**Pujitha Akella **

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A Salesforce Consultant with extensive experience in working with retail domain. Closely worked with Offshore, onshore teams, Translated the business requirements to technical Design, code and test.

*Service Cloud, JavaScript, CSS, Web Services, Apex, SOQL, Salesforce API’s, Migration from Legacy Systems.*

**Professional Summary:**

* Over 7 +years of experience in the IT industry which includes 5+ years of experience as a **Salesforce Developer/Administrator/Business Analyst** which involved implementation, development, integration with cloud applications
* Extensive experience using **Salesforce Automation (SFA), Profiles, Roles, Org-Wide Default, Page Layouts, designing junction objects for relationships(Master-Detail), Custom Formula Fields, Field Dependencies, Sharing rules, Workflows Rules, Approval Process for automated alerts, Field Updates, Process Builders, Reports and Dashboards** as per application and client requirements
* Skilled in implementing **Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, Test Methods and writing SOQL/SOSL queries.**
* Worked with **Visualforce pages, Java Script, J Query** for new user interface development.
* Experience in creating **Customer and Partner Communities** and customizing user interface to enhance user experience.
* Good knowledge in **SDFC implementation and customization** and in-depth understanding of SDFC CRM business processes like Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.
* Working knowledge in **Security Controls, Manage Users, Data Management (Data Loader, Import Wizard), Data Migration and managing Sandbox Environments.**
* Hands on experience in building **Schedule Apex, Batch Apex, SOQL, SOSL, SOQL Aggregate functions and AJAX.**
* Proficient with **Sales Cloud, Service Cloud, Call Center, Force.com**, Chatter collaboration and App-exchange on Salesforce.com
* Strong knowledge of **SDLC process** and experience working in teams implementing Agile Scrum Methodologies
* Expertise in generating reports, customized reports and analyzing the data in Salesforce.com.
* Good experience in working with **Chatter REST API, Chatter in Apex HTML** and also with Web services for handling requests and API
* Experienced in Developing Internet/Intranet applications**, HTML5, XML and JavaScript.**
* Strong written and verbal communication skills.
* Extensive experience in writing and deploying code through sandbox and maintaining code coverage and test methods.
* An effective team player, self-motivator, quick learner with strong problem-solving, communication and presentation skills.

**Certifications:**

* **Salesforce Certified Platform Developer 1**
* **ITIL V3 Certified**

**Technical Skills:**

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| **Salesforce Technologies** | Apex, Visual Force, Triggers, SOQL, SOSL, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Apex Data Loader and Web Services Integration using SOAP & HTTPs. |
| **Salesforce Tools & Integration** | Force.com Eclipse IDE Plug-in, Force.com Migration Tool, Github, Force.com Data Loader, Workbench, Force.com Platform (Sandbox and Production) |
| **Languages** | Apex, C, C++, SQL |
| **Operating Systems** | Windows 98/NT/XP/Vista/Windows 10 and Unix |
| **Documentation tools** | MS Office, Microsoft Visio |
| **Web Technologies** | HTML5, CSS3, XML, Java Script |
| **Java Script Libraries** | JQuery, angular.js |
| **Database** | PL/SQL andMS Access |

**Education:**

Bachelors in Technology JNTU - India.

**Professional Experience:**

**State Farm Bloomington, IL (OCT 2015 – Till Date)**

**Position: Salesforce Consultant**

**Responsibilities:**

* Worked extensively with the business sales and marketing teams for gathering business requirements and effectively communicated guidelines regarding project scope and project estimation timelines on a regular basis.
* Created technical design document and functional design documents as per business requirement. Created Apex methods for the lightning controller and helper methods to perform DML operations on various objects.
* Worked on various **salesforce.com** standard objects like Accounts, Contacts, Leads, Opportunities and workflows, approval processes, Reports and Dashboards.
* Developed Visual Force Pages to include additional functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Used field level security along with page layouts to manage the visibility and accessibility of fields for different profiles.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Knowledgeable in relational databases like **Oracle and SQL Server**.
* Experience with **Sales Cloud** and familiar with business process concepts like lead prospecting, reporting, etc.
* Designed and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers**, **packages** for various functional needs in the application.
* Developed **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Built **Batch Apex triggers** that update the fields and its related records on operations like update delete and insert.
* Involved in developing **HTML5 and JavaScript** for client side presentation and, data validation on the client side with in the forms.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed web presentation layer using **HTML5 and CSS3** according to internal standards and guidelines.
* Expertise in client side designing and validations using **HTML and JavaScript.**
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using **Data Loader and Import Wizard.**
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Good Knowledge on creating **Lightning components and Lightning Applications**. Built reusable UI/UX components with lightning component framework
* Used Dupe Blocker, a duplication tool, designed to prevent duplicate records from entering the Salesforce.com Database.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Involved in Data Modeling and Designing to create Custom Objects and customize Standard Objects.
* Provided the training and technical documentation to the internal business users to use the application and develop their own custom reports.
* Designed various types Email templates for auto response to customers.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SDFC Service Cloud, Security Controls, Eclipse IDE Plug-in, HTML5, CSS3, Java Script, JQuery, Windows Vista, Dupe Blocker.

**Client: Sysco Foods Corporation, Houston Sep 2012 - Sep2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Created and maintained **Reports and Dashboards** to provide fast access to key business metrics.
* Worked on writing **Apex Triggers and Apex Classes, Batch Apex, Scheduled Apex**.
* Provided development, implementation, and updating focusing on **Sales cloud**.
* Ability to analyze requirements, determine, document and communicate the optimal design/development approach to meet the requirements.
* Administered, configured, maintained **Salesforce.com** application user profiles, roles, assigning permissions, generating security tokens, validation Rule, upgrade installation.
* Defined objects and Field Level Security for different profiles.
* Wrote an **Apex Trigger** on Contact for cross object field update for reporting purposes.
* Enhanced **Apex Class and Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Web application development for backend using **Angular JS** with cutting edge **HTML5 and CSS3** techniques.
* Developed **Object Oriented JavaScript** code and responsible for client-side validations using **JQuery.**
* Developed Salesforce **Lightning applications using Lightning components**, controllers, and events and used custom CSS in the components.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Configuring Email-2-Case customizing the **service cloud** for various business support groups.
* Implemented Salesforce **Service cloud** for implementing Contracts, Case management and Asset administration for its business on Salesforce cloud platform.
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Created and configured Email templates which were used by users for approval processes and other field updates.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized **Chatter** objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing, and involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce.com by following a user.
* Good Experience in working with Force.com SOAP, Bulk, and REST APIs.

**Environment:**

Apex, Force.com platform, Web Services API, Visual Force Pages, Controllers, CSS3, Encryption Fields, Workflow & Approvals, SDFC Service Cloud, Security Controls, Page Layouts, HTML5, Java Script, Reports, Dashboards, Eclipse IDE Plug-in, JQuery, Angular JS, Windows XP, Oracle 10g, Sql server 2008.

**Employer: Tata Consulting Service Chennai, India Jun 2010 –Aug2012**

**Role: Associate Software Developer**

**Domains: Retail & Financial**

**Responsibilities:**

• Involved in all the phases of the Software Development Life Cycle (SLDC).

• Performed functional requirement analysis and was involved in system design based on n-tier architecture.

• Re-written the parts of existing application modules for performance and implemented the reusability.

• Involved in the development of Business Logic Layer and Data Access Layer in C#.

• Created classes and modules in C# using Visual Studio.

• Developed the Front End using ASP.NET and Code behind using C#.NET.

• Used features like Dataset, Data Reader and Data Adapter to develop a Data Access Layer using ADO.NET.

• Involved in Database design.

• Written and used Stored Procedures and Triggers using T-SQL in SQL Server 2005.

• Worked on the Calendar Control to display the scheduled transfers.

• Created .NET Crystal Reports for statistical analysis of usage of the system, which can be accessed as web

report as well as in PDF format using acrobat reader.

• Used Windows Services to trigger the scheduled transfers.

• Used Custom Validations Controls with JavaScript for client-side validations

**Environment:** Microsoft .NET Framework 2.0/3.0, Visual Studio .Net 2003/2005, C#, ASP.NET 2.0, ADO.NET, SQL Server 2000/2005, Web Forms, Web Services, TFS.-