 **ROHIT BHAGAVATULA**  

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**SUMMARY**

* Around **7 years** of **IT** experience in the **Salesforce.com** CRM Platform involved in **Administration**, **Development**, **Deployment, Integration** and **Lightning.**
* Good knowledge and understanding of Salesforce.com data structure and implementation of tool to meet complex process and reporting requirements.
* Experience with solid understanding of business requirement gathering, documentation, business process flow and business process modelling.
* Analysis development, Lead planning meetings & test inspections meetings throughout project life cycle.
* Proficient in all phases of **Software Development Life Cycle (SDLC)**, which involves requirement gathering, requirement analysis, agile, functional design, implementation and enhancement of projects in SalesForce.com.
* Perform business requirement analysis and data profiling required for the solution   
  design with the help of Salesforce **CPQ data**.
* Experience with **Visual force** in creating custom user interfaces, developing custom business logic in **APEX**.
* Writing **Test classes** and other standard Salesforce.com configurations.
* Work closely with **Product Marketing** and **Management teams** to stay current on all product features and offerings.
* Proper Understanding of Salesofrce.com standard functionality and features which include **Sales**, **Apex Programming** and **Force.com**.
* Developed **Lightning components** using **Aura Framework**.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic.
* Experience in **SOQL** & **SOSL** query and search writing with strong understanding of Governor Limits.
* Have been primary owner for **Data Migration** using **Import Wizard** and **Informatica Cloud**.
* Developed **Apex Classes** (Custom/Extension Controller Classes), Schedule Classes, Batch Process, **Triggers** on standard/custom objects as per the user requirements.
* Worked in Lightning environment using **Lightning Design System**, **Lightning App Builder** and Lightning Component features.
* Upgrade of applications from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Created modern Enterprise Lightning Apps combining Lightning Design System Lightning App Builder and Lightning Component features.
* Experience in **migration** from one sandbox to another **sandbox** or sandbox to production via **Change sets**, **Force.com IDE** & Migration tool kit.
* Responsible for **license management** and manage security and user permissions, including granting access and removal.
* Maintain user access via user **Profiles**, **Permission sets** and **Sharing rules**.
* Strong Experience in creating, managing Applications, Custom Objects, Custom tabs, Fields, Relationships, Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules, and Approval Process.
* Experience customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, **Reports** and **Dashboard**s.
* Experience in defining **Security Controls** for an application such as OWD’s (**Organization Wide Defaults**) and **Sharing Rules**.
* Worked on creating and maintaining various profiles and feeds on **SFDC Chatter Plus.**
* Administration experience on CRM Applications like **Data Exports & Imports**, Application Support, Security Administration, Maintenance, and User & Security Management.
* Experience building Custom Controllers/ Components & Advanced Search Functionality.
* Experience in using **JIRA** tool and **Confluence Board**.

**CERTIFICATIONS AND SKILLS**

* **4x Certifications:** Salesforce Certified: Administrator | Platform Developer 1 | App Builder | Sales Cloud Consultant
* **CRM Tools:** Salesforce.com, Sales, Service and Marketing Cloud, CPQ.
* **Salesforce Technologies:** Apex Classes & Controllers, Triggers, Visualforce Pages, Lightning Platform, Lightning components, Lightning Apps, Aura Framework, Visualforce & Sales cloud, Salesforce1 & MySalesforce.
* **Salesforce Methodologies**: Agile using Scrum methodology and Waterfall.
* **Integration and Deployment:** REST, SOAP, Change sets, ANT Migration tool, Informatica Cloud, DupCatcher.
* **Languages & Web technologies:** Apex, Visualforce, Aura, JavaScript, HTML5, CSS, XML, SOSL, SOQL & Web Services.
* **Miscellaneous:** Data Loader, Salesforce CPQ, DocuSign, Conga, Force.com IDE, Eclipse, Sandboxes, JIRA.

**EXPERIENCE**

## Andersen Corporation, Stillwater, MN. July 2018 – Present

## Salesforce Developer/ Admin

* Integral part of the **Inside Sales Project** Salesforce team that was intended to build a world class sales team that better serves our customers, contribute to field strategy and contribute to company’s revenue growth.
* Worked on **Marketing cloud** by being a part of Marketing team where main aim was focused on Marketing our new **Doors** and **Window** products with our old customers.
* Helped provide the best environment for the ISR’s through email integration, task management and day to day telephonic activities through **Mitel integration**. Environment was setup in Lightning interface for the Sales reps and gave proper demos before migrating them from classic.
* **Consolidated** multiple triggers into a single active trigger for various objects under the salesforce best practices.
* Worked part of **CPQ** team where we used to quote our product prices to the leads captured.
* Testing the **CPQ** integration with ERP.
* Worked on **Single Sign** on for Internal users where no additional sign in is needed for salesforce if user is logged into the company’s network.
* Enabled and enhanced **Lightning for Outlook** to improve internal efficiencies so the sales reps can update their records effortlessly and send one-to-many messages with one click.
* Worked for the enhancements of user interface and helped **reduce the backlogs** according to the requirements of the product owner.
* Used HTML, CSS, Java script extensively to modify UI for visual force pages and validations.
* Developed Test Classes for Unit Testing both Apex and Trigger classes. Ensured more than 80% code coverage before migrating into production.
* Used SLDS to migrate Visual force pages to Lightning experience and created Lightning components using aura framework.
* Implemented Batch, Schedulable and Queueable classes to implement custom Data Export functionality. These were used to automate backup of more than 500 objects data.
* Design and plan for **migration** of the org from classic to lightning and ensured proper functionality of the migrated components.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab
* **Running reports** to analyze the monthly progress of sales team and how effective is their selling process and visualize through dashboards.
* **Scheduled Apex** and **Batch Apex** implementation with regular updates and implementing changes according to customer needs.
* Involved in daily stand up meetings, Scrum. This resulted to bring good solution to the business requirement.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges

## Syntel Inc, Memphis, TN July 2017 – May 2018

## Salesforce Lightning Developer/ Admin

* Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
* Created many app pages, home pages integrating the custom components for **salesforce lightning** and **salesforce1** mobile app.
* Developed Salesforce.com custom application using **Apex**, **Visual force** and **AppExchange**.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Gathered business requirements, designed, and implemented business process for Salesforce.com, especially in marketing, campaigns, opportunities, and lead generation.
* Experience in building reusable UI components and pages with **Lightning component framework**.
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Worked on inbox implementation.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.

## EXXON Mobil, Houston, TX May 2016 – July 2017

## Salesforce Admin/ Developer

* Extensive Experience working with **Data loader**, **Workbench**, **Eclipse**. Worked on **Sales Cloud** and **Service Cloud Platform**.
* Developed **Junction objects** and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Approval Process and Process builder for automated alerts.
* Developed **Apex class**, **Apex trigger**, **Visualforce page** for tabs based on the business Requirements.
* Developed sharing rules based on **Role Hierarchies** and created manual sharing for accessing records. Worked on different things like Components, Custom Settings, Sites and Static Resources, Debug logs and System Log.
* Worked on various salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards
* Implemented Visualforce Templates and Placeholders to encapsulate page elements to be reused across several Visualforce pages. Accustomed Picklists, Dependent Picklists, and Record Types to enforce data quality.
* Created **Dashboards** and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Developed **SOQ**L and **SOS**L queries to get data from different related objects. Worked with web services **API**.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Communicates with the global team to align regional requirements and to provide detailed documentation to both the business and developer teams.
* Testing of **XML** tags. Analyse the content of the XML and verify that data enclosed in the XML tags is matching with report generated for the investment manager in PDF format through email.
* Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, **AppExchange** Package & Custom Application, Sandbox data loading. Worked with IDE tools: **Eclipse**, **Force.com Eclipse IDE** Plug-in.

## NextGen Health Care, Horsham, PA June 2015 – Apr 2016

## Salesforce Admin/ Developer

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects** of SalesForce.com (SFDC).
* Conducted JAD sessions with the management, different 3rd party vendors, users, commercial and other stakeholders for open and pending issues to develop specifications.
* Customized the standard objects as per the business requirements by using **Visualforce components**.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, **Workflow Rules**, **Auto-Response Rules**, Page layouts, Components, Visual force Pages to suit to the needs of the application.
* Worked on **Service Cloud Communities** sharing Business Process Extend them across offices and departments and outward to Customers and Partners.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various **Reports** and Report Folders for different user profiles based on the need in the organization.
* Used TPAM to perform the SFTP file Export.
* Involved in Service and Sales Cloud.
* Automated integration to SQL Server using middleware Jitterbit and their Harmony product for testing and deployment using **REST API**.
* Experience in automate process for the quote to cash by connecting and synchronized front and back office application using the visual process designer using the jitter bit Harmony cloud integration.
* Developed **Apex Triggers**, **Apex Classes** and **Test Methods**.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and ensured apex code worked seamlessly within governor limits.
* Created **Visual Force Pages** and implemented in to Sites.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Used **Salesforce Automation** (SFA) for **Sales Lead Management**, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Communicated regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Customized **Chatte**r now for profiles for different users and configuring with Facebook and Twitter.
* 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.
* Knowledge on customized data integration tools for Cleansing and De-duplicating bulk loads using different ETL tools.
* **Created users**, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

## UNUM, Portland, ME Sep 2014 – May 2015

## Salesforce Admin/ Developer

* Created, designed, implemented and deployed the Custom objects, Custom tabs, validation rules, **Workflow Rules**, **Auto-Response Rules**, **Page layouts**, Components, Visualforce Pages to suit the needs of the application.
* Created Custom Objects and defined **lookup** and **master-detail relationships** on the objects and created junction objects.
* Developed **Approval process** for the application by implementing custom formulas in different stages of approval.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Worked on various standard objects like **Accounts**, Contacts, Leads, Campaigns, Opportunities, Activities, and **Dashboards**.
* Perform Salesforce customization that can be handled by **System Administrator**.
* Created case sharing model and assigned cases to users according to the role hierarchy.
* Configuring fields, workflow, reports, templates and Apex.
* Created a sync of contacts, **email alerts**, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented **Salesforce Chatter** for internal users to share the deal information and status updated on various activities.
* Proven analytical reasoning skills, which helped in understanding management and user needs, and being able to efficiently provide adequate solutions.
* Maintained the client relationship by communicating the daily statuses and weekly statuses of the project.

## Try Logic Soft Solutions, Hyderabad, India. July 2012 – June 2014

## Salesforce Admin/ Developer

* Worked on building a **custom application** for enrolling new and existing Patients along with the Patient’s details, medical history, physician details, medical bills and date of admit and discharge.
* Also involved in keeping track of the progress made on Patient’s case. Case owner notifies the Patient about the progress made on the case by the medical centre.
* The Application was made available to the user (Doctors) which helped in **keeping track** of their **patients.**
* Assisted users with report/dashboard design and management.
* Create and administer training to existing or new users/groups.
* Developed **Visualforce Pages** to show customized content for certain things according to user requirement.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented **Salesforce Chatter** for internal users to share the deal information and status updated on various activities.
* Worked with SOQL & SOSL queries with Governor Limitations to manipulate the data from Salesforce.com platform database.
* Created Custom Objects and defined **lookup** and **master-detail relationships** on the objects and created junction objects.
* Developed **Approval process** for the application by implementing custom formulas in different stages of approval.
* Customized the **Dashboards** to the track usage for productivity and performance of the business.

**EDUCATION**

Bachelor of Science, **Computer Science and Engineering**

GPA: 3.5