**YASHWANTH**

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**CAREER OVERVIEW:**

* 8+ years of experience in IT industry includes experience in Salesforce.com CRM Platform.
* Actively participated in multiple phases of SDLC - Feasibility, Implementation, Production and Development.
* Experience in integration using web services, sales, Marketing and financial cloud.
* Great understanding of programming languages and object oriented concepts.
* Involved in Data modeling, Data management and Writing SOQL and SOSL queries.
* Programming using Salesforce SFDC (Apex, Visual force), Java, JavaScript, CSS and Python and their use in the development of CRM solutions.
* Expertise in designing and developing enterprise and web applications using Java and J2EE technologies like Core Java, JDBC, Servlets, HTML and CSS, XML, JavaScript.
* Management, Customer Service/Case Management, Contact management, Campaign Management, Role Hierarchy in various environments.
* Used Java Script for the Web page validation for server side validation of the data
* Coordinated both internal and 3rd party developers and SFDC professional services to provide solution suggestions and constructive feedback Informatica,jiterbit.
* Strong experience with SFDC configuration and customization. Programming with APEX APIs, APEX Webservices (REST and SOAP), APEX Triggers, and implementing new instances of Salesforce.com
* Worked on Service cloud, Sales Cloud, supported cases, developed workflows and triggers for automated case resolutions.
* Designed of Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers, Triggers and various other components as per the client and application requirements.
* Worked on Inbound and outbound change sets to deploy the metadata from one environment to different environments.
* Experience working on leads, case management, web-to-lead, Web-to case, Email-to-case by using service cloud application.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team
* Worked on Inbound Email services to track the emails into custom object.
* Experience in implementing the Many-to-many, Look-up and Master-Detail relationships and excellent understanding of Roles, Profiles, Role Hierarchies, Permission sets and sharing rules in Salesforce.
* Automating the business Processes using Approval Process, Process Builder, Workflows, Escalation Rules and Auto-Response Rules.
* Have excellent knowledge in implementing Batch Apex, Schedule Jobs and scheduling reports and dashboards.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**.
* .Worked on Sales cloud, service cloud, Customer Portal and salesforce Chatter.
* Worked on service cloud, supporting cases, developed Workflows and Triggers for automated case resolution
* Extensive experience in designing of custom objects, custom fields, Pick-list, Page layouts, Workflow, Approval  Process, custom Tabs, reports, Dashboards,according to application requirements.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with Salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Worked on building and embed Lightning Components in Visualforce Page by using new Lightning Out feature by event-driven programming, Where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Experience in Aura framework, Lightning Components and Salesforce Lightning Design System (SLDS)
* Used Sales Wave analytics app with Salesforce to perform other integrations and customizations
* .Implemented and Consumed Knowledge Base Dashboards Reports App Exchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Created Processes to automate different tasks using Salesforce lightning process builder.
* Developed lightning Experiences using custom and standard lightning components, styling using CSS.
* Lightning Experiences migration included Building and customization of lite App and rollout.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Migration to lightning Experiences hence increased productivity of the sales team.
* Experience working on Salesforce lightning to boost productivity of the sales team.
* Good Experience in developing Salesforce Lightning Apps, Components, Controllers and CSS.
* Experience with customizing Visualforce to align with  Salesforce new Lightning UI
* Experience with migration to lightning process included Lite Application customization, Lightning App Builder and Lightning rollout.
* Configuration and administration of salesforce.com Enterprise Edition.
* Maintained and customized salesforce.com scope such as users, Profiles, Roles, Groups, Accounts, Contacts, Record types, Sharing rule, Custom objects , Pick lists, Permission sets , Work Flows and Page layout Customizations to support Vital business Functions.
* Developed, Launched and Managed in depth dashboards and reports for all team functions on Management and Individual levels.
* Provide support to support 200 sales force users worldwide and act as a primary point of contact for End user support.
* Designed junction objects to establish Many to Many relationship and implemented various features like Relationships, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Strong communication and inter-personal skills with ability to work well in a dynamic team environment.

**Technical Skills:**

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| **Salesforce.com Technologies** | SOQL, SOSL , Apex Data Loader, Analytic Snapshots, Case Management Automation.(Email-to-case, web-to-case)Reporting and Analytics of Sales(Reports and dashboards) Service cloud, Workbench ,Data Import Wizard, Process Builder, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Flows, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects, Salesforce Lightening |
| **Scripting Languages** | HTML, XML, Java script HTML, AJAX, XML, CSS, JSP, JQuery, and Bootstrap. |
| **Web Services** | WSDL, SOAP/REST API, SOAP, REST, WSDL. |
| **DatabaseForce.com** | Databases Force.com DB MySQL, MySQL, IBM DB2 LUW, Oracle 9i/10g.  ETL/Integration Tools Force.com, Data loader, Force.com Workbench, Informatica, DBA.Project Management Tools, JIRA Version One. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) QTP, Win runner, Bugzilla, and Sandbox testing. |
| **Salesforce cloud** | Sales, service ,Marketing, Sales Force chatter, App exchange |

**Education:**

Bachelors in Information Systems Technology-JNTU 2006 -2010

**Certification:**

Dev-401

**Professional Experience:**

**Sr. Sales Force Admin/Developer**

**BarClays, Wilmington, DE Jan 2017 to Current**

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**Responsibilities**

* **W**orked as a lead developer for a small team. Assisted Users with report design and Management. Managed the database for the team
* Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, Visual Workflows (flows), custom reports.
* Designed and built visual force controllers like standard controller, custom controller, Accessing data by using standard controller as well associated standard controller by using visual force page.
* Build controller extension as well order of extension in Visualforce page..
* Done testing on custom controllers as well controller extension.
* Great understanding of programming languages and object oriented concepts.
* Coordinated both internal and 3rd party developers and SFDC professional services to provide solution suggestions and constructive feedback Informatica,jiterbit.
* Developed Lightning components using Aura Framework which also included client-side AngularJS.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic Developed Lightning Apps using Lightning Design System for Salesforce.
* Formatted and migrated the user data into Lightning Experience. Tested the Lightning components
* Lightning components and added Design Parameters from Lightning Design System(LDS) .Customized Lightning components were built using Java script on client side and Apex on server side
* Work on data migration based on the plan and demonstrate completed work to the customer at regular intervals .
* Involved in Data modeling, Data management and Writing SOQL and SOSL queries.
* Programming using Salesforce SFDC (Apex, Visual force), Java, JavaScript, CSS and Python and their use in the development of CRM solutions.
* Strong experience with SFDC configuration and customization. Programming with APEX APIs, APEX Webservices (REST and SOAP), APEX Triggers, and implementing new instances of Salesforce.com
* Designed of Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers, Triggers and various other components as per the client and application requirements.
* Worked on Inbound and outbound change sets to deploy the metadata from one environment to different environments.
* Experience working on leads, case management, web-to-lead, Web-to case, Email-to-case.
* Experience in working with Salesforce.com sandbox and production environments.
* Worked on Sales force Customization, Security Controls, creating profiles, roles, users, record types, page layouts and email services.
* Experience in implementing the Many-to-many, Look-up and Master-Detail relationships and excellent understanding of Roles, Profiles, Role Hierarchies, Permission sets and sharing rules in Salesforce.
* Automating the business Processes using Approval Process, Process Builder, Workflows, Escalation Rules and Auto-Response Rules.
* Have excellent knowledge in implementing Batch Apex, Schedule Jobs and scheduling reports and dashboards.
* Responsible for helping to capture business requirements, identifying appropriate data sources, Data quality issues.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management.
* Used Sales Force Automation (SFA) for Sales Lead Management, Account and Contract Management and Approvals and Workflow.
* Worked on building and embed Lightning Components in Visualforce Page by using new Lightning Out feature by event-driven programming, where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction
* Implemented and Consumed Knowledge Base Dashboards & Reports App Exchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Salesforce implementations using Sales cloud and Service Cloud through chain set
* Created Processes to automate different tasks using Salesforce lightning process builder.
* Developed lightning Experiences using custom and standard lightning components, styling using CSS.
* Lightning Experiences migration included Building and customization of lite App and rollout.
* Configuration and administration of salesforce.com Enterprise Edition.
* Maintained and customized salesforce.com scope such as users, Profiles, Roles, Groups, Accounts, Contacts, Record types, Sharing rule, Custom objects , Pick lists, Permission sets , Work Flows and Page layout Customizations to support Vital business Functions.
* Developed Reports, Dashboards and Continuously Monitor data quality and Integrity
* Removed duplicate data to maintain data Integrity
* Assisted Users with report design and Management
* Managed the database for the team.
* Designed junction objects to establish Many to Many relationship and implemented various features like Relationships, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.

**Environment:** CRM Salesforce, Sales Cloud, Service Cloud, Community Cloud, Visualforce,

Apex, SOQL, SOSL, HTML, JavaScript, Salesforce Administration, CRM, SFDC, SF.com, Sales Force, sales-force, Salesforce.com, Salesforce Wave Analytics, Continuous Integration, Case Test Automation, Salesforce Lightning

**Sales Force Admin/Developer Jan 2016 to Dec 2016**

**Polaris Consulting & services, Tampa-Florida**

**Responsibilities:**

* Analyzed the business requirements and mapped to Sales force.
* Involved in data migration from Excel to Sales force using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Creating templates, creating Power Forms, and working with Salesforce and Drawloop integrations.
* Worked on Service cloud on managing cases, Case History, Assign Tasks and create key metrics with customized reports and dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experience in web technologies like HTML, CSS and JavaScript, JQuery.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Integrated Sales force with Microsoft Outlook to synchronize contacts, events and tasks
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Project includes system architecture, security, workflow, integration, user interface design, analytics, data integrity and customer & partner Communities on the SFDC Unlimited edition.
* Worked on Apex classes, controllers, controller extensions.
* Integrated with External sources by making callouts that used SOAP/REST.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups
* Designed various HTML Email templates for Auto-Response to customers.
* Deployment of code from sandbox to production using Force.com IDE tool.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Wrote SOQL, SOSL considering the governor limits.
* Integrated Sales force CRM with Siebel CRM explicitly using web services API.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated.

**Environment:**Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in ,CSS,J-Query,SOAP/REST

**Sales Force Admin/Developer**

Synaptic Ap Oct2012-Dec2015

Description: Building SFDC application that facilitates Organization Users to view their customers in a unified way and generate customized user Information and customer reports accordingly. The project also involved data migration from three legacy systems to Salesforce. Without a single unified database, it was not possible to track and maintain interactions with customers. The goal of the project was also to enable global sales to facilitate collaboration and manage sales on-demand.   
   
Responsibilities:    
• Developed visual force page using the extension controller as per the client requirement, created custom objects and fields using visual force pages.   
• Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management.  
• Used Sales Force Automation (SFA) for Sales Lead Management, Account and Contract Management and Approvals and Workflow.   
• Followed development best practices.   
• Manage Data Migration and Data Integration activities across platforms.   
• Define, measure and track business and performance metrics of the solution using various analysis.   
• Implemented the change management process suitable across all initiatives.   
• Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules as per application requirements.   
• Used SOAP and REST web services for Integration with third party API's.   
• Developed apex classes and triggers to implement the business logic as per the requirement.   
• Created profiles, roles and sharing rules, page layouts, Email services, Custom objects, Relationships.   
• Implemented picklists, dependent picklists, lookups, master detail relationship, validation and formulafields to the custom objects.   
• Worked on various salesforce.com standard objects like accounts, contacts, cases, opportunities, leads, campaigns, report and dashboards.   
• Created Email templates, approval process, approval page layouts and defined approval actions on themto automate process.   
• Used SOQL and SOSLqueries with APEX.   
• Created Processes to automate different tasks using Salesforce lightning process builder.   
• Customized existing Visualforce to align with salesforce new Lightning UI experience.   
• Developed lightning experience using custom and standard lightning components, Styling using CSS.   
• Lightning experience migration included Building and customization of lite App and rollout.   
• Migration to lightning experience, hence increased productivity of the sales team.   
   
Environment: Salesforce.com unlimited edition, Salesforce Lightning, Sales Cloud, Apex Language, Visual Force (Pages, component and controllers), AppExchange, Apttus, HTML, Web services, Reports, Custom Objects, workflow and approvals, reports, custom objects, custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, Excel, Validation rules.

**Java developer**

**SoftLabs Group, INDIA Jul2009 - Aug 2012**

**Responsibilities:**

* Involved in preparing requirement, high level and low level design documents.
* Interacted with Portfolio Architect and Business Analyst for requirements gathering, Business analysis, and for other system dependencies.
* Used JavaScript and JQuery to perform client side validations
* Expertise in designing and developing enterprise and web applications using Java and J2EE technologies like Core Java, JDBC, Servlets, HTML and CSS, XML, JavaScript.
* Designed and validated the business rules for Banking, Credit Card, and Corporate Card.
* Designed the Application based on J2EE Architecture for server side and designed the front-end.
* Designed the front end using JSP and HTML, and process flow between front-end and server side components.
* Used Java Script for the Web page validation for server side validation of the data
* Developed a rich and interactive graphical user interface by extensive usage of Web Forms.
* Designed Use Cases for all specified modules in UML.
* Responsible for implementation and integration testing of the system.

**Environment:** Java, JSP, Servlets, HTML, JDBC, JDK, Tomcat, Windows XP