**Keerthi C**

Salesforce Lightning Developer

**PROFESSIONAL SUMMARY**:

A Salesforce professional with over 6 years of experience as Salesforce Developer, Administrator and Analyst with domain experience in OIL and Gas, Telecommunications,Financial, Health care Insuranceand Non-profit Organizations in Software Development and support of applications.

* 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.
* Experience with developing a complete Case Management System using **Lightning Components, Controllers, Helper Methods, and Style Sheets.**
* Hands on experience in Salesforce.com CRM **integration, developing and deploying custom integration solutions.**
* Experience working with Salesforce.com **Sandbox and Production Environments.**
* Excellent skills in **creating/troubleshooting/modifying Apex code and Visual force pages.**
* Experience in **Apex coding** to implement the complex business logic within the **Governor Limits** enforced by Salesforce.
* 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.**
* Hands on **Design, Implementation, Module Integration** experience for recent three projects.
* **Expertise in implementing Force.com** Design, Development, Test and deploy Custom objects and enhancements, Page layouts, Workflows and alerts within SFDC and leveraging chatter feed through API.
* Experienced in **Apex Classes, Controllers & Triggers** considering governor limits and various other components as per the client and application requirements.
* Good knowledge in querying salesforce objects, using **SOQL** and **SOSL**.
* Experienced working with **Batch and Scheduled Apex Jobs-** writing Classes, Tests and evaluation of any failures/errors in nightly jobs.
* Knowledge of **Salesforce.com CRM** and its Development Life Cycle including Scrum (Agile).
* Expertise in using tools such as **Data Loader, Data.com, Import wizard and People Import.**
* **Hands on experience working and coordinating with Off-shore team throughout Product Development Lifecycle.**
* Working knowledge of **Case Assignment, Case escalation rules and Knowledge Management**.
* Working knowledge of SFDC Reports and Financial force **reports**.
* Worked with Salesforce **Communities** Application to manage **Ideas and Answers.**
* Adept at developing the front end user interface and custom applications using Apex, Visual Force Pages, **JavaScript** and AJAX.
* Extensive experience in monitoring, troubleshooting and supporting **Salesforce CRM** based applications and infrastructure
* Expert in **configuration** and **customization of Salesforce.com** application using apex & Visual force.
* Extensive exposure to **Apex & visual force** programming **for implementing complex business logic.**
* Expertise in building user interface in salesforce.com using Visual force.
* Expertise in Integration with Web Services both real time as well as batch process.
* Expertise in building Reports and Dashboards in salesforce.com.
* Expertise in writing the batch process using batch apex process.
* Strong understanding and **implementing technologies** like **Web Services, XML, XSLT, SOAP, AJAX and Java.**

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce.com | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Salesforce.com, Roles & Profiles |
| Languages  /Methodologies | Apex, Visualforce, XML, JavaScript, Agile |
| Technologies | Salesforce, Ajax, JQuery, Web Services, SOAP, WSDL, HTML, Web 2.0 |
| Tools and Utilities | Data Loader, Force Eclipse IDE, Ant, Visual Studio Visual Studio Team Suite, Subversion, IE Web Developer, Mozilla Firebug, SaaS |
| Databases | Oracle, SQL server 2000/2005/2008 |
| Operating Systems | Windows XP/ VISTA/7, Red Hat Linux and Unix. |

**PROFESSIONAL WORK EXPERIENCE:**

**Client: Verizon Communications, Inc.Aug 2016 – TILL DATE**

**Role: Salesforce Developer**

**Location: Dallas, TX**

Verizon Communications Inc. is a holding company. The Company, through its subsidiaries, provides communications, information and entertainment products and services to consumers, businesses and governmental agencies. Its segments include Wireless and Wireline. The Wireless segment offers communications products and services, including wireless voice and data services and equipment sales, to consumer, business and government customers across the United States. The Wireline segment offers voice, data and video communications products and services, such as broadband video, data center and cloud services, security and managed network services, and local and long distance voice services.

**RESPONSIBILITIES:**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, Visual Workflows (flows), custom reports, dashboards Visual Force Pages to suit to the needs of the application.
* Created several workflows by defining rules, approval processes and related actions which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.
* Create a user interface in Lightning using Aura components for a user to enter case details and submit in to Salesforce.
* Created a complete file upload utility 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 utility 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.
* 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:** Saleforce platform, Apex Language, Lightning, Visualforce (Pages, Component & Controllers),Data Loader, HTML, Java Script,Jquery, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services.

**Client: TransCanada CorporationMay 2015 – Jul 2016**

**Role: Salesforce Developer**

**Location: Houston, TX**

TransCanada Corporation is a major North American energy company, based in Calgary, Alberta, Canada, developing and operating energy infrastructure in North America. Its pipeline network connects virtually to all major gas supply basins in North America. TransCanada is one of the continent’s largest providers of gas storage and related services with huge storage capacity.

**RESPONSIBILITIES:**.

* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, Visual Workflows (flows), custom reports, dashboards Visual Force Pages to suit to the needs of the application.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.
* Wrote several SOQL & SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Integrated the third party web services using callouts by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com and developed own WebServices.
* Worked on the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Worked on Force.com Explorer for querying SalesForce database using SOQL &SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Agile Development Methodology was followed for the implementation.
* Conducted Business Process Review sessions to analyze the existing and to-be implemented business processes for Clients.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Worked on VisualForce Language to develop Visual Force pages, overriding buttons, links and tabs, custom components, templates, integrating email etc.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool.

**Client: PCORIOct 2014 – Apr 2015**

**Role: Salesforce Developer**

**Location : Washington DC**

The Patient-Centered Outcomes Research Institute (PCORI) is a United States-based non-governmental institute created as part of a modification to the Social Security Act by clauses in the Patient Protection and Affordable Care Act. It is a government-sponsored organization charged with investigating the relative effectiveness of various medical treatments.

**RESPONSIBILITIES:**

* Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the support team.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed Integration using Call Outs, Triggers and Out bound messages.
* Extensively implemented Visual Flows for automatic sales and service process in Sales, and Service Cloud.
* Implemented mass data loads and pre-deployment testing. Scheduled Apex Batch jobs for processing large records.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic Designing and developing custom business logic.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages. Enabling Custom objects with Chatter feed and leveraging chatter feed through API.
* Developed various Custom Reports and deployed them for different business user levels.
* Used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents. Good experience with Change Management.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Implemented Case Management for internal help IT desk to automate support functions like case and solution management.
* Creating and managing Customer portals, Self-service portals, knowledge and cases via portals. Pages Development for Service cloud / Portal Websites.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com. Extract, and load data from comma separated values (CSV) files
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Environment:** Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force, SalesForce.com Data Loader, Security Controls, HTML, Java Script, Sandbox, Eclipse IDE Plug-in, Github.

**Client: Blue Cross Blue Shield ( BCBS ) Apr 2013 – Sep 2014**

## Role: Salesforce Developer/Administrator

**Location : Dallas, TX**

BCBS is an organization providing health insurance in United States to more than 106 million people. It acts as administrator of Medicare in many states or regions of the US and provide coverage to state government employees as well as to the federal government employees under a nationwide option of the Federal Employees Health Benefits Program.

**RESPONSIBILITIES:**

* Involved in writing case escalation rules, the workflows for automated lead routing.
* Involved in creating record types based on organization requirements and for the ease of business users.
* Involved in design and development of different views and page layouts for different profiles.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers.
* Automated sharing rules whenever there is a new change instead of using an Apex trigger.
* Worked with various Salesforce objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visual force Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, Controllers, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs.

**Client: Perceptive Software Jul 2012 – Mar 2013**

## Role: Salesforce Developer/Administrator

**Location : Shawnee, KS**

It is a software firm that develops enterprise content management (ECM), business process management (BPM), and document output management (DOM) applications. Core components of this software are document and records management, document imaging, enterprise information management, e-Forms, records and information management (RIM).

**RESPONSIBILITIES:**

* Worked on standard salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports.
* Performed the roles of Salesforce.com Administrator in the organization.
* Created workflow rules and defined related tasks, validation rules, Auto-Response Rules, Approval process, email alerts and templates and field updates.
* Responsible for creation of users, roles, profiles and customization of reports and dashboards as per the client requirement.
* Defined lookup and master-detail relationships on the objects.
* Implemented new enhancements, including creation of custom objects, custom fields, custom tabs.
* Implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies.
* Defined object and field level security.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Lightning components, Data Loader, Controllers, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services.

**Academic Qualifications:**

* Bachelor of Technology, Andhra University, India.