application required by business users from time to time.
* Created **Workflows rules**, **Field updates Tasks** and **Email alerts**.
* Customized user **Roles**, **Role Hierarchy**, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users of the respective organizations.
* Worked extensively on **Accounts, Contacts**, **Leads**, **Opportunities**, **Activities** and **Customized Objects for Layouts**, **record types** and **validation rules.**
* Specially worked on **Case Management** with Workflow& **Approval Process**, **User Entitlements** and **Role hierarchy** for Salesforce.com Applications.
* Implemented **Field Level Security** for sensitive data holder fields.
* Created **Summary reports**, **Matrix reports**, **Charts** and **Dashboards** to assist the business team.
* Created **Queues**, **Public Groups** and **Email Templates.**
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse.

**Chrysler Financial, Farmington Hills, MI November2010– June2013**

**Role: SFDC Business Analyst/Developer**

**Responsibilities:**

* Created custom objects, **Visual Force pages**, **triggers**, **validation** rules to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Created custom controllers implementing complex code for retrieval from Salesforce to **Visual Force** pages for increasing Chrysler Financials’ efficiency of providing tailor-made leasing and financial solutions to their dealers & customers by deploying SalesForce computing module
* Automated lead routing and alerts based on their workflow rules, setting up triggers based on business requirements
* Created summary **Reports**, **matrix reports**, **pie charts** and **Dashboards** to assist the business team.
* Customized the **SFDC Object** and Create their page layout.
* Developed custom **Workflows** and **Assignment Rules.**
* Loaded data through **PL/SQL scripts**, and as when required, created conversion maps to maintain entity relationships.
* Customized standard sales force objects like Accounts, Contacts, case management and solutions.
* Iinvolved in deploying S-controls logics to manage sale plan call sheets, capturing prep data and call activity using SFDC.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers.
* Always wrote test methods with code coverage of 80-100%.
* Used **SalesForce.com Ajax Toolkit** to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
* Created an interactive **UI** to improve customer experience while recording the damage incurred to the property using **Adobe Flex**.
* Embedded **Flex** component into **Visual Force** pages of Salesforce.com.
* Evaluated **Data entry**, **import processes** and ensure proper Data quality standards exist for the **Salesforce.com** application.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Created and deployed several Reports for different user profiles based on the need for the organization.
* **Agile** Development Methodology was followed for the implementation.
* Involved in client interaction for discussing the workflow and customization of page layouts.
* Implemented complex approval processes to ensure proper authorization in the high-stakes environment of capital management.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into SFDC.

**Environment:**Java, APEX, Web services, SOSL, SOQL, Adobe Flex, Informatics Cloud, Force.com IDE, Import Wizard, XML, Java servlets, Visual Force Pages, Workflows

**Fortuna Technologies, India                              March 2009 – October 2010**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Involved in elaboration, construction phases and deployments of **EAR**files in the RUP process.
* Designed and Created Domain model and schema using Object oriented design / **UML** diagrams on RSA
* Developed the workflow interfaces using JSPs that are developed using **Struts** Tiles Layouts and the request processors using the Dispatch Action and Action.
* Developed the complete**Exception module** using the existing framework that embraces**Struts**, **Java**, **JSP**, **JSTL** and **Ajax**.
* Used Connection Pooling to get **JDBC** connection and access database procedures.
* Created User Interface screens using **HTML**, **DHTML**, **AJAX**, **CSS**, **Java script**
* Configured plug in classes for the interfaces of struts with spring and to delegate controls to use MVC design pattern.
* Developed various **java script** function and events using **JQuery** to perform validations, also used different **JQuery plugins** like **form**, **modal**, **data table.**
* Developed **XML** parser for File parsing.
* Involved in Registration Module coding.
* Involved in writing Detail Design Documents with **UML** Specifications
* Created **Spring** Interceptors to validate web service requests and enables notifications.
* Used **RAD** application development and configured external capabilities for various interfaces.
* Used Oracle database for **SQL**, **PL/SQL** scripts, stored procedures, functions, triggers, Oracle forms/Reports, Performance Tuning and Optimization.

**Environment:** RAD 6.0, WAS 6.0, Struts 1.2, Spring Framework 1.2, Java 1.4.2, JSP 2.0, HTML, XML, XSL/XSLT, JavaScript, JavaBeans, AJAX, Oracle 9i, RMI, WINCVS, Windows XP, UNIX.