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**Krishna Teja**

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**CERTIFICATIONS:**

* **Certified in Salesforce Administrator – (ADM 201**)
* **Certified in Salesforce Developer - (DEV 401)**

**PROFESSIONAL SUMMARY:**

* **Salesforce Certified Professional (DEV 401, ADM 201)** with around 7 years of professional IT experience with strong Object Oriented Analysis, Designing and Programming skills including 4+ years of experience on **Salesforce CRM and Force.com platform** and 3+ years on Java/Web application development.
* Experience working on **Salesforce.com implementations** as covering **Sales Cloud and Service Cloud, Chatter & AppExchange** applications.
* Experience in creating **Custom tabs, custom objects, fields, formula fields**, **field dependencies, picklists, multi-select picklist, various Buttons**, **record types, Queues, public groups and communities**.
* Expertise in analyzing business requirements, **entity relationships** and creating **Salesforce.com custom objects, lookup relationships, master-detail relationships, junction objects.**
* Worked on creating and modifying **page layouts, search layouts, related lists.**
* In depth understanding of CRM business processes like **Forecasting, Campaign Management, Lead Management, Account Management, Opportunity Management** **and Case Management**.
* Strong experience in creating **Email-to-Case, Web-to-Case, Web-to-Lead**.
* Build the organization's **role hierarchy** by adding the **Roles** as per the organization structure and created **custom profiles** to satisfy the organization's hierarchy.
* Implemented **Record-Level and Field-Level security** and configured their **sharing settings and sharing rules**.
* Maintained and gave permissions to **communication templates** based on Profiles.
* Hands on experience in creating **Workflows** **(Rules and Actions), Time Triggered Workflows**, **Approval processes, Validation rules, Lead Assignment Rules and Auto Response Rules.**
* Experience in converting **Workflows** and configuring **salesforce.com** to meet business requirements.
* Maintained **company profile effectively (business hours, holidays**).
* Experience in creating **Reports and Dashboards** and **analytical snapshots** required for management in order to maintain data quality and integrity.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Worked on Setting up **Live Agent** as part of Case Management implementation inside Service Cloud.
* Implemented Wave Analytics dashboards for business customers.
* Experience in data migration from **Excel, MS outlook** and **Legacy Systems** using **Data Loader, Import Wizard.**
* Hands on experience with databases administration and query language
* Familiarity with Functional knowledge in developing **Apex Classes, Triggers, Test Classes, Visualforce pages** and handling **Apex** Governor Limits.
* Strong experience on setting up and managing **salesforce partner communities, security controls using profile, permission set, OWD, role hierarchy and sharing rules.**
* Used Visualforce in development mode to change the behavior and appearance using **Visualforce components**.
* Used **Visualforce Templates and Placeholders** to encapsulate page elements to be reused across several **Visualforce pages**.
* Familiarity with **Force.com** developer toolkit **Apex Classes** and ability to work independently
* Experience in web technologies like **HTML, XML, CSS, JSP, and JavaScript**.
* Good exposure in writing **SQL and PL/SQL** programming with **Oracle and MS-SQL Server**.
* Worked with **Dynamic Apex** to access **sObject** and **Field** describe information, execute dynamic **SOQL, SOSL and DML queries.**
* Expertise in working on **APEX Web services API, Scheduled jobs and APEX Batch jobs.**
* Experience in SFDC **Integration** using **Web services API (REST API and SOAP API),** and **Apex Programming, Salesforce.com Service Cloud, Sales Cloud**. Integrated Salesforce with in-house legacy systems using **Apex Web services** and outbound messaging.
* Migrated Metadata from **Sandbox to Sandbox** and **Sandbox to Production**.
* Extended existing Salesforce functionality to meet new business requirements including the development of the **event management and marketing system.**
* Experience in **Installing** and **configuring Salesforce.com AppExchange Apps**.
* Experience in providing **UAT Support** and write up **User Manuals for the Salesforce Applications**
* Experience in coordinating and collaborating with **offshore** teams.
* Experience in providing **training and support to internal business users**.
* Managed all aspects of project including **planning, timelines and project meetings**.

**TECHNICALSKILLS:**

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| **Salesforce technologies:** | Apex Class, Workflows, Validation, Approval Process, Trigger, Reports, Dashboards and Visualforce (Pages, Component & Controllers) Security Controls, Email Templates, User Profiles and Roles, Standard and Custom Objects, **Communities**, Case Management, Lead Management, **Sales Cloud, Service Cloud, Marketing Cloud**. |
| **WebTools/ Technologies:** | HTML, CSS, JavaScript, Web services, JDBC, Servlets |
| **Programming Languages:** | Java, Apex, C, C++ |
| **Operating Systems:** | MS Windows, UNIX, Mac OS-9/10 |
| **Databases:** | MS SQL, MS Access, Oracle |
| **DataManagement&Tools** | Eclipse, SQL Enterprise Manager, SQL Query Analyzer, ER-Win, MS Visio, **Apex data loader, Marketo, Steelbrick (CPQ tool).** |
| **Reporting tools** | SFDC Report Builder, Microsoft Excel, and MS Access. |

**EDUCATION:**

* Bachelors in Electronics and Communication Engineering Graduated in May 2011 from SNIST University, India.

**PROFESSIONAL EXPERIENCE:**

**Client: SafeWay, Pleasanton- CA Nov 2015– Present.**

**Role: Sr. Salesforce Admin**

**Responsibilities:**

* Involved in **developing new Salesforce applications** for continually growing sales department.
* **Administered Salesforce CRM applications** for Sales, Marketing and Support Departments. Involved in creating multiple analytical **Reports**, with varying degreee of complexity.
* Analyzed and Created **Custom Profiles** as required for the business needs and implemented **Object level**, **Field level and Record level** security.
* Strong hands on experience with **Salesforce partner community** set up and security control using **Profiles, Permission Sets**, **OWD, Role Hierarchy, Sharing Rules.**
* Customized **Page Layouts** for Salesforce.com Standard and Custom objects
* Designed, implemented and deployed **Custom objects, custom tabs and fields.**
* Defined **lookup and master-detail relationships** on the objects and **created junction objects** to establish connectivity among objects.
* Extensive experience on **Force.com Sites, Site.com and Communities.**
* Implemented **role hierarchies, sharing rules and record level permissions** to provide shared access among different users.
* Configured **security and organizational hierarchy** for sales for salesforce implementation.
* Created **Email Templates in Text, HTML and Visualforce** necessary for the application.
* Created **web-to case, web-to-leads and email-to-case** as per the requirements.
* Experience working with **Marketo tool** in order to avoid duplicate Leads/Contacts to be entered into Salesforce.
* Used Visualforce page as a container for third-party framework such as Angular JS.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Experinece in building Visualforce pages with the use of AngularJS and Salesforce Lightining Design System.
* Used **Steel Brick (CPQ Tool**) as Quote to Cash.
* Managing communities and administrative work on **communities**.
* Developed **Quote templates, Quote previews** according the company’s requirements and representing them accordingly.
* Experience in building Single page applications and are often used Angular Js to built it.
* Handled pricing mode of the products by presenting the quotes using Steel brick.
* Integrated Salesforce data and external data into Wave Analytics to enable users to explore and visualize the data with explorer and designer.
* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Handles **product rules** to display Quote templates and also handles the discount rates depending on the products.
* Involved in Design and development of **Workflows rules and actions, time triggered Workflowss, triggers, validation rules and other customizations with Salesforce.**
* Created **APEX triggers, classes, test methods and Visualforce pages** to implement custom functionality.
* Developed **Unit test class** for **Apex class** and worked **for improving code coverage**.
* Developed **SOQL and SOSL queries** to get data from different related objects and **Used Force.com Explorer for SOQL testing** with consideration to **Governor Limits for data manipulation** needs of the application.
* Used **REST API** for implementing **Web Service Definition Language (WSDL)** in the application for access to data from external systems and web sites.
* Worked to **integrate database with Salesforce applications**. Imported accounts and contacts data through **Import Wizard**.
* Responsible for all the activities related to configuring **Data Loader**, **uploading data in CSV files** into salesforce.com, checking for integrity of the data.
* Design, develop and implement solutions for the Steek Brick CPQ system deployed on the Salesforce platform
* Also worked with other **databases in order to integrate data** into salesforce.
* Configured **Reports** for custom objects and associated them to **Dashboard**.
* Co-ordinating and supporting offshore teams using **Chatter** teams/groups.
* Created unit test cases and coordinated change requests to drive the business requirements during **Integration** and Testing stages.
* Managed multiple **sandbox environments** and used standard tools to convey **Change Management**.

**Environment:** alesforce.com, **Marketo, Steel Brick**, **Apex Classes**, **Visualforce** Pages, **Visualforce** Components, Data Loader, **Workflows** Alerts, App Exchange, Approvals, **Validation Rules**, Sharing rules, **Reports**, Web Service, **REST** **API**, Standard & Custom Objects, Tabs, **Email Templates**, Roles, Profiles, HTML**, Change Sets**, Sandbox, Force.com IDE.

**Client : Verizon,TX Aug 2014 – Oct 2015.**

**Role: Salesforce Developer.**

**Responsibilities:**

* Responsible for maintaining the functional areas of data management, contacts, leads, campaigns, opportunities, case, projects, assets, **Dashboards**, **Reports** and any other customization.
* Responsible for maintaining the functional areas of data management, contacts, leads, campaigns, opportunities, case, projects, assets, **Dashboards**, **Reports** and any other customization.
* Created **Profiles, Roles** based on **Organization role hierarchy** and implemented **Record-Level and Field-Level security**.
* Creation of new **users, custom fields, custom layouts, Page layouts, tasks, email alerts and field updates**.
* Responsible for creating **Sharing rules** among all the users in Different **Roles and Subordinates**.
* Responsible for creating **Queues**, **Workflows rules** and tasks to share and automate work to the users in the Queue.
* Creation of **Text and HTML templates** for auto generated email services from Salesforce.
* Rollout custom branded communities and worked on Salesforce Wave Analytics.
* Created Wave Analytics datasets and dashboard that aids in the ability to evaluate login history.
* Designing and develop **Approval process and Workflows rules.**
* Defined various **Validation rules** to validate the data in the application.
* Implemented **Workflows and Process Builder** for the organization with respect to salesforce.com implementation.
* Developed Apps to create a cross platform web app to access Salesforce data using **REST API**.
* Configured **Connected App** to Integrate Salesforce.com with two External JAVA Applications using **REST API**.
* Experience working on Oracle with salesforce using **Informatica** on Demand (ETL tool)
* Developed **Apex triggers, classes, Visualforce pages** and controllers for custom functionality.
* Worked with SKUID to develop UI’s to provide client with assortment of options.
* Worked with **data loader for updating** to and exporting huge chunk of data from Salesforce.
* Responsible for managing functional areas of **data management**, such as **data analysis and data migration from database to salesforce.com.**
* Developed and configured various **Custom Reports and Report Folders** for different user profiles based on the need in the organization.
* Developed and **managed Dashboards** for all **team functions** at both **management** and **individual level**
* Developed and deployed new apps using the **Eclipse IDE, Force IDE, change Sets**.
* Used the **sandbox for testing and created managed packages** and migrated them between Sandbox and Production environments for final implementations.

**Environment:** Saleforce.com Enterprise Edition, **Eclipse IDE**, App Exchange, **Visualforce** Pages, Data Loader, HTML, **Reports**, **Process Builders**, Lightening Experience, Custom Objects, Custom Tabs, **Security Controls**, Data Management**, Informatica** #Y435100 on Demand, **Lead processes**, Connected Apps, Sales Processes, Record types, **Reports**, **Dashboards**, Change sets and Sandbox.

**Client:Sheridan Health Care, Sunride-FL Oct 2012 – July 2014.**

**Role: Java Developer.**

* Responsible for Requirements gathering, Conceptual Design, Analysis, Detail Design, Development, System Testing, User Acceptance Testing, Data Validation, Version Controlling and deployment.
* Involved in the development of programming user interface design and front-end (HTML) for the Web application using HTML, Typescript & CSS to the requirements of the client. Followed Agile & Scrum Methodology for development of the product.
* Extensively use agile development methodology and project planning.
* Develop secure web applications and server side development using ORM - Intershop, Spring, AJAX, JSP, JSTL, Servlet, Java Beans, JavaScript, JSON, Jquery, HTML, Oracle, and various Design Patterns.
* Application is built mainly on UI technologies like Typescript, Angular 2, Bootstrap and core HTML5 and CSS3.
* Skilled at consuming and producing JSON data by building REST APIs.
* Experienced in React JS and working with React Flux architecture.
* Used Java Messaging artifacts using JMS for sending out automated notification emails to respective users of the application.
* Develop code to call the web service/API to fetch the data and populate on the UI using jQuery/AJAX.
* Develop DAOs (Data Access Object) using Hibernate as ORM to interact with Oracle database.
* Worked on selection binding and result binding for Wave dashboard.
* Experience with AWS S3 services creating buckets, configuring buckets with permissions, logging, versioning and tagging.
* Build Python Django forms for recording of data for online users and writing test cases using PyTest.
* Use Angular JS 2.0 as framework to create a Single Page Application (SPA) which can bind data to specific views and synchronize data with server.
* Develop Web Services to integrate with the External System.
* Design and code portions of all tiers of the application: JavaScript, Jquery, CSS, JSON and Ajax in the Web front end REST Web services written in Using Jersey JAX-RS Restful web services.
* Implement, modify client side features using WebAPI, REST, AngularJS, Angular 2, Type Script, Reactive Extensions (RxJS), AJAX, JSON, JavaScript, CSS, HTML.
* Create AngularJS controllers, directives, models for different modules in the front end.
* Wrote Python scripts to parse JSON documents and load the data in MongoDB.
* Develop and implement software models for software systems and analyze all business requirements for processes.
* Implement OAuth 2, SAML 2 for AAA; Single Sign On (SSO) using Spring Security
* Design and develop Rest Based Webservices using Jersey framework.
* Develop applications using latest technologies like spring, hibernate (using annotations), and REST based Web services, XML API and tools.
* Use spring framework for integrating the MVC components with business services.
* Implement Data Access Layer (DAL) using Spring Data and Hibernate ORM tool.
* Design and development web-application for business reporting and systems monitoring and troubleshooting; using J2EE, Tomcat.

**Environment:** Java, J2EE, Spring, Hibernate, O Auth 2.0, SSO, Java Script, JQuery, JMS, CSS, HTML, JDBC, Spring Security, Eclipse, ANT, Apache Tomcat server, Windows Azure Cloud, Design Patterns.

**Client: Kolachi Advanced Technologies, Bangalore, India. July 2011– Sept 2012.**

**Role: Java Developer.**

**Responsibilities:**

* Involved in requirements gathering and analysis from the existing system. Captured requirements using Use Cases and Sequence Diagrams.
* Developed the application using **Struts**, **Servlets** and **JSP** for the presentation layer along with **JavaScript** for the client side validations.
* Developed and used **JSP custom tags** in the web **tier** to dynamically generate **web pages.**
* Worked with **Struts** (MVC Paradigm) components such as **Action Mapping, Action class, Dispatch action class, Action Form bean.**
* Implemented **spring** service layer with dependency wiring, transaction, DAO and annotations.
* Used Hibernate to do the object relational mapping between the tables and java objects.
* Wrote Test Cases using **JUNIT** as a framework.
* Developed a code for **Web services** using **XML**, **SOAP**and used **SOAP UI** tool for testing the services
* Proficient in **testing Web Pages** functionalities and raising defects.
* Participated in **Code Reviews** for better quality assurance and **Debugged** the application Module.
* Deployed the application on **WebLogic** server
* Involved in planning process of iterations under the **Agile Scrum methodology.**
* Created and executed **SQL queries** to ensure data accuracy and also verified the tables using SQL.

**Environment:** **JAVA, J2EE, JUnit, ANT, AJAX, JSP, JavaScript, Eclipse, PL/SQL, SQL server2005, Servlets, HTML, XML, Spring 2.0, WebLogic 8.1.**