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| Niroop ReddySalesforce developer[niroop59.sfdc@gmail.com](mailto:niroop59.sfdc@gmail.com) **(614)526-4605**  **Professional Summary**   * Around **8** years of IT experience with 6 years of experience in **Salesforce.com** CRM platform as an **Administrator** and **Developer** and 2 years of experience in **JAVAtechnologies**. * Excellent problem solving and analytical skills combined with a strong business and technical acumen. * Experience in **Agilesoftwaredevelopment** environment. * Excellent written and oral communication skills, technical leadership and mentoring to the team and drive key projects * Good understanding of **Salesforce.com CRM** and its Development Life Cycle. * Implementation and Integration experience using **custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls Visual Force Pages, and Apex classes**. * Developed services and scripts to provide bi-directional data transfers between Salesforce.com and existing internal systems. * Solid understanding of the **SFDCDatamodel**, **DataArchitecture** and **DataManagement**. * Involved in software life cycle of analysis, designing, developing, testing, installing, configuring and maintaining applications. * Extensive Experience on wide range of Web/J2EE Technologies like **Java, Struts, Hibernate, Apache CXF, Web Services, ExtJS, Dojo, Java Script, XML, Ajax.** * Handson experience with Sales force **Lightning** **Builder**,**Salesforce** **lightning** components. * Good experience on **visual force UI** using **lightning** components. * Hands on experience in SFDC development using **Apexclasses** and **Triggers, Components, Visual force, Integration, JavaScript, Ajax, CSS Styles, Reports, SOQL, SOSL, Process Builder** and **Flows.** * Proficiency in performing SFDC Administrative tasks like **creating Profiles, consigning Roles, validation rules, Users, Page Layouts, Record Types, Email Services, Workflows, Approvals, Custom Reports, Dashboards, Custom objects, Fields and role based page layouts.** * Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data. * Extensive experience in data migration and integration using Data Loader and management in bulk. * Expertise in working on **Scheduledjobs**,**APEX Batch jobs**, **executedapprovalprocesses**, e-mail services and **workflows** via **customization**. * Experience with data analyzing tools.   **TECHNICAL SKILL SUMMARY**   |  |  |  | | --- | --- | --- | |  | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, S-Controls, Apex |  | | **Tools (with** | Web Services, Apex Data Loader, Jitter, Dashboards, Reports, Analytic Snapshots, Heroku |  | | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom |  | | **Custom** |  | | Objects, Custom settings, Custom labels and Tabs, Email Services, Role |  | | **Integration)** |  | | Hierarchy, Dashboards, Security Controls, App Exchange Package & Custom |  | |  |  | |  | Application and Sandbox data loading. CSS, Visio, New Relic, SOA |  | |  |  |  | | **Technologies and** | Apex, AJAX, Apex Servlets, Java, J2EE, JSP, JavaScript, HTML5, DHTML |  | | **Languages** | Environments, XML, UML, CSS, C, C++, C#, Shell scripting, WSDL |  | |  |  |  | | **Methodologies:** | SDLC, Agile |  | |  |  |  | | **ETL Tools** | Salesforce Data Loader, Web Services, Web API, REST API, SOAP, Connect API, Informatica |  | |  |  | |  |  | |  |  |  | | **GUI** | Force.com IDE, Force.com Apex Explorer, Eclipse, Apex Data Loader, Lightning Component |  | |  |  | |  |  | |  |  |  | |  | **Salesforce.com**: Sales Cloud, Service Cloud, Data.com |  | |  | **Force.com:** Custom Cloud |  | | **CRM Applications** | **Salesforce.com**: Reporting and Analytics of Sales, Service and Custom Cloud |  | |  | **Salesforce.com AppExchange**: Application for code backup and sub |  | |  | versioning within Salesforce  **Community Cloud** |  | |  |  |  | |  | Service Requests and Activities, Opportunities, Quotes and Proposals and |  | | **Business** | Order Management. |  | | Campaign Management, Case Management, Contract Management. Use of Tableau for Business intelligence |  | | **Processes** |  | | Approval, Partner Deal Registration, Data Cleansing and De-duplication, |  | |  |  | |  | Agreements and Entitlements. |  | |  |  |  | |  | **SFDC Standard Object Configuration:** Campaigns, Leads, Accounts, Contacts, |  | |  | Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, |  | |  | Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object |  | |  | Development. |  | |  | Field creation, Page Layout creation/editing, Related list customization, |  | | **Configuration** | Record Types, Field Level and Object level security, role hierarchies, sharing |  | | **Skills** | models, **Workflow**: time-dependent actions, field updates, email alerts, task |  | |  | Creation |  | |  | Reports, Dashboards, Formula Fields and Cross Object Formula Fields |  | |  | Configuration Skills, Overall User Management |  | |  | Overall User Management, Security and Sharing Model |  | |  | Translation Workbench |  | |  |  |  | | **Knowledge Areas** | Business Requirements Gathering, Design, Development, Testing, |  | | Implementation, Production Support. |  | |  |  | |  |  |  | | **Operating** | Windows 7/8/10, Linux-RedHat , UBUNTU |  | | **Systems** |  | |  |  | |  |  |  | |

# Work Experience

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| jan 2016 – Till dateSr. salesforce developer, Johnson & johnson, Spring House, PAResponsibilities:  * Involved in **salesforce.com Application** Setup activities and customized the applications to match the needs of the organization. * Performed the role of salesforce.com developer in the organization. Interacted with various business team members to gather and documented the requirements. * Efficiently worked with standard Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Cases** and **Opportunities**. * Implemented the requirements on **salesforce.com** platform and **Force.com IDEPlug-in** using **Eclipse**. * Closely worked with salesforce.com teammates while implementing the solutions for the requirements. * Created **Customobjects, Page layouts, Custom tabs, Components** to suit to the needs of the application. * Experience in building reusable UI components and pages with **Lightningcomponent** framework. * Worked on Salesforce **LightningComponents** for building customized components replacing the existing ones. Also embedded Lightning Components in Visual force page by using new **LightningOut** feature by event-driven programming. * Proactively created **Apextriggers** and **Apexclasses**and also developed and managed complex workflows&approvals, **validationrules**, **assignmentrules** and **systemtriggers**. * Developed **several Visual force** pages as part of the application development. * Worked with **SOQL**&**SOSLqueries** with Governor Limitations to store and download the data from Salesforce.com platform database. * Worked on various salesforce.com standard objects **like Accounts, Contacts, Leads, Campaigns, Reports** and **Opportunities.** * Created **Custom Objects,defined lookup** and **master-detailrelationships** on the **objects**, and **createdjunctionobjects** to establish many-to-many relationship among the objects. * Created various **workflow rules, profiles** and **permission sets** based on the organizational hierarchy requirements * Customized tabs for different business user groups and business centers. * Worked on Dataloader tools such as SFDC Dataloader, Apex Dataloader, Dataloader IO, Workbench. * worked with **Data Loader** and **scheduling** timely data backup operations using **Apex scheduler.** * Used **salesforce Chatter** to provide real time notifications of changes in **accounts**, **leads** and **opportunities** to help sales and service teams to be more efficient. * Worked extensively on **SOAP** and **RESTAPI** web service calls * Customized the entire salesforce.com applications to incorporate the business requirements, which involved creating **Web Forms** and processing the data in SFDC with the extensive usage of **Web services API**. * Used the **sandbox** for **testing** and migrated the code to the **deployment instance** after testing. * Provided the training to the internal business users to use the application and develop their own custom reports.   **Environment**: Saleforce.com platform, Apex, VisualForce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in, AppExchange apps, SOAP and RESTAPI |
| mar 2014 – dec 2015Sr. salesforce developer, CArdinal health inc, dublin, ohResponsibilities:  * Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design. * Customized the SFDC Object and Create their page layout. * Customized several **Validation Rules, tasks, Workflow rules, Triggers, Apex classes** to achieve the complex business functionality. * Created **page layouts, search layouts to organize fields, custom links, related lists,** and **other components** on a record detail and edit pages. * Created **users, roles, public groups** and implemented **rolehierarchies**, **sharingrules** and **record level permissions** to provide shared access among different users. * Designed, developed and deployed **Apex Classes, Controller Classes, Extensions** and **Apex Triggers** for various functional needs in the application using the **EclipseIDE**. * Integrated applications with salesforce.com using **REST** web services API. * Extensively uploaded data using **APEX data loader** for Accounts, Contacts and other custom objects. * Developed **Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags** and **Components**. * Worked with **SOQL&SOSL queries** in the apex coding with consideration to Governor Limits for data manipulation needs of the application. * Involved in **datamapping** and migration of data from legacy systems to SalesForce.com Objects and fields. * Implementation of Email to Case functionality which enables the end users to create a case by themselves by sending an email to the support service. * **AgileDevelopmentMethodology** was followed for the implementation. * Developed test plan for **Unit testing** and provide production deployment support. * Conducted Business Process Review sessions to analyze the existing and to-be implemented business processes for Clients.   **Environment**: Saleforce.com API version 24.0, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, HTML 4.01, Java Script 1.8, Sandbox, Eclipse IDE Plug-in. NOV2012 – feb2014salesforce developer, Pepsico, Dallas, TXResponsibilities:  * Worked on SFDC development using **Apex classes** and **Triggers**, **Visual Force**, Force.com IDE, **SOQL**, **SOSL**. * Developed **Apex Classes**, **Apex Triggers**, **Apex Controllers** to develop custom business logic. * Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices. * Deployed application from **Sandbox** to different other **Sandbox** as well as into **Productionenvironments** using Change Set, Eclipse and Force.com Migration tool. * Designed, Implemented and deployed **Custom objects**, **Page layouts**, **Custom tabs**, Components, and S Control to suit to application needs. * Involving in **Data mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity. * Developed **Test classes** and maintained minimum of 85% code coverage. * Execute the **Apex Unit Tests** and Deploy code from **Sandbox** to **Production** using Eclipse / Force.com IDE. * Created various **Reports** and **Report Folders** to assist managers to better utilize Salesforce as a sales tool and various Reports and for different user profiles * Created **Custom objects**, **Tabs**, **Components**, Validation **rules** and Visualforce pages to help track internal help desk cases, customize and lead qualifications * Installed the **Call Center Applications** and Allowed the end users to keep up a track history of customers' complaints. * Worked on **Dimensional modeling**, **Data cleansing** and **Data Staging** of operational sources using ETL processes. * Developed **Reports** and **Dashboards** as per the business requirements. * Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles. * Developed many requirements using metadata and change set. * Design and Development of UI using HTML, CSS, JSP, JavaScript and Ajax. * Created **CustomObjects** and defined **lookup** and **master**-**detail** relationships on objects and created junction objects to establish many-to-many relationship among objects. * Worked closely with Sales team and business analysts, performed detailed analysis of business and technical requirements, and designed the solution by customizing various standard objects of SalesForce.com (SFDC). * Debug **Apex scripts** using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits. * Worked on Data loader to extract data from salesforce.com and its related activities. * Managed and provided direction for the onshore & offshore teams in support of development activities.   **Environment**: Salesforce.com, Customer Portal, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, Sandbox data loading, Apex Data loader Eclipse IDE Plug-in, Reports, Dashboards, Javascript, Sandbox, ETL, HTML, AJAX. may2011 – sep 2012Salesforce admin, ICICI bank, hyderabad, IndiaResponsibilities:  * Administrated and monitored the company's Salesforce CRM application. * Created the **workflows** for automated lead routing, lead escalation and email alert. * Built the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy * Created **Profiles**, **Roles** based on Organization role hierarchy and implemented Record-Level and Field-Level security as well as configured their sharing settings. * Created **Reports** and **Dashboards** as per the customer requirements. * Created new custom objects, assigned fields, custom tabs, components and custom reports. * Created custom Reports based on business need and associated them to Dashboard. * Customized **Company's Profile, Security Controls** and **CommunicationTemplates** of the **organization** as per the organization requirement. * Created **Workflow Rules, Page Layouts, Approval Process, Task, Email Alerts, Field Updates and Outbound.** * **Developed** and **Customized** salesforce.com application based on the user needs. * Developed **field & page layout customization** for the standard objects such as Account, Contact and Leads * Involved in **AccountsMerging** and **maintaining** Public Groups. * Imported **Accounts** and **Contacts** data through Import Wizard. * Maintained and gave permissions to communication templates based on Profiles. * Participated in gathering customer requirements from business user teams across **Sales**, **Marketing** and **Customerservice**. * Performed **Data Analysis** and migrated data from **SQLServerDatabase** to Salesforce. * Performed **Risk Analysis** and **Cost Assessment** for Project Implementation. * Worked on **Record Types, Validation Rules, Trigger** and **Page Layouts.** * Worked with senior team members to analyze of each product and its competitor to integrate new product, and optimize existing products. * Worked on **data migration** from databases to SFDC using **DataLoader.** * Worked on various salesforce.com standard objects like **Account, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards, and Reports.**  Aug 2009 – Apr2011Java Developer/salesforce admin, vns software solutions,hyderabad, indiaResponsibilities:  * Developed static web pages in **HTML**. Developed **Java Server Pages (JSP), custom tags** to generate dynamic web content & data on Intranet client, JSP, Servlets JSF/ADF pages using **Oracle JDeveloper.** * Developed **JSP Views, Actions** and delegating the tasks to corresponding session-beans. * Deployment of **Web services, JSP, Servlets** and **server side components** in **WebLogic**Application server. * Created **Force.com** Sites for external users and configured public access to accommodate data access in visual force pages. * Developed **Triggers** to **handle bulk records** within the governor limits to automate business logic, and used **Apex Data Loader** to migrate data such as **accounts**, **campaigns** from different legacy systems with use of Apache Tomcat servers. * Implemented **Standard** and **Custom Apex Controllers** to handle business logic and used debug logs to trace the execution. * Created Salesforce **sObjects** and related **metadata** necessary to support customizations across instances. Used **XSLT** to transform my **XML** data structure into **HTML** pages * JavaScript used for **clientsideform** and **datavalidations.** * Wrote **stored procedures, Triggers, Queries** using Oracle as backend database contributing to specification and code reviews |

# Education

### Bachelor of technology, JNTU, June 2009

## information technology

# CERTIFICATIONS

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| * Salesforce Certified Platform Developer I * Oracle Certified Java Professional |  |