**Sahithi Chigurupati **

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Over **7+ years** of **successful** IT experience, including close to **5+ years** of strong experience in **SalesForce.com/Force.com** CRM which involves Configuration, Customization, Deployment and Integration and **2+ years** of experience as **Java Developer**.

### **Professional Summary:**

* Extensive experience in SFDC(Software Development Life Cycle) Development in implementing **Apex classes, Test classes, Triggers, Visual Force**, **Force.com IDE, SOQL**, **SOSL, JavaScript, Style Sheets and jQuery**.
* Hands on experience in the areas of Analysis, Design, Development, Coding and Testing of Enterprise applications in **Financial, Banking, Manufacturing, Automotive** and **Health Care**.
* Hands-on experience on various Force.com standard objects like **Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards** and **Custom objects**.
* Expertise in administrative tasks like **Creating Roles, Profiles, Sharing Rules, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes.**
* Good Experience in **SFDC** related technologies like **Apex classes**, **Controllers**, **Extension Controllers**, **Batch Apex classes**, **Apex Test classes**, **Apex Triggers** and **Visualforce Pages**.
* Proficient in **Object Oriented Design** and **MVC Architecture** and can write complex selective **SOQL** and **SOSL queries** in Apex classes and triggers and **tuning** the queries to reduce Salesforce **Governor Limits** .
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in Apex programming language using cloud platform.
* Excellent knowledge in Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Templates, Workflows Alerts, Approval Processes, **Validation Rules,** Actions and Reports.
* Hands-on experience in implementing various advanced fields like **Pick Lists**, Custom Formula Fields, Many to Many Relationships, **Lookups** and **Master-Detail relationships**.
* Gained Hands-on experience in **Lightning Connect** to access the real time data from third party system by using external objects in Salesforce.
* Strong Experience in **integrating Salesforce** with different external systems using **Apex SOAP** and **REST web services** and using tools like Cast Iron.
* Expertise in performing data cleanup and data migration using **DataLoader, Mule Soft DataLoader.io** and **Informatica.** Preparing Data Dictionary and field mapping source and target data model.
* Knowledge on **JavaScript Remoting**, **Lightning App Builder, Lightning components and AngularJS.**
* Expertise in **Agile** **Methodologies**, Scrum Software Development processes as well as **Waterfall model.**
* Proficient in **deploying** Salesforce applications across various sandbox and production instances using Force**.com migration tool, Change Sets, Workbench** and **Eclipse**.
* Good experience in developing static web pages using **HTML, CSS, JavaScript** and **jQuery.**
* Excellent knowledge in maintaining the Salesforce code base using Git, Subversion and SVN code repositories.
* Good knowledge on **Governor limits** and experienced in customization of existing code in accordance with the **governor limitations.**
* Involved in different stages of software development life cycle including requirement gathering, analysis, estimation, design, **development**, enhancements, **testing,** **deployment** and **production support**.
* Worked closely with business analysts, external implementation partners and vendors to create unique business solutions leveraging the full power of Salesforce.com platform.
* Ability to adapt new techniques, tools and approaches.

**Education:**

* Bachelors of Electronics and Communications Engineering from JNTU KANIKADA.

**Technical Skills:**

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| **Salesforce.com**  **Administration** | Reports, Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Portals (Customer and partner), Sharing Settings and Communication Templates |
| **Salesforce.com Development** | Apex Language, Apex Trigger, Apex Class & Apex Web Services,Salesforce1, SOAP, REST, SOQL, SOSL, Visualforce (Page, Component & Controllers), ANT, Wave Analytics, Jenkins, S-Controls, HTML and XML |
| **Languages** | Java, AngularJS, JSP, XML, HTML, HTML5, Ajax, PHP, JavaScript, JSON, JQuery, CSS, CSS3 |
| **Tools/Utilities** | Apache Tomcat, Eclipse, Force.com IDE, Workbench, GIT |
| **Databases** | Oracle 10g/11g, My SQL, MS SQL Server |
| **Software** | MS Office tools, MS Visio, Adobe Photoshop, |
| **Operating Systems** | Windows XP/7/10 |

**Certifications**

* Salesforce Certified Administrator **(ADM-201).**
* Salesforce Certified **Platform Developer I.**

**PROFESSIONAL EXPERIENCE**

**Sr.Salesforce.com Developer**

**Client: Optum Health,Richardson,TX Dec’15 – Till date**

**Description:** : Optum Health insurance companies are licensees, independent of the association and offer some form of health insurance coverage in every U.S. state. It focuses on providing financial solutions at every stage of its client’s lives. **Responsibilities**:

* + Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC)
  + Created **Custom objects**, **Custom tabs**, **and Entity-Relationship data model**, **validation rules, Workflow Rules, Auto-Response Rules and Page layouts.**
  + Designed, developed and deployed **VisualForce Page, Apex Classes**, **Controllers, Controller Extensions** and **Apex Triggers** based on the business requirements.
  + Implemented web based case management automation – Web-to-Case and Email-to-Case (on Case Object) to track and solve customer’s issues.
  + Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization. Also **created profiles and configured the permissions based on the organizational hierarchy using permission Sets.**
  + Built relationships across multiple technology, operations, services, sales, program and product team to accomplish end goal.
  + Involved in various stages of **Software Development Life Cycle (SDLC)** including experience in Integration of Sales force with other systems using Apex Web services WSDL and outbound messaging.
  + Created page layouts, mini page layout and search layouts to **organize fields, custom links, related lists** and other components on record detail pages and edit pages.
  + Worked on triggers which help the Employer portal to **Provision and De-provision.**
  + Created **Field Sets, Custom Label and Custom settings** for the business administrators to change the functionality or make enhancement when required.
  + Mainly worked on **Community module**, sales module, and case management module.
  + Wrote **java scrip**t for client side validation to prevent traffic on the server side and performed calculations on the application.
  + Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
  + Worked on Salesforce communities to build customer community portal.
  + Proficiency in **SFDC Administrative** tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals,** Workflows, Reports, Dashboards, Tasks and actions.
  + Had interacted with partners, customers through communities.
  + Organized **Daily Scrum meetings** with all the team members to check whether we are in same page.
  + Used the sandbox for testing and created managed **packages and migrated** them between sandbox and Production environments.
  + Experience as a **Business Analyst** in project management, system designing, implementation and quality assurance of client business applications with the knowledge of Software Development Life Cycle (SDLC)
  + Worked on **Security Authentication certificate** and solved the issue which prevailed between the Projects.
  + Fixed the bugs that are put in the pivotal tracker tool by **QA team after SIT testing.**
  + Deployed Customization from **Sandbox** to another Environment by Eclipse IDE and Change Set.
  + Designed **Technical Specification Document** based on the requirements and the Existing Systems.
  + Played a Vital role in conducting **Weekly status meeting** with all the team members to discuss on various aspects relates to the outcome of the project.
  + Capability of learning new technologies and implementing them in the project successfully.

**Environment:** Eclipse IDE plug-in, SVN Repository, Salesforce.com, Data Loader, Dream Factory (Snapshot), Monarch, HP Quality control.

**Sr.Salesforce Developer**

**Client: Comerica, Detroit, MI                                                    Oct’14 – Nov’15**

**Description:** Comerica is the financial institutions, serving individual consumers, small and middle market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk-management products and services.

**Responsibilities:**

* Created a support portal using **Sites** concept in Salesforce.
* Developed**VF pages** and associated **Apex classes** to allow the customers to register, login and submit their service requests which are resolved by CSS people.
* Worked with various Force.com objects such as **Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions** Standard objects & Custom Objects.
* Created Custom objects, fields according to the requirements of business which are useful in the **validation** of **entitlements**.
* Created custom **Profiles**, **Roles**, and **Public groups** to restrict the data access to the unwanted internal users depending on their job responsibilities.
* Expertise in creating web services on a Java Platform and calling those web services from an **ETL Tool.**
* Developed UI using **CSS, HTML tags, Visual Force components** and used **JavaScript** for front-end validation.
* Created **Page Layouts**for various profiles to make the CSS people comfortable for inputting data into the CRM from customers.
* Shared information and collaborated with people outside our company who are key to our business through **communities.**
* Implemented **Formula fields**, **Validation Rules, Workflow Rules**, and **Workflow** **Approvals**.
* Created **custom reports** to evaluate the performance of CSS people and the usage of the customer portal as well.
* **Worked closely with sales team and business analysts and performed detailed analysis of business and user Requirement, designed the solution by customizing various standard objects of Salesforce.com (SFDC).**
* Customizing the **Apttus** product configuration and quote application according to business needs.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product.
* Working on **Apttus** new **product X-author** for excel, uploaded the data to salesforce from X-author.
* Developed **Reports** and **Dashboards**, **validation** **rules**, **formula fields** for the application.
* Developed and configured Custom Reports to planning monthly, quarterly and annually and for **forecasting**.
* Expert in functional and technical evaluation of **Microsoft Dynamics CRM**software tools.
* Skilled in integrating Salesforce with external Master data using **SOAP** and **REST API**.
* Extensively implemented Visual Flows for automatic sales and service process in **Sales**, and **Service Cloud**. Scheduled Apex **Batch jobs** for processing large records.
* Written **Apex Classes,** **Controller**, **Extension** **Controllers** and **Triggers** in the application for various Business/functional requirements.
* Written **SOQL**, **SOSL** query language necessary for the application in Apex Classes and Triggers.
* Implemented **Web-to-Lead** and converted Lead to Custom Client Object (aka Account object). Maintained system interface diagrams and functional designs.
* Written **Test** **Classes** to meet Unit testing before migrating from **Sandbox** to **Production** environment.
* Used the **Sandbox** for **UAT**and deployed the code to the **Production** instance after **UAT**.
* Deployed the changes from **Sandbox** to **Production**.
* Integrated on Salesforce Platform using Jenkins.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created **Triggers** like **sending emails**to the portal users whenever they update their account information comparing their new information with their old information.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created Visual force and **HTML Email templates**to be sent to the customers depending on the action they perform after they log into the portal.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in

**Salesforce Developer**

**Client: McKesson Corporation Health care company,San Francisco, CA Aug’13–Sep’14**

**Description:** The Purpose of this application is for managing the information about Patients, Clinics and Insurance Organization. This application is to implement salesforce.com for managing Healthcare Services like Accounts, Contacts, Opportunities, Leads, Lab Activities, Visits, Products, Clinics, PMS, Payments, Scheduler and Billing.

**Responsibilities:**

* Interacted with various business user groups for **gathering**the**requirements.**
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks.**
* Developed various **Custom Objects, Tabs, validation rules, Components.**
* Using Force.com developer toolkit including **Apex Classes** and **Visualforce pages**to develop custom business logic.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Worked with **SOQL** & **SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Created various **Profiles**,**Roles**,**and Page Layouts** and configured the **Permissions** based on the Organization hierarchy requirements.
* Created **Custom Objects** and **fields** for transactional and contractual information.
* Encrypted sensitive data with **Encryption Fields** feature.
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response**for automating business logic.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Developed**Cascading Style Sheets (CSS)** for creating effects in**Visualforce pages.**
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation**and **formula fields** to the custom objects.
* Used **field level security**along with page layouts to manage access to certain fields.
* Expertise in setting up process like Jira, Jenkins, Git (Bitbucket or Github.com).
* Created Visual force and **HTML Email templates**to be sent to the customers depending on the action.
* Developed several **Custom Reports**&**Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Worked on **Unit testing,**for the customizations and developments done during the project.
* Used the **Sandbox** for **UAT**and deployed the code to the **Production** instance after **UAT**.
* Deployed the changes from **Sandbox** to **Production.**

**Environment:** Salesforce.com platform, Apex Script, Web services API,  Visualforce Pages, Controllers, CSS, Encryption Fields, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Eclipse IDE Plug-in, Windows XP.

**Salesforce Developer**

**Client:** **Web page FX, Harrisburg, PA Dec’12 – July’13**

Web page Fx is an Advertisement Company in USA having thousands of customers and their key requirements are to keep on tracking all the customers, maintaining all the data of customers to follow up them in a certain period of time.

**Responsibilities**:

* Designed, developed and deployed **Apex Classes, Triggers, and validation** rules for various **functional needs** in the application.
* Created **custom object**s and **Lookup relationships** associated to Cases.
* Created **page layouts**, search layouts to **organize fields**, **custom links, related lists**, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, **email alerts**, field updates to implement business logic.
* Worked on Process Builder in automating high value business Opportunities and creating processes by collaborating with different business teams.
* Written **Test Classes for unit testing**.
* Worked on community management and also worked on customizing community pages.
* Created custom **cloning** for the record by copying certain field sections of the record and creating as a new record after modifications.
* In Administrative function, created profiles and implemented Object level, field-level and record-level security.
* Developed product capabilities using Force.com, APEX, and Visualforce.
* Deployed Apex using **Force.com IDE**, **Force.com Migration Tool** and **Web Services API**.
* Worked on web services like SOAP and REST. Integration of Sales cloud with external information systems using **SOAP API web services**.
* Worked on prioritizing the records based on the business requirements.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Created permission sets to give access to certain users depending on the business criteria.
* Worked with **QA** to prepare **test cases** for **testing** the functionality during various test cycles.
* Involved in pre-deployment activities and was part of regression testing and UAT.
* Worked on various **defects/bugs** during various test cycles and **fixed** them in very short turnaround time.
* Responsible for migration of code from sandbox to UAT and then to production environment.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, SOAP API , REST API, Informatica ETL On Demand.

**Jr.Salesforce Developer / Administrator**

**Client: University Of Michigan,MI Nov’11 – Sep’12**

University of Michigan requires to track the availability of Coaches/Counselors and to manage the Appointment booking of University students. This project is to build the functionality to enable University Staff, Coaches and Students to use a user-friendly application for seamless appointment booking.

**Responsibilities:**

* Worked on both configuration and customization parts.
* Configured the required Workflow Rules, Validation Rules, Formula and Roll-Up Summary Fields as per business requirements.
* Designed Data-Model as per functional requirements and configured Custom Objects and Relationships accordingly.
* Modified few Apex Triggers to meet new functional requirements.
* Developed Visual Force Pages for a customized appointment booking.
* Worked on batch classes and test classes which were required for business logic.
* Ensured good Test Coverage Code as per project guidelines and assisted junior peers to achieve the same.
* Prepared Unit test cases for provided functional documents.
* Handled deployment among Sandbox environments using Change Sets.
* Handled deployment to Production using Jenkins Continuous Integration.

**Environment**: Salesforce.com, Batch Classes, Test Classes, Apex Controller, VisualForce Pages, Apex Triggers, Record types, Custom objects and Fields, Workflow Rules, Data loader, SOQL, SOSL, Sandbox, Deployment, ANT Migration Tool, Change Sets, Jenkins.

**Java Developer (Front End Application and Designer)**

**Infosys, Hyderabad, India June’09 – Sep’11**

**Project**: WebNAS

**Responsibilities**:

* WebNAS is a web based system utilized for creating and modifying retail Customer brokerage accounts. WebNAS provides the support to all of the Customer Account Services Business process.
* Involved in the entire Software Development Life Cycle (SDLC) which includes requirements gathering, designing, coding and testing in both frontend and backend applications using various technologies.
* Worked on code enhancements to the application using JAVA.
* Designed several UI pages, flowcharts, detailed screen designing, HTML, CSS changes for all the pages required for the enhancement according to the business requirements.
* Worked with QA team in debugging & applying code fixes, code deployment on DEV, UAT servers.
* Developed application in MVC architecture using Struts, JSP, HTML, JavaScript and CSS.
* Involved in creating a controller Servlet that dispatched requests to appropriate classes.
* Worked on SQL queries and PL/SQL stored procedures to access the information from the database.
* Updated the required data in the DB2 database to save and update the database using Spring framework, corresponding to actions performed in the struts class.
* Used Struts tag library extensively with HTML.
* Involved in implementing Value Object Pattern, MVC & Singleton Pattern.
* Involved in drawing the UML diagrams such as Use case Diagrams, Class Diagrams and Sequence Diagrams using Rational Rose.
* Performed Health check for all the servers.

**Module:** Phone and Email module is the enhancement to the existing WebNAS application. This module reduces the effort of FA’s drastically.

* Worked on modification of contact details like phone number and email address without the interaction of the WebNAS application using the object oriented concepts.
* Contributed in modification of the contact details of a single profile which automatically updates the same to the other accounts of the same profile.

**Environment:** JAVA, J2EE, Struts, Spring, JavaScript, HTML, CSS, jQuery, SQL, PL/SQL, TOAD, DB2, RAD, Web Services, Eclipse and Windows7.