**VIKRAM ALAGUBELLI**

**Professional Summary**:

* Over 7+ years of professional experience as a software consultant, with nearly 6years of experience on **Salesforce CRM platform as system Analyst/Admin** working with sales and service cloud.
* Good experience in designing of **Custom Fields**, **Custom Objects**, **Pick list, Role Based page Layouts, Workflow Approval, Validation Rules, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, relationships, lookups Design of Visualforce Pages, Snapshots, Dashboards and Email generation** according to application requirements and Good web page design skills.
* Worked on Customization of **Visual force** to have **lightening experience** on desktop and mobile **Applications.**
* In order to automate the processes used **lightening process builder and workflow.**
* Extensive experience in using **Roles, Profiles, Email Services, Workflow Alerts and Actions, and Approval Process in Salesforce.com.**
* Strong experience in **customizing standard objects–Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.**
* Good experience with **Configuration, Development, Customization** and **Support** experience on **Salesforce.com Platform**.
* Possess Good Knowledge of CRM processes like **Customer Service, Marketing, Sales** and **Business processes, Customer Support** and recommended solutions to improve their processes using **Salesforce.com.**
* Experience in various stages of **Software Development Lifecycle** (SDLC) including analysis requirement engineering, **development, deployment** and maintenance of **web-based** and portals based **Object oriented enterprise applications.**
* Experience in working of **Sales cloud and Service cloud.**
* Experience with Managing the complex data Experience in **integrating App Exchange Applications** with **salesforce, Mass E-mail Management, Application management** using **Force.com Plug**-in & **Eclipse IDE** in **Sandbox and Production Environments**.
* Proficient in all Phases of Software Development Lifecycle including **requirements definition, analysis, prototype, solution design, Configuration, Code Development, unit Testing, Deployment and Support.**
* Experience in developing client-specific solutions on force.com platform using **Triggers, Apex Classes, Controllers, Standard Controller, Controller Extensions and Visualforce, SOQL, SOSL**, and handling **Apex Governor Limits** to achieve **complex business functionality.**
* Experience performing **data migration** from Legacy systems using **Data Loader, Workbench, and Import Wizard.**
* Experience in writing **Apex Classes and Triggers, Creating Visualforce pages maintaining Visualforce Components, Building Apps on Force.com IDE, using SOQL, SOSL, MVC Architecture and DML statements.**
* Developed **Custom Controllers, Controller Extension** and awareness of the **Governor limits for a Multi-Tenant Environment.**
* Implemented and Delivered projects under **Agile Development Environment** and **Test Driven Environments** with large and small project teams.
* Hands on Experience of Salesforce **Web Services API like REST, Bulk & SOAP**.
* Hands on experience with **HTML, XML, CSS, JQuery, JavaScript and AJAX.**
* Excellent analytical, **de-bugging skills and documentation skills**.
* Having very good knowledge on **Apex Triggers, Batch Apex and Scheduled Apex**.
* Generated **Apex Classes** using **WSDL** and wrote business logic layer for integration with external **SOAP** and **REST Web Services** to the system for **functional needs**.
* Experience with **Lightning app development**.
* Involved in Salesforce.com **Application Setup activities** and **customized** the **Applications** to match the **functional needs** of the organization.
* Expertise in working with development and **migration tools like Force.com IDE, Force.com explorer, Eclipse IDE with Force.com plug-in, ANT migration tool, Apex Data Loader, jitter bit Data loader, Import Wizard and Excel Connector.**
* Excellent analytical, **interpersonal and communication skills, fast learner, hardworking and good team player.**
* Excellent problem solving skills accustomed to working in both large and small environments.

**Technical Skills:**

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| --- | --- |
| **Force.com** | Data Loader, Import Wizard, Visual Force Page, Sandbox |
| **ProgrammingLanguages** | C, C#, Java, SQL, JavaScript, Apex |
| **Web Technologies** | XML, XSL, HTML, CSS, AJAX |
| **Project Management** | Waterfall, Agile |
| **Tools** | Microsoft Office |
| **OperatingSystem** | Windows, IOS, Red Hat Linux and Unix. |
| **Database** | Microsoft SQL Server, MS Access, Oracle 8i/9i/10g, MySQL, UDB DB2, PL/SQL and RDBMS. |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Page Layouts, Workflow and approvals, Email Templates, Sales cloud, Service cloud, Integration, Migration, and Validation rules, Apex Data Loader. |

**Professional Experience**:

**CEVA LOGISTICS, HOUSTON, TX OCT 2015-PRESENT**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administration in the organization.
* Worked on various Salesforce.com Standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.**
* Design 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 Customization of **Visual force** to have **lightening experience** on desktop and mobile **Applications.**
* In order to automate the processes used **lightening process builder and workflow.**
* Played the role of **Salesforce.com Administrator, Analyst, and Developer** and involved in **maintaining salesforce.com application user profiles, roles, permissions, generating security tokens, validation rules**.
* Designed and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE plug – in using Eclipse.**
* Implemented web based case management automation – **Web to Case (on Case Object**) **to track and solve customer’s issues**.
* Designed various **Webpages in Visualforce** for capturing various customer enquiries and **implementation logic for migrating cases** to **different queue** based on the type of **customer enquiry**.
* Used Data Loader for **insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract and load data** from **commaseparated values (CSV) files.**
* Defined **lookup and master-detail relationship** on the **objects** and **created junction objects** to establish connectivity among objects.
* Created **users, roles, public groups** and **implemented role hierarchies, sharing rules and record level permissions to provide shared access** among **different users.**
* Worked on **Eclipse IDE** to build the application.
* Developed **workflow rules** and defined **related tasks, time triggered tasks, email alerts, field updates** to implement business logic.
* Developed **Customized Reports, Dashboards for business users and managers, developed custom report** using **visual force pages**.
* Worked on tools like **Workbench, Data loader, Demand tools, Informatica for mass updates, import and export of data**.
* Implemented time based **workflow to trigger an Apex Class** to run at a specific time in a week.
* Implemented **SFDC integration using REST/SOAP Web services API’s.**
* Participated in the bug review meetings with **Testing team** and, updated requirements document as per business user feedback and change in functionality of the application.
* Involved in **Data Migration Activities** to **handle bulk loads** using **Apex Data Loader**.

**Environment:**Salesforce.com Platform, Apex Language, Data Loader, HTML, Java Script, Workflow& Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**GREEN SKY CREDIT AUG2013-SEP2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Experience in mapping of business requirements into various Salesforce modules through **configuration and customization**. Played the **role of Salesforce.com Administrator, Analyst, and Developer.**
* Developed and designed **business processes** using **Workflow rules, Validation rules, approval process, Custom Objects, Custom Settings, Labels, Record types, Custom Tabs**, **Time-Dependent Workflow Actions** including **Field updates and email alerts**.
* Providing Business solutions and technical development strategies using **custom controllers, Apex Classes, Visual Force Pages and Apex Triggers.**
* Extensively used **SOQL&SOSL** for **data manipulation** needs of the **application using platform database objects.**
* Created **custom fields, picklists, dependent picklists, and Validation formulas to the custom objects Used Data loader for migrating and updating records**, whereas used informatica power center to **migrate imported data** from **Seibel CRM** into salesforce.
* Experience in **deploying components through Eclipse and Inbound/Outbound change sets.**
* Debug **Apex Scripts using Debug Logs** and **System Log Console** to **catch Exceptions** and **execute Governor**s and **Limits.**
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, field updates** to implement to business logic.
* Configured **Data Loader** and **uploaded data in CSV files** into **Salesforce, checking** for the **correctness of data.**
* Worked on various **Salesforce.com standard Objects** like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Developed **Visual Force Pages** to include **extra functionality** and **wrote Apex Classes** to provide **functionality to the visual pages**.
* Involved in various activities of the project, like information **gathering,** analyzing the **information, documenting** the **functional and nonfunctional requirements**.
* Created **Visual force mail templates** and also **automated Email Process** to send installation instructions to new and existing customers.
* Developed and **configured various Reports** and **Report Folders** for different user **profiles** based on the organization initiatives.

**Environment:**Agile,Salesforce.com platform, Apex Language, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**AMERICAN HOSPITAL ASSOCIATION, IL JUN2012-JUL2013**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed the roles of **Salesforce Admin** and **Developer** in the organization.
* Worked on various **Salesforce.com Standard Objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.**
* Designed, **developed** and **deployed** the **Custom Objects, Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.
* Created **workflow rules and defined related tasks, time triggered tasks, Email alerts, field updates to implement business logic**.
* **Implemented Picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects**.
* Created the users with public groups and implemented **Role Hierarchies, sharing Rules and record level permissions** to manage sharing access among different users.
* Implemented **SFDC Integration using REST/SOAP Web Service API’S**.
* Used **SOQL and SOSL** for data manipulation needs of the application using **platform database objects.**
* Designed and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
* Used Data Loader for **insert, update, and bulk import to export data** from Salesforce.com Objects. Used it to **read, extract** and load data from **comma separated values (CSV) files.**
* Implemented Business Logic using **Workflow, Case Escalation and Triggers** using **Custom Apex Code**.
* Responsible for maintaining Different **Sandboxes (**Environments) like **Development, QA**, and **Production Sandboxes**.

**Environment:** Salesforce.com, Force.com, Sandbox, Import Wizard, Sales Cloud, Service Cloud, Sharing Rules, Workflows, Visualforce Pages, SOQL, SOSL, Email Updates.

**ALLSTATE, CHICAGO, IL APR2011-MAY2012**

**Role: Salesforce Admin**

**Responsibilities:**

* Worked with user group for requirement gathering throughout the planning and implementation.
* Perform all Admin tasks including **managing users, bulk data migrations, creating and maintaining 100+ custom objects and fields, page layout maintenance**, and **support** of **multiple App Exchange applications**.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE** plug-in using **Eclipse**.
* Designed and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages** to suit to the needs of the application.
* Worked with **Apex Data Loader** tool to perform **DML Operation** using **CSV files**.
* Designed **Profiles, Roles** based on **Organization role hierarchy** and **implemented Record-Level and Field-Level security** and **configured** their **sharing settings.**
* Designed **workflow rules** and **specify related tasks, time triggered tasks, email alerts, field updates** to the enable business logic.
* Constructed **junction objects** and **enabled various progressive fields** like **Validation Rules, Field Dependencies, Custom Formula Fields, Workflows, Picklist, Field Update, Email generation and Approval processes** for automated alerts.
* Generate **Email Templates** and also have knowledge in **bulk emailing users**.
* Created **Tabs, Sharing Rules** and **Custom Object** as per business need.
* Shaped **Dashboards** and **Reports** as per the business needs.
* Defined **lookup and master-detail relationships** on the **objects** and **created junction objects** to establish **connectivity among objects**.

**Environment:** Salesforce Unlimited Edition, Salesforce.com/Visualforce, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Eclipse, Force.com, Eclipse plug-in.

**KARVY GLOBAL SERVICES, HYDERABAD, INDIA FEB2010-MAR2011**

**Role: Java Developer**

**Project Description;** As a Java developer got a chance to work on server side scripting, writing custom functions and fixing the defects in the existing product until it is released for production.

**Responsibilities;**

* Adapted to all **stages of software life cycle like design, development, testing** and **deployment**.
* Created **Mock-up designs** and **developed various functionalities** with **java script and j Query**.
* Worked with team of **architects** to gather requirements and enhance the **application functionality** and **add new features**.
* Worked with business teams using **Agile methodology** to **interest business line of apps**.
* Implemented new functionalities in the existing application based on the new requirements.
* Recommend changes to **improve established java application processes**.
* Implemented **UI** using **JSP, HTML, CSS** and **JavaScript**.
* Extensively used **JavaScript** for client side validations.
* Used JDBC for connection between **database** and **web application**.
* Handled **bug-fixing activities**.
* Gained Familiarity working with **eclipse environment**.

**Environment:** JSON, JDBC, JavaScript, HTML, JSP, AJAX, Eclipse 3.6

**INNO WORKS, HYDERABAD, INDIA JAN2009-FEB2010**

**Role: Java Developer**

**Project Description:** Involved in deployment of full Software Development Life Cycle (SDLC) of the tracking systems Requirement gathering, Conceptual design, Analysis, Detail design, Development, System Testing, and User Acceptance.

**Responsibilities:**

* Involved in the requirement gathering and was the direct point of contact with the client.
* Strong hands – on experience with **Object – Oriented Design** and **Programming**.
* Developed Web Service Provider methods using **WSDL, XML** and **SOAP** for **transferring data** between the **Applications**.
* Used **AJAX** for **developing asynchronous web applications** on client side.
* Implementing Struts **MVC concepts**.
* Fixing bugs during the **System testing, production deployment** and **Support**.
* Involved in **code review**, **deployment, test cases** at **all levels of testing**.
* Resolving **issues, defects reported**.
* Extensively **Used AJAX** calls to send **parameters** and **fetch data based** on the **user-triggered events**.
* Manipulated **data to both send and fetch data** from **sever** through GET and **POST** requests.
* Used **CSS. HTML** to make **effective** and **cross-browser** compatible **front-end pages** with attractive and easy to use **functionalities**.

**Environment:** HTML, CSS, XML, Java Script, J Query, AJAX, WSDL, XML, and Eclipse

**Education Details:** Bachelors from Jawaharlal Nehru Technology University of Hyderabad