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| |  |  | | --- | --- | | **Rajesh Ambavaram Mobile:** **2176507300**  **rambavaram19@gmail.com** |  | |

**PROFESSIONAL SUMMARY:**

* Have around 7 **years** of experience in design and development of applications using **Salesforce & .NET technologies.**
* Strong IT experience in Software Development that includes all phases of **Requirement Analysis, Design, Development, UAT** and maintenance of Product / business applications including Cloud Based, Web Applications, Windows Applications, Web Services, Windows Services, Client-Server applications.
* Worked closely with Business Users to enable business processes using **SFDC**
* Experience working across various **SFDC implementations** covering **Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.**
* Experience in SFDC development using **Apex classes** and **Triggers**, V**isual Force, Force.com IDE, SOQL, SOSL**
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.**
* In-depth experience in CRM business processes like **Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, Case Management.**
* Extensive experience in analyzing business requirements, entity relationships and converting to **Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.**
* Experience in integrating **Salesforce with ERP applications like SAP using Informatics-on-Demand.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements
* Experience in **migrating data** from **legacy systems to Salesforce using Apex Data Loader.**
* Hands on experience with Apex Language, Apex Trigger, Apex Class, **Apex Test Methods**, **Apex Web Service**, Visualforce Pages, Visualforce Components & Controllers
* Configured and maintained user **security permissions** in compliance with organizational needs
* Extensive experience in web page designing using **ASP.NET3.5**, **ASP.NET4.0** and **C#.NET4.0**, **ADO.NET**, **WCF**, **Web services**, **Windows Services**, **XML**, **Java script**, **AJAX**, **HTML**, **CSS** and MVC Architectures.
* Proficiency in Object Oriented Languages like **C++,C# Java, J2EE, JSP, Servlets** and other Java technologies
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP**
* Experience in databases such as **SQL Server, Oracle and MySQL**
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Strong knowledge & experience working in teams implementing **Agile Methodologies**.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments
* Worked on **batch jobs** replication processes, **CICS** transactions, building a database engine using **JAVA,** also worked with **SOA** tool/**SOAP UI** tool for online API's and also well versed on management tools like **HP Quality Center.**

**TECHNICAL SKILLS**:

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| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| Languages | Apex, Visualforce, Java, HTML, CSS, PL-SQL, C. |
| Tools | Apex Data loader, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in, Force.com Explorer, HP Quality Center, JIRA. |
| Database | MS SQL Server 2000/2005, PL/SQL,Oracle 8i/9i/10g,MS Access, and  DB2. |
| SDLC | Rational Unified Process (RUP), UML, Use cases and Use case diagrams, Class/ State diagrams, Entity Relationship Diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| Operating Systems | Windows XP/Vista/7, UNIX. |

**PROFESSIONAL EXPERIENCE:**

**Client: Emblem Health, Aug 2017- March 2018**

**Location:**New York City**, NY**

# Role: Salesforce Developer/Administrator

**RESPONSIBILITIES:**

* Created a complete Case Management System using **Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript.**
* Create a user interface in Lightning using **Aura components, CSS, Bootstrap** for a user to enter case details and submit in to Salesforce.
* Created a complete file **upload in Lightning, Apex classes and SOQL** so that users can attach files in the form and upload them to Salesforce case record.
* Create a lookup using **Lightning, Apex classes and SOSL to lookup Users** and add them as a Case Team to the case record.
* Used **Salesforce Lightning Inspector** to debug the lightning components during the development process.
* Used **Salesforce1 simulator** during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the **lightning controller** and **helper methods** to perform **DML operations on the case records.**
* Created Test methods to make sure the **code coverage of apex class and triggers** is above 90%.
* Created various **email templates** based on various stages of case progression.
* Created **triggers to send out emails** to the case owner and case team along with the attachments after the case record is created.
* Developed **Apex Classes**, **Apex Triggers**, **Workflows** and Approval **Processes** for various functional needs in the application.
* Created various **html email templates** for sending Email notification using Journey Builder.
* Designed, and deployed the **Custom objects**, **Custom tabs**, **validation rules**, **Workflow Rules,** Auto-Response Rules, **Page layouts, Components**, **Visual Force Pages** to suit to the needs of the application.
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com SObjects.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Configured Email Sends and Journeys in Salesforce **Marketing Cloud**
* Created Custom Landing Pages using bootstrap, html and content builder Created Mobile and PC responsive Email Templates and Landing Pages
* Maintained data cleanliness and accuracy by adding various **Custom validation rules** and **Custom** **formulas.**
* Created **workflow rules** to send out email alerts and assign the cases to queues.
* Provided ongoing **salesforce.com** maintenance support and **administration** services.

**Environment:** Lightning, Apex, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Java Script, HTML, CSS, Salesforce Apex Data Loader, HTML, Java Script, Dashboards, Security Controls, Custom Objects, Apex Classes/Controllers, Workflow and Approvals, Reports, Force.com Eclipse IDE.

**Client: CAPTIAL ONE Nov 2015 – Aug 2017**

**Location: Chicago, IL**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
* Designed, developed and deployed the **Custom Apps**, **Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes** to suit to the needs of the application.
* Attended daily meetings, weekly scrum meetings and sprint review meetings.
* Developed **Apex Classes**, **Apex Triggers**, **Workflows** and Approval **Processes** for various functional needs in the application.
* Created various **Visual force/html email templates** for Email Alerts using triggers and approval process for the clients and customers.
* Maintained data cleanliness and accuracy by adding various **Custom** **validation** **rules** and **Custom formulas.**
* Worked on Test Cases by developing Test Classes to meet the required Code Coverage in salesforce.
* Used **Streaming API** to implement push and publish service as per the client requirement.
* Created **Profiles, Roles and Permission Sets** for all the users in the organization.
* Worked on **Data Mapping** using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce.
* Worked with **SQL Server management studio** to execute complex SQL queries using client and salesforce schema
* Worked with **Data Loader** to update, insert and delete records using excel sheets as a part of the data migration.
* Used XML based Web Services using SOAP/WSDL for common interface across all internal and external application and users.
* Worked on the UI layer coding JSP with HTML, DHTML, CSS Java Script, Jquery.
* Worked on **Data cleaning** with excel sheets to avoid duplicate records using **External ID**.
* Used the **Sandbox** for testing the developed App after migrating some test data from client application.
* Used **Salesforce Developer Console** to execute apex codes and SOQL Queries to verify Salesforce data.
* Provided ongoing salesforce.com maintenance support and administration services including periodic data cleansing and fixing runtime issues.

**Environment:**

Saleforce.com platform, Apex Language, Triggers, Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls.

**Client: UbnqTech Jun 2012 – April 2015**

**Location: Hyderabad, India**

# Role: Salesforce Developer/Administrator

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. The company’s software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

**Responsibilities:**

* Developed sales and marketing apps on Salesforce.com platform using CRM Process.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Used Sales Force Automation (SFA) for Sales Lead Management, Account and Contact Management and Approvals and Workflow.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* 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, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**

Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls.

**Client: Iblesoft Jun 2010 – May 2012**

**Location: Bangalore, India**

# Role: .Net Developer

As part of a statewide Highway Safety Grant project, a Web based application was designed to collect and transmit various forms of data. It provides officers with all of the functionality needed to record and retrieve incident information wherever and whenever an incident occurs. The application provides organizations with a state-of-the-art information management to streamline and automate the capture and transfer of incident data in the field.

**Responsibilities:**

* Worked closely with analysts and architects to understand the framework of the application.
* Followed **Agile/Scrum** methodology with 2 weeks of sprint.
* Collected and analyzed requirements and based on them created logical data model and designed database.
* Designed pages using **HTML, CSS** and also used **JavaScript** to change design at runtime.
* Created **Web pages** with **ASP.NET** using **Master Pages** with **C#** and **VB.NET** as programming languages.
* Developed **Validation** rules both client side and server side using **JavaScript** and **Validation Controls**.
* Used **ASP.NET AJAX** to improve the performance of the application.
* Written **Stored Procedures, Views, User defined functions** in **SQL Server** and used **ADO.NET** classes extensively for performing **CRUD** operations.
* Developed Windows based application using **Windows Presentation Foundation (WPF)**.
* Used **WPF** to create and import data into excel files.
* Converting **MS Access** applications to **SQL Server/.NET** systems.
* Worked on other modules with **Oracle** as database and Toad for **SQL** development.
* Created and consumed **WCF s**ervices to expose business functionality for intranet and internet users.
* Created reports using **Crystal Reports** and **SSRS**.
* Used **Team Foundation Server (TFS)** for version control, defect tracking and document collaboration tool.
* Troubleshooting and Resolving application problems.
* Client side validations using **JavaScript**

**Environment: ASP.NET, C#, .NET Framework 3.0/3.5, VB.NET ,WCF,WPF, ADO.NET, SQL Server, Oracle 10g/9i, Toad, MS Access, Crystal Reports, Team Foundation Server.**

**EDUCATION & CERTIFICATIONS:**

* Bachelors in computers science from JNTU, India-2010