**Professional Summary:**Over 8 Years of IT experience and 5+ Years of experience in Salesforce.com CRM Platform as Developer / Administrator and integration in Sales cloud and Service Cloud.

* **Salesforce Certified Developer ( 401) and Administrator ( 201)**
* Hands on experience in gathering and documenting business requirements. Involved in creating Epics and Backlog Grooming.
* Expert in Documentation of Business process and implementation of improved process measuring KPI's. Experienced with known technique User Stories for capturing high-level requirements.
* Worked on sales cloud and service cloud functionalities like web to lead, Creating and Updating accounts, contacts, opportunities, sales orders, submitting the sales orders, web to case, call center as well as service automation.
* Hands on Experience working with Custom Objects, Custom Fields, Pick list, Apex Triggers, Apex Classes and Visualforce pages.
* Experience in Customization and development of the setup menu by modifying the page layouts, creation of assignment rules, and picking out the list values.
* Experience in Salesforce.com Configuration, such as Page Layouts, Record Types, Validation Rules, Workflows, Email templates, Approval Processes.
* Experience in Implementing Security model through profiles, permission sets, sharing rules and sharing settings at object, field and record level.
* Worked on creating Report Types, Reports, Dashboards, Dynamic dashboards and scheduling reports.
* Experience in configuring & customizing the Apptus CPQ and CLM tools.
* Extensive experience in customization, configuration, Apex, and integration tools like Apex Data Loader in Data Migration from Traditional Applications to Sales Force using Data Loader Utility.
* Experience in Lightning Component and Lightning App Builder.
* Proficient in creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Hands on development experience in creating Lightning Applications on Salesforce1.
* Experienced in developing Lightening pages using Aura Framework.
* Experience in importing and exporting bulk data by using Apex data loader.
* Involved in developing and good knowledge on Salesforce Object Query Language (SOQL).
* Experience in development of REST API to access the salesforce data using standard REST protocols and SOAP API to integrate organization data with other applications and Bulk API based web services used for custom development.
* Experience in web technologies like HTML, CSS, JavaScript.
* Experience in Testing of development within a staging Sandbox before the final submission.
* Extensive knowledge on migration techniques: Change Sets and Ant
* Coordinated with internal and client leadership teams to manage completion of Go-Live test cycles with highest level of patient care and within goals.
* Excellent Problem solving, Analytical, Communication and interpersonal skills with the ability to communicate confidently with all levels of employers.

**Technical Skills:**

* **Salesforce Technologies**
* **Sales Force CRM**-Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), S-Controls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-
* **Programing Languages**Apex, Java
* **Database** SOSL, SOQL
* **Salesforce Tools** Eclipse, Apex Data Loader, ANT
* **Configuration Skills**
* **Workflow**: time-dependent actions, field updates, email alerts, task Creation and Custom Object development; Field creation, Page Layout Creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, SFDC
* **Web Technologies** Visualforce Pages, HTML, JavaScript, CSS
* **Web Services** REST, SOAP

**Qualification:**

* Bachelors in Pharmacy, Osmania University, Hyderabad, India

**Professional Experience**

**Freddie Mac, Mclean, VA April 2017- Present**

**Role: Salesforce Lightning Developer.**

**Responsibilities:**

* Created multiple custom objects, custom fields, relationship between two objects, page layouts and record types.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightening.
* Experience to develop rich user interface and better interaction of pages.
* Retrieved data and its functionality from Third-Party API's and displayed within the lightning component.
* Designed multiple custom lightning components.
* Managed Different SFDC Sandbox environments for Dev/UAT environments.
* Worked extensively with lightning process builder flows, Connect API, Chatter and quick Action
* Configured Customer portal which allows users to Create and Manage their Licenses which is Custom Object.
* Developed Validation rules, workflows, and formulas in different scenarios.
* Designed Test Scenarios and Expected results for the Use Cases and documented them and Worked on Regression tests based on fixes and new enhancements.
* Configured/Created Profiles, Roles, and Permission Sets, Sharing Settings, custom settings for the organization and setting up Field-level, Object-level security rules for the application.
* Worked on Reports and Dashboards.
* Used Apex Data Loader to Load the data in to application.
* Used a tool named Snapshot, Force.com IDE migration tool for deploying the Force.com components (Apex Classes, Objects, Triggers, Visualforce page components, Visual Force pages) from sandbox to sandbox and sandbox to production environment.
* Used Salesforce Workbench to validate the data.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Involved in migrating data into application using apex data loader through CSV files. Installed and configured apex data loader.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created Training documents for the users to use our application.
* Created Knowledge based articles and Application SOP.
* Involved in unit testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Documented the support process for the project.

**Environment:** Saleforce.com, Service cloud, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sandbox data loading, Eclipse IDE, Windows

**Well Care, Tampa, FL May 2016 – April 2017**

**Role: Salesforce Developer.**

**Responsibilities:**

* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities
* Developed several Triggers, Apex classes and Visual force pages as part of the application development
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler
* Implemented Escalation rules, Automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Configured federated login to ensure that single sign on in implemented across the company
* Enabled Salesforce connections between partner sales force orgs and the client's org.
* Good knowledge in Creating Formula Fields, Validation Rules, Workflow and approvals for the Flexibility and functionality of force platform application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient
* Performed Data Migration from legacy system to Force.com with knowledge of Data Mapping and also used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, Eclipse IDE Plug-in.

**Fox Entertainment, Los Angeles, NV Sep 2015 - May 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, other Standard Objects Reports and Dashboards.
* As SFDC administrator interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Created Custom Profiles, Roles and Public groups to restrict the data access to the unwanted internal users depending on their job responsibilities.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs.
* Implemented Formula fields, Validation Rules, Approval Process, Workflow Rules, Workflow Approvals, and Sharing Rules.
* Created page layouts, search layouts to organize custom fields, custom buttons, custom links, related lists and other components on a record detail and edit pages.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
* Worked with Conga Mail Merge application from AppExchange.
* Involved in creating, monitoring and measuring campaigns with Salesforce CRM Marketing.
* Written Apex Classes, Controllers, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Created multiple Visualforce pages for various requirement needs.
* Configured Campaign Management, Campaign Influence and Lead Conversion.
* Evaluated Data entry, import processes and ensure proper Data quality standards exist for the Salesforce.com application.
* Used SOQL & SOSL with consideration to governor Limits for data manipulation needs of the application using platform database objects.
* 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.
* Used Debugger to test the Data, fix the Data flow and fix the mapping. Used Mapping Sessions and Workflow-level Parameters.
* Designed Custom components, used then in Visualforce pages along with AJAX for partial page refresh.
* Developed UI using HTML, CSS, and Visual Force components and used JavaScript for front-end validation.
* Worked with scheduling Apex Batch jobs for processing large records.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce Objects. Used it to read, extract and load the data from CSV (comma separated values) files.
* Added and configured Workflow rules, time triggered.
* Deployed Sandbox application into Production by creating Change Sets.

**Environment**: Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/Standard Objects, Tabs, Page layouts, Approvals, Reports, Workflows, SOSL/SOQL queries, Eclipse, Force.com Eclipse Plug-in, Salesforce.com Sandbox, HTML, CSS, Java Script, Web Services, AJAX, Email Services, Sandbox data loading.

**Energy Transfer, Houston TX Nov 2013 - Aug 2015**

**Role: Salesforce Admin/BA**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Prepared Business Requirement Document (BRD) and then converted business requirements into Functional Requirements Specification (FRS).
* Implemented Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Data Flow Diagrams, Activity Diagrams and ER diagrams.
* Worked extensively with MS- Visio to document requirements, create the AS-IS and TO-BE process flow diagrams.
* Created profiles and implemented Object level, field-level and record-level security.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management.
* 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.
* Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.

**Environment**: Project Management Tools, Salesforce.com Platform, Rational, Rational Rose, Reports, Dashboards, MS Word, PowerPoint, Excel.

**Wipro Technologies, Hyderabad Mar 2010 –Sep 2013**

**Role: Business Analyst**

**Responsibilities:**

* Supervised and trained peers and new employees. Worked in multiple projects, with Procure-to-Pay, Administration Management and Web Application knowledge.
* Gathered & Prioritized Requirements by building a Prioritized Requirements Matrix
* Analyzed and developed “as-is” vs. “to-be” environments
* Analyzed comprehensive all relevant Business Processes and Work-Flows
* Developed and managed comprehensive Project Management Plan
* Delivered Project Charter
* Analyzed the corporate-level technology stack for integration into proposed systems
* Co-ordinated with Onsite Supervisor and Managers, for related process requirements to finalize the deal.
* Involved in negotiating client development, as part of a Project Budget team.
* Conducted client meetings to develop requirements for customer needs.
* Prepared Master Requirement Sheet with requirements and corresponding technology.
* Reviewed requirements and technical proposals, with Time Estimation.