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| **Venkata Varun**  **331-240-9172**  **venkata8210@gmail.com** |  |

**PROFESSIONAL SUMMARY:**

* Over **six plus** years of IT experience, with **four** years of experience as Salesforce Developer and **two** years as Java Developer.
* Experience in various stages of Software Development Life Cycle (SDLC) including **analysis, requirement gathering, development, deployment and maintenance** of web-based and portals based object oriented enterprise applications.
* Hands on experience in Administration setup and **Force.com, Eclipse IDE, Apex**, Visualforce and integration tools like **Cast Iron, Apex Data Loader**, etc.
* Extensive experience in SFDC Administration, Creating **Roles, Profiles, Page Layouts, Workflow Alerts, Email Services, Approval Rules, Report generation, Validation rules, Dashboards and Tasks.**
* Experience in realizing the business requirements to design on Salesforce.com platform, by designing the required entities like custom objects, creating the relationships/ junction objects like **Master-Detail, lookups, Entity Relationship data model,** Pages & Workflow rules, triggers and Email alerts.
* Strong exposure to **security and sharing rules implementation** for different users at different level of organization and single sign-on setup.
* Experienced in **Service Cloud, Sales cloud**for all partner portal, customer portal.
* Excelled in working with various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Strong experience working with **Apex classes, Triggers, Visual force pages, Controllers and Test methods.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce Using Data Loader.
* Experience in writing **SOQL and SOSL queries** in Force.com technology for Visualforce and Apex.
* Experience in analyzing and documenting the workflows and functionality of existing systems, preparing presentation materials to all levels of management.
* Implemented **Sales cloud and Service cloud** in incorporating the enhanced features as required to streamline the business Process.
* Assisted in migration an application from salesforce classic to lightning experience.
* Hands on experience in using **lightning app builder** to create record home pages, customer community pages.
* Expertise in **Jenkins** and good knowledge on agile scrum methodologies.
* Utilized continuous integration for code check-in using **change sets, GitHub.**
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign-On (SSO) setup.
* Experience in designing of Reports and Dashboards according to the business needs and awareness on **governor limits for a multi-tenant environment.**
* Experience in Agile Scrum development methodology.
* Implemented Single Sign-on (SSO) using SAML 2.0 with ADFS identity provider.
* Created external objects and integrated with **Oracle database using lightning connect and O-Data protocol.**
* Hands on experience in **building custom lightning components** and lightning applications.
* Experience in exposing components as quick actions in lighting experience.
* Experience in using lightning out to expose lightning components in visual force pages.
* Experience in using Salesforce **lightning design system** for styling the lightning applications.
* Good knowledge on **security & sharing settings** and delegated administration
* Excellent Communication and Problem solving skills and ability to think out of box delegate effectively and motivate team members and help them to achieve on-time project completion.
* A team player with effective interpersonal and communication skills, adapt at building productive relationships and building rapport with a diverse set of individuals.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, VEEVA, Apex Language, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, S Controls, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects,Single-Sign-On, SSO, SAML v2, Apex Data Loader, Lightning Components. |
| **Salesforce Tools** | Force.com Eclipse IDE, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform Tools, Journey Builder, Community Builder, Dell Boomi, AngularJS, VEEVA, Jitter bit. |
| **Computer Skills** | SQL, PL/SQL, Advance Excel (Data functions, Pivot tables, Reference Lookups etc), Access. |
| **Languages** | Apex, C, C++, Java, Java Script, HTML, HTML5, CSS, XML, SQL. |
| **Documentation Tools** | MS Office, MS Visio Pro. |
| **Operating Systems** | Windows Variants and LINUX. |

**Education:** B.Tech in Computer Science and Engineering

**PROFESSIONAL EXPERIENCE:**

**Client: eGateSolutions, Chicago IL May 15 – Till Date**

**Role: Salesforce Developer**

e-Gate Delivers a true end-to-end solution demands a team that deeply understands the inner workings of the complex airline industry and how to employ technology to simplify day-to-day operations. The company was using ACT! Excel spreadsheets, and other proprietary systems to manage extensive patient data. With many websites and incoming patient’s data it was being difficult to have an efficient management. The company has decided to shift to the Salesforce CRM and Force.com platform.

**Responsibilities:**

* Responsible for gathering the requirements by coordinating with the business analysts and project managers, in order to better customize, and utilize the full functionality of the **Salesforce.com CRM** solution.
* Efficiently worked with standard **Salesforce.com** objects like **Accounts, Contacts, Leads, Cases** and **Opportunities**.
* Designed, developed and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, **Components**.
* Proactively created **Apex Triggers** and **Apex classes** and also **developed** and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Created and developed Apex triggers on various objects to meet business requirements and followed best practices in triggers to avoid governor limits in the trigger.
* Developed **Visualforce Pages** to include customizations and wrote **Apex Classes** to provide functionality to the visual pages.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts and Custom Coaching Plans.
* Developed and deployed workflows and approval process for opportunities and products/assets management.
* Wrote triggers to process incoming service **e**-**mail** requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Imported data from excel sheets into **Leads**, **Accounts**, **Contacts** and **Opportunities** using **Data Loader**, App exchange tools and **Import Wizard**.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Implemented **Web to Case, Email** to **Case functionalities** to provide a better customer support to the customers.
* Developed **Assignment rules**, **Escalation** rules to enable proper routing of cases to the case team members.
* Used **Salesforce.com** Web services API to deliver custom functionality and mobile synchronization using **Veeva CRM.**
* Used **Force.com** code to create a life sciences specific data model, including multiple addresses, many-to-many account affiliations, detailed call reporting, and formulary management in **Veeva CRM**.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform **database** objects.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Designed and developed **Service cloud** and integration.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, Call Center, Chatter & App-exchange applications.
* Integrated Salesforce CRM and the legacy system using **Cast Iron** Integration Systems.
* Involved in Data Migration from Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard, Informatica Data Loader, and **Cast Iron.**
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM.**
* Worked effectively to ensure that the **data** is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, Profiles and Sharing settings.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the **organization**.
* Used **Force.com** Eclipse **IDE plug-in to manage**, author, debug and deploy Force.com applications in the Eclipse development environment.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Involved in Integration with Service Max to provide the Customer Support.
* Involved in the configuration of Service Max with SFDC.
* Veeva Vault integration with Veeva CRM, CLM admin tab configurations.
* Trained on CLM and iRep in Veeva.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Good experience in developing salesforce Lightning Apps, Components, Controllers and Events.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Added Lightning Component to Lighting Pages and Record Pages.

**Environments**: Salesforce.com, Apex Language, Visualforce, Veeva, Service Cloud, Cast Iron, Data Migration, Data Loader, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in and Windows.

**Client: T-Mobile, Richardson, TX Feb 14 – Apr 15**

**Role: Salesforce Developer**

T-Mobile provides a wide range of wireless and wire-line communications services bringing the freedom of mobility to consumers, businesses and government users. It needed to customize the application for viewing the data and auto populate the required fields which gather the required details when an account is generated, sends messages and alerts to the users, and provide the security to the sensitive data by deploying the administrative rules to handle the users.

**Responsibilities:**

* Implemented Entitlement Management process critical for Sales and Accounting team for billing.
* Developed and Customized **User interface** in **Salesforce.com** using **Visualforce, Apex controllers** and **Force.com IDE.**
* Integrated external financial systems for synching data in **Salesforce.**
* Designed, developed and deployed **Apex Classes**, **Controller & Extension Classes** to support **Visualforce pages** development, Test Classes for Unit testing and **Apex Triggers** for various functional needs in the application.
* Developed **Salesforce.com** site and **Customer portal** for various organizational units and partners.
* Designed and deployed **Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic**
* Implemented **picklists, dependent picklists, lookups, master detail relationships, validation and formula fields** to the custom objects
* Worked on various **Salesforce.com** standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports**
* Involved in **SFDC Data Migration** activities using **Force.com Data loader** and Import Wizard.
* Designed **workflow** rules, **validation** rules, **assignment** rules and Implemented **approval** processes to ensure proper authorization.
* Analyzed and Implemented **Veeva** CRM custom solution for management and business unit by leveraging SFDC Out of box functionality and customizations using force.com platform.
* Used **SOQL** and **SOSL** conceding the governor limits to achieve the required result.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Performed tasks for **Data Migration** like Data mapping and Data loading.
* Developed **Salesforce.com ETL** processes using, **Informatica, Java** and **Salesforce Web Services Java API.**
* Developed **Cast Iron** orchestrations that are used to synchronize data between Salesforce.com and web service endpoints.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Created **dashboards** and **reports** to measure program returns including campaign ROI, lead flow, conversion rates, cost/lead, sales funnel, etc.
* Developed **Anonymous** block to help in migrating data from the existing objects to newly created objects.
* Designed **Email alerts** and **Visualforce email** templates along with **custom component**.
* Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
* Handled complex **change sets** to deploy package from one org to another org involving refactoring the entire case management that involves multiple objects.

**Environment:** Salesforce.com, Apex Classes, Triggers, Veeva, Controllers, Force.Com, Visualforce Pages, Sales Cloud, Service Max, Cast Iron, SOSL, SOQL, Customer Portal, Dashboards, Data Migration, Accounts, Email Alerts, Workflow, Picklists, Reports, ETL, Custom tabs, Custom Objects and Windows.

**Client: Wells Fargo Bank, Des Moines, IA. Nov 13 – Jan 14**

**Role: Salesforce Developer**

The project involved developing a Salesforce CRM application that can integrate manufacturing, sales, and inventory and procurement details from multiple data sources in to an application to corroborate information sharing between various departments and R& D team.

**Responsibilities:**

* Creating application to maintain the details of the product from demand phase to production phase.
* Coordinated business process review meetings with multiple teams to establish standard workflow processes.
* Using profiles to control maintenance updates in production environment.
* Creating web services using Apex to integrate data from different platforms in to force.com.
* Creating unit cases to test Apex classes and triggers.
* Creating visual force controllers to restrict access to custom websites built using Force.com.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Analyze cases and document solutions related to issues during production and maintenance.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning to accurate forecasting purposes.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Worked in Administration, Configuration, Implementation and Support of Service max and Salesforce Applications.
* Creating triggers to enforce constraints on the fields and schedule tasks.
* Creating schedules for tracking shipping and payment of raw materials and products.
* Creating auto assignment rules using the workflow process to route tasks.
* Handled administration, maintenance and support of Salesforce modules.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities
* Provided on-going trainings to various marketing and sales teams on Salesforce.com built customer database applications

**Environment:** Salesforce.com platform, Apex data loader, Visualforce Pages, Workflows, Reports, Custom Objects, Custom Tabs, Apex Language, SOAP API and Windows.

**Company: Reddy Labs, India. Jul 12 – Oct 13**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked as Salesforce admin support, governing user account creation, personal information setup, password reset, Roles, Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Worked with page layout customization for the standard objects like Account, contact, Leads.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Coded APEX triggers created rule based automated workflows.
* Created workflow rules and defined related tasks, time triggered tasks, filed updates to implement business logic.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Used the sandbox for testing and migrated the deployment instance after testing.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, Security Controls.

# Company: Dreamrun Technologies Pvt Ltd, India. Apr 10 – Jun 12

# Role: Software Engineer (Java)

**Responsibilities:**

* Involved in Requirement Analysis, designing, development and testing of the application.
* Involved in high level and low level designing of BET program.
* Project modeled using MVC (Model-View-Controller Architecture) framework.
* Used Dream weaver for prototype of GUI Screens.
* Developed the application using Java and JSP.
* Developed the GUI using JSP.
* Validated client side data using JavaScript.
* Used Rational Rose for UML diagrams.
* Provided testing and production support.
* Configured a Server to handle requests from application users and instantiate the handler classes.

**Environment:** Java, JSP, Servlets, Java Beans, JDBC, Java Script, HTML and Rational Rose, Dreamweaver, Oracle andWindows XP.