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**Mourya Dandu**

**(salesforce Developer &Administrator)**

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**Professional Summary:**

* Over 8 Years of experience in the field of Information Technology with 6 years of experience in Salesforce.com CRM Platform and Apex Technologies.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, communities, lightning component development, lightning locker services, classic to lightning migration and deployment of application.
* Proficiency in SFCAdministrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.comIDE, SOQL, SOSL.
* Experience in modifying Visualforce pages to support the Lightning Experience and good understanding of lightning mode and its features.
* Strong in Aura Lightning framework with Applications, Components, Controllers, Stylesheets.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Extensive experience in designing validation rules, custom objects, custom fields, role based page layouts, workflow alerts & actions, pick lists, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements.
* Sound understanding of SOQL and SOSL for Querying and Searching Data for Force.com platform.
* Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in performing data migration from legacy system to Salesforce.
* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Used Services cloud to manage Cases and Entitlements.
* Proficient in Data Migration from Traditional Applications to Salesforce Using Data Loader Utility and InformaticaOn Demand.
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS)
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components,Lightining design system(LDS), S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production). |
| **Web Technologies** | SOAP, REST, Apache 2.2, HTML5, CSS3, AJAX, jQuery, JavaScript, JSON, SVG, XML, SOAP, UDDI, WSDL, Web Services, REST |
| **Programming Languages** | APEX, JAVA, J2EE, JSP, JSF, UNIX, SQL, PL/SQL, JAVA SCRIPT, HTML, XML, AJAX, BPEL, Shell scripting |
| **Databases** | MySQL, SQL Server, MS Access, Oracle |
| **Custom Integration** | Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy. |

**EDUCTION:**

Bachelor of Technology in computer science and engineering from St. Martin's Engineering College, JNTU**, Hyderabad, India.**

**PROJECT EXPERIENCE:**

**Freddie Mac, Mclean ,VA.June2016– till date**

**Sr. Salesforce Developer**

**Responsibilities:**

* Developed prototypes on **SFDC environment** for **Proof of Concept demo** and for customer endorsement.
* Worked on customization of standard objects like **Lead, Account, Contact and Opportunity**.
* Perform day to day User Management on **SFDC Org** by **configuring Sharing Rules, Permission Sets, Roles and Profiles**
* Implemented and customized **Salesforce customer relationship management** (CRM) for **Marketing, Sales and Case Management**.
* Designed, and developed **Apex Classes**, **Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Worked closely with Sales Team business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
* Develop triggers to meet the complex business rules on custom objects by following **Apex Best Practices.**
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Used Process Visualizer to study Approval steps.
* Implemented minor enhancements on standard objects including **Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.**
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Worked with data migration using **Salesforce data loader and import wizard**.
* Worked with **Developer Sandbox** and **Force.com IDE to migrate written classes**.
* Implemented **Salesforce Chatter** for internal users to share the deal information and status updated on various activities.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Responsible working with **Salesforce CRM** to **invoke Apex classes**
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with Approval processes that used **Email Approvals** and **Parallel Approval steps**
* Used Process **Visualizer to study Approval steps**.

**Environment:**Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Lightning design system(LDS), Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**QVC, West Chester PAApril 2015 – May 2016**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on various **Salesforce.com Standard objects** like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**.
* **Agile Development Methodology** was followed for the implementation
* Interacted with various Business users for requirements gathering.
* Developed various **Custom Objects, Tabs, validation rules, formula fields**.
* Developed custom **Business logic** using **Apex Classes, Visual force pages.** Used Visual force components **like Page Block, Command Buttons, Action support, Action Function.**
* Implemented custom **Cascading Style Sheets (CSS) for Visual force pages**.
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from **Salesforce.com platform database**.
* Created relationships among objects using **Lookup and Master-detail relationships**.
* Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.
* Extensive experience **on S controls**, Visualforce pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tabs, validation rules, Approval Processes** and Auto-Response for automating business logic.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates**.
* Developed several **Custom Reports & Dashboards** that are used by Business user and Managers.
* Integrated applications using web services by consuming the **WSDL files** for extracting the data from the external systems.
* Implemented **Data Loader** through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in **Text, HTML** and visual Force necessary for the application.
* Developed visual Force pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classesto Unit test Apex classes** before moving to Production.
* Created and maintained the documentation for **Design, Migration and Integration**.
* Deployed applications from **Sandbox to Production**.

**Environment:**Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**Magnet 360, Minneapolis MNDec 2013 – March 2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Analyzed the business requirements and **mapped to Salesforce**.
* Involved in data migration from Excel to **Salesforce** using **Apex Data Loader**.
* Created user **Roles and Profiles, security controls** and **sharing settings**.
* Worked on various SFDC standard objects like **Accounts, Contacts, Leads, Reports** and **Dashboards.**
* Created **workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts** and  **templates,** and field updates.
* Developed **Apex Classes, Visual force pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using Eclipse.
* Worked on various **AppExchange products** according to the needs of the organization.
* Worked on various Salesforce.com standard objects like **Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports** and **Dashboards.**
* Integrated Salesforce with Microsoft Outlook to synchronize contacts, events and tasks.
* Implemented **Case Management** by creating record-types specific to the user groups, assignments rules, escalation rules, **case templates, workflow rules** and **actions**, etc.
* Configured **and Integrated Salesforce** with **Oracle database**.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on **Apex classes, controllers, controllerextensions**.
* Customized page layouts for **Accounts, Contacts, Campaigns, Leads, Opportunity** depending upon user roles and groups.
* Designed various **HTML Email templates** for Auto-Response to customers.
* Wrote **SOQL, SOSL** considering the governor limits.
* Integrated **SalesforceCRM**with **SiebelCRM explicitly** using **web services API**.
* Configured user **Roles, Profiles, sharing settings, organizationwide defaults**.
* Used **Force.com web service API** for implementing WSDL in the application for access to data from external systems and web sites
* Develop triggers to meet the complex business rules on custom objects by following **Apex Best Practices.**
* Created various Reports (summary reports, tabular reports, matrix reports) and Report Folders to assist Service managers to better utilize Sales force and configured various Reports and for different user profiles based on the need in the organization.
* Test and trial with Sandbox and Development environment features
* Built custom License management app for the services team that tracks software license purchases and makes it easy for customers to log in to the portal and download new licenses.
* Create case escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
* **Integrated Apex** with **External services** by making callouts that used SOAP and WSDL.
* Used **Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL** and**SOQL queries**, Locking statements, Transactional control and Exception statements to invoke Apex triggers
* Use of Advanced Excel to collaborated and updates reports from **CRM to CSV Excel platform.**

**Environment:**Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**Maxim Healthcare services, Hackensack,NJSep 2012– Nov 2013**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce implementation** and **documented the Business** and **Software Requirements.**
* Worked as enhancement team member and performed the roles of **Salesforce.com Developer** in the organization.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in using Eclipse.**
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed **Apex Classes & Triggers** and linked them to manage the workflows developed in the system.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* Created supporting documentation for application development tasks that includes **Salesforce.com customizations**.
* Designed and **deployed the Custom objects**, **Custom tabs, Entity-Relationship data model**, **validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages** to suit to the needs of the application.
* Wrote **SOQL** and **SOSL statements** within custom controllers, extensions and triggers.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **VisualForce, Force.com IDE**.
* Used the **Java Ant** for testing and migrated the code to the deployment instance after testing.
* Used **Data Loader** for **insert, update**, and **bulk import** or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Developed and configured various Reports and **Report Folders** for different user profiles based on the need in the organization.
* Code review and **test case reviews**.
* Designed, developed and **deployed Apex Classes**, **Controller Classes**, Extensions and **Apex Triggers** for various functional needs in the application using the **Eclipse IDE**.
* Develop **Visual Force Pages**, Visual Force Custom Controllers Components, Advanced Search Functionality, **Custom Objects, Analytic Snapshots**, **Tabs, Tags** and **Components**.
* Created Custom Objects and defined lookup and **master-detail relationships** on the objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, **time-triggered tasks**, email alerts and field updates **to implement business logic**.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created mash up between **sales force CRM** and Gmail through **Force.com AppExchange’sEmail integration engine**.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Proficient in using Eclipse based **Salesforce.com IDE** to develop and **deploy force.com software.**

**Environment:** Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflow Rules, Data loader, SOQL, SOSL, Apex Schema Builders, and Custom Tabs, Advanced use of Microsoft Excel.

**Patriot Bank, Houston, TX Oct 2010 - Aug 2012**

**Sr. Java Developer**

The project consisted of developing a Remote Check Deposit application. Remote check deposit refers to the ability to deposit a check into a bank account from a remote location, such as an office or home, without having to physically deliver the check to the bank. This is typically accomplished by scanning a digital image of a check into a computer, then transmitting that image to the bank.

**Responsibilities:**

* Discussions with team members and business users on the System requirement document to cover the functionality, technical issues and scope of work.
* Have used Singleton and Factorydesign patterns.
* Developed user interfaces using HTML, CSS, JSP andJavaScript for views and to interact with the end users.
* Developed Controller for request, response paradigm by Spring Controllers using Spring-MVC and worked on other modules like IOC.
* Configured the URL mappings and bean classes using Springapp-servlet.xml.
* Developed the client side components for web-services by using SOAP UI.
* Basedon SOAP Request to Java Web-Services, used validation of the Instructions and passes it for further business logic development.
* Used Hibernate ORM framework to persist and retrieve the data from the database.
* Implemented stored procedures and triggers to accomplish business logic implementation on server side.
* Involved in project documentation using Javadoc during development phase.
* Used SVN for version control to maintain the different versions of the application.
* DevelopedJUnit Test Cases and subsequently performed Unit Testing of the various modules.
* Ant tool has been used to build the application and to deploy the project.
* Used Log4jdebugging utility to generate the logs.

**Environment:** Java 1.6, HTML, jQuery, JSP, CSS, JavaScript, SPRING 2.5,XML, IBM WebSphere 7.0,Web-Services (CXF 2.5.2), WSDL, XSD, SOAP UI, Hibernate 3.0, JMS, Oracle 10g, Unix, Eclipse Indigo IDE, Log4j, Junit, Ant.

**Lasys Technologies, Hyderabad, India.May2009– Sep 2010**

**Java developer**

**Responsibilities:**

* Gathered user requirements and performed analysis and design, creating use case diagrams, sequence diagrams, and preliminary class diagrams.
* Implemented Struts framework for the development of applications web flow. Developed JSP, JSTL, Servlets, AJAX, JavaScript and DHTML codes for the GUI Pages.
* Developed Java classes for implementing Business logics using EJB.
* Implemented the EJB (BMP, CMP), developed and deployed JMS and MDB bean for messaging.
* Developed Java classes for implementing asynchronous processing using Web sphere JMS.
* Web services modules were created and deployed using SOAP and WSDL.
* Developed Java classes for implementing business layer using Spring (IOC).
* Deployed the application on Tomcat application server.
* Implemented logging and security for the whole application using Log4j
* Unit Testing and Integration testing is done with JUnit Test Cases.

**Environment:** Java, JSP, Struts, HTML, JavaScript, Spring, Oracle, XML, XSL, XSLT, SOAP, Web Services, Apache Tomcat, JUnit, Eclipse, ANT, UNIX/Windows NT.