**Nagaraju (Certified Salesforce Developer/Administrator) **

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**Certifications:**

* Salesforce Certified Administrator (201)
* Salesforce Certified Platform Developer (PD-1)

**Summary:**

* **8plus years** of work experience in Application Software Designing, Development, Testing and Implementation across different functional areas. **6 years of experience on salesforce.com involving on configuration, customization, integration, communities, deployment, supporting CRM application and classic to lightning migration, creating lightning components using lightning design system.**
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes
* Have experience in **Sales Cloud/Service Cloud.**
* Exposure to Web Based Application, Client Server based Application with **2 year**s of Java/J2EE development experience.
* Extensive experience on **Apex development** in creating Objects, **Triggers**, Apex Classes, Standard Controllers within Governor Limits.
* Exposure to **Custom Controllers and Controller Extensions**
* Have performed **page layout customization, page layout assignment** based on profiles and created custom links based on user requirement.
* Good understanding of **Data warehouse concepts** and its features like Star Schema, Snowflake Schema, SCD’s.
* Ability to write complex **SOQL, SOSL quiries** across multiple objects within the SFDC database.
* Thorough understanding and good experience on **Data Loader**.
* Experienced in **Creating Roles, Profiles,** **Users**, **Email Services**, **Page Layouts**, **Workflow** **Alerts** and **Actions**.
* Experienced in **Analysis, Design, Development** and **Testing** of the SFDC application according to the business requirement.
* Generated various **Reports, Dashboards** and **Approval Processes.** Experience in Implementing and executing **System Logs and Debug Logs**.
* Good exposure to **Restful Web Services.**
* Experience in data migration and integration using **Apex Data Loader**, **Jitterbit Data Loader** and **Lexiloader.**
* Experience in **source version control system** (SVN, GIT).
* Have experience in using **Ant, TestNG** and **Junit**.
* Used **Jenkins/GIT** as continuous integration tool.
* Expert in SFDC Administrative skills like creating **Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks** and **Events**. Experienced working with **salesforce.com sandbox** and **production environments**, also with Eclipse IDE Force.com Plug-in environments.
* Extensive Knowledge on Salesforce end to end implementation.
* Exploring **App exchange applications** and integrating them with Salesforce.
* Created Web Services for handling requests and API based applications using **REST or SOAP**-based web services (SOA)
* Extensively worked on web technologies like **HTML, XML, CSS, JSP**, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.

**Education:**

* Bachelor of Technology

**Technical skills:**

Operating Systems: Linux, Windows, MacOs

SFDC Technologies: Salesforce CRM, Apex, Classes/Controllers, Workflow & Approvals, Case Management Automation, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, AJAX, Validation Rules, Formulae, Custom objects, Page Layouts, Record

Languages: Java, SQL, SOQL, Ruby, shell script, JavaScript, Apex

Salesforce Tools: Eclipse, Force.com IDE, Apex Data Loader, workbench

Web Technologies: JSP, J2EE security, JDBC, WSDL, JMS, Hibernate, JQuery, HTML, CSS

Databases: DB2, Oracle 9i/10g/11i, SQL Server, MS Access, Excel

Frameworks: Struts, Spring MVC, Play, Restful, Lego

Web/Application Severs: Weblogic, Websphere, Tomcat

**Professional Experience:**

**Genentech, SFO, CA Jan-2017 – Till Date**

**Role**:  Salesforce Lightning Developer

Description: Genentech became a member of the Roche Group in March of 2009. Genentech is a leading biotechnology company that discovers, develops, manufactures and commercializes medicines to treat patients with serious or life-threatening medical conditions.

**Responsibilities**:

* Gathered user requirements and involved in application **design discussions** and documentation for both **Post Sales and Pre-sales.**
* Hands on development experience in creating Lightning Applications on Salesforce1. Proficient in creating **Lightning Apps combining Lightning Design System**, Lightning App Builder and Lightning Component features.
* Lightning Experience Formatting and migrating user data into **LE**, Implemented Salesforce **Lightning Components** for small set of users within the organization.
* Created **multiple Lightning Components**, added CSS and Design Parameters from LDS(LightningDesign System) that makes the Lightning component look and feel better.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Migrating from Salesforce Classic to Lightning and created  **Lightning Components**.
* Built customized Lightning components replacing the existing ones; using **JavaScript on the client side and Apex on the server side.**
* Involved in **Workflow Management** Template creation and **Task Search page** generation.
* Was also involved in generation of rules to automate the process of **Creating Project, Auto assignment of Task, auto opening of successor** or **predecessor tasks**.
* Created **Util classes** and **Batch files** to clone Project, Phase and Tasks from its corresponding templates.
* Created VF page to display all sObject metadata on the Task template. These metadata were in turnused to dynamically display fields on Task Page
* Optimized the code to **resolve SOQL 101 errors**
* Created trigger to identify the **Seed** and **Node** of Proposals on a opportunity
* Created **dynamic VF Search pages** using **sObject parameters** and Components for **Service Console**
* Created Generic Pagination to handle 7+ data tables pagination on the search page from Service Console
* Helped Business Analysts with data scrub and UAT
* Co-ordinated and helped tester and users to complete testing and UAT
* Worked in Agile project model and involved in documenting IT Stories and scoping sprints
* Involved in **production deployment** for the sprint stories that our team owned.
* Was involved in integrating to external application using Rest API Calls
* Worked on synching **DocuSign** status and saving the Docs in SFDC
* Generated various of **Workflow, Triggers, Validation Rules, VF Components, VF pages, Controller class** etc.,
* Worked in parallel with multiple projects.
* Designed and generated **triggers, Vf pages** to capture County Partner and Lending Partner on a Service Contract.
* Managed **users, hierarchical roles, profiles, security controls** and territory management.
* Actively involved in **fixing production issues**.
* Implement **Salesforce.com Communities** and on-board users utilizing standard profiles and objects.
* Involved in setting up customer portal for better service process and solution management.
* Written Apex **REST web service** classes for inbound calls to salesforce from external applications; developed apex HTTP callout and generated Apex classes using WSDL2Apex (generated stubs) to invoke external application from salesforce to retrieve data and render in salesforce UI.

**Environment**: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, Email Services, HTML, Reports, Dashboards and Informatica, JavaScript, Eclipse IDE Plug-in, Data Loader, Java Script, CSS.

**Cloudely Sunnyvale, CA Jan - 2015 to Dec-2016**

**Role:** Salesforce Developer

Description: Ryder is fully integrated end-to-end transportation and logistics provider, it provides the solution to focus more on business as it implements and executes a customized strategy to meet the goals. As a fully diversified transportation and supply chain solutions company, it provides the unique portfolio of solutions in fleet management, dedicated transportation and supply chain management.

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, to better customize, and utilize the full functionality of the **Salesforce.com CRM solution**.
* Moved the tables like Opportunities, Accounts and Contacts to the **Salesforce CRM Standard objects**.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components**.
* Written **SOQL queries** against **force.com API**.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Using **Apex Data Loader** mapped data sources and loaded data into **Call Center application**.
* Used **Informatica Power Center** in synchronizing **SQL** and **Oracle** to the Salesforce application.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Enhanced the existing portal functionality and moved to **community cloud** for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Worked on **Community Cloud** implementations in two different portals.
* Worked on provisioning of community users, profiles and setup the community using **community builder.**
* Provide thought leadership and consultation throughout the life cycle of a **Salesforce Community Cloud** implementation.
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* Generated different reports like **standard, summary** and **matrix** for quarterly and half yearly sales.
* Used the **sandbox for testing** and **migrated** the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.
* Worked with Approval processes that used **Email Approval steps**.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Responsible for setting up **web service integrations**, Worked with **Web Services (REST API's)**.
* Implemented **Salesforce.com web services** client using Salesforce web services API, Java, XML and partner WSDL.
* Implemented **Agile Methodologies, Test Driven Development (TDD)** with continuous builds and controlling iterative and incremental projects.
* Work on Chatter and Email integration features related to Sales cloud and Marketing cloud. Involved in **design, development, planning, testing** and **integration** of **Salesforce cloud services**.
* Created highly **customized UI** with help of **Visualforce pages** and components to fit the look and feel of the community to the Org.

**Environment**: Saleforce.com platform, Apex Language, Mule soft, Visual Force Pages, Custom Component, HTML, Web Services, WSDL, SOAP, ETL tools, Eclipse IDE Plug-in.

**Macy's, Johns Creek, GA Dec - 2012 to Dec-2015**

**Role: Salesforce Developer/** **Administrator**

Description: Macy’s Technology provides operational electronic data processing and management information services to all the company’s operations. It develops and supports an integrated line of high-performance retail, e-commerce, knowledge management, and data warehouse technology for all levels within Macy’s, Inc. The Technical area of MST relies on programming and related IT expertise to develop, implement, update, and maintain electronics systems and applications for the business.

**Responsibilities:**

* Engaged with the sales team and business analysts to gather business and user requirements.
* Provide solution design to implement the requested functionality in salesforce.
* Worked on **Salesforce.com Community implementation and customization**.
* Wrote custom **Visualforce pages** for community login and portal features.
* Wrote **apex triggers** to update the community user profiles for various status changes.
* Proficiency in **Single Sign on** (SSO) configuration on **ETL Informatica Cloud.**
* Configure **salesforce objects** like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create **Standard reports** and **Custom reports**.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Setting up **Service Cloud Console**, Cases (Web to case, email to case), Solutions, Case Assignment, and **CTI Interfaces**.
* Accomplished custom integration of outbound messages, workflows & approvals, reports, dashboards, Custom Objects and Tabs, Email Services and Security Controls.
* Created a new login to identify any **MARKETO** modifications to Lead and Contact records within Salesforce.
* Worked extensively on **Salesforce Community Cloud**. Created various customer support communities with which customers/partners can directly with the business and upload files, any data.
* Special projects & Ad-hoc analysis relating to, but not limited to new product launches, software/SaaS tool launches, and organizational process changes.
* Communicate the power of the **Community Cloud** to stakeholders and defining Salesforce lighting components to replace visual force pages.
* Helped developers to develop various custom objects, tabs, components and Visualforce Pages and controllers and created and deployed several reports using salesforce.com platform.
* Implemented **Community Cloud** lightning components in working ability for conversion of visual force pages into lightning.
* Involved in CRM process like Design, development, planning, testing and integration of Salesforce Cloud services, data and accounts.
* Shared perspective and knowledge of **Community Cloud** Practice initiatives with team members.
* Creation of **Change Management Tickets** prior to the production release and tracking the tasks in a Project management application.
* Created various communities in salesforce in order to meet the business requirements.
* Developed and deployed **workflows, Reports, Approval processes** using salesforce.com platform.
* Developed **reports, dashboards** and **processes** to continuously monitor data quality and integrity.
* Created and used **Email templates in HTML, Custom** and **Visualforce format**.
* Created **Visualforce Pages** to provide **UI** to the custom objects.
* Automated Commission payment through **Salesforce** and **Xactly.**
* Created **email templates** and **inbound emails** using Visualforce for the clients and customers.
* Maintained **data cleanliness** and **accuracy** by adding custom validation rules, custom formulas, reports and dashboards.
* Developed **JSON** and **XML** based Web Services using **SOAP/WSDL** for common interface across all internal and external application and users.
* Integrated **Salesforce CRM** and the legacy system using Cast Iron Integration tools like **Informatica, ETL Cloud Systems**.
* Developed a **Proof of Concept** for to **leverage Wave Analytics**.
* Created Wave applications by generating various **Data Sets, Data Flows** and working with **JSON files** and using **SOQL.**
* Developed **Apex Classes, Controller** and **Apex Triggers** for various functional needs in the application.
* Maintaining test coverage for all the **classes** and **triggers** and supporting deployment activities.
* Used Change Sets to deploy code from sandbox to sandbox and production environment.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Design **UI screens** using **JSP, CSS, Java Script** and **HTML.**
* Created various **Profiles, Roles** and **Page Layouts** and configured the Permissions based on the Organization hierarchy requirements. Hands on experience on using languages like **HTML, DHTML, HTML5** in attaching page content like data, images and videos
* 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.

**Environment**: Saleforce.com platform, Force.com ide, Apex, Visualforce (Pages, Component & Controllers), Pages, Wave analytics, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Apttus, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, ETL, Eclipse IDE Plug-in, Eclipse, Java, SOAP, WSDL & RESTful Web Services

**Client:** **Avantel Soft Tech Ltd, India Oct-2011 to Sept-2012**

**Role**:  Salesforce Administrator

Description: Avantel follows the well designed methodology and expertise to support the right decision through decision, development and maintenance. It combines the flexibility and creativity for the start-up with solutions. It is networked with right tools, technologies and equipment to create value for global clients.

**Responsibilities**:

* Developed and Unit tested the enhancement projects using **agile** and **water fall methodologies**.
* Created profiles and implemented Object and **field level security** to hide critical information on the profile users.
* Worked on various **salesforce.com standard objects** like **Accounts, Contacts, Cases, Leads, Campaigns, Reports.**
* Worked on developing multiple projects in parallel along with the support of different applications
* Designed, and deployed the **Custom objects, Entity-Relationship data model, validation rules** on the objects and tabs,
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* **Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.
* Communicated and collaborated with upper managements and senior business partners to define Project In-Scope and Out-Of-Scope, Strategies and Deliverable.
* Used the sandbox for **testing** and **migrated the code to the deployment** instance after testing.
* Interacted with the **Salesforce.com** premium tech support team on a regular basis.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity
* Used the **Force.com explorer/Developer** console to build and **test SOQL** and **SOSL queries**.
* Created Visual Force Pages to override the standard functionality of New and Edit buttons.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed various types **Email templates** for auto response to customers.
* Developed custom reports to assist managers and report folders to provide report accessibility personnel.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Client:** **Magnaquest Solutions, India Aug-2009 to Sept-2011**

**Role**:  Java/J2EE Developer

Description: Magnaquest is an enterprise solutions and products company. It provides solutions in the areas of subscriber billing, customer relationship management, service fulfillment, and identity and access

management. It has been acknowledged as an expert with advanced solutions providing the exceptional value to enterprise large and small.

**Responsibilities**:

* Provided day-to-day technical support in maintaining system. Identified, analyzed, and resolved problems in system.
* **Analyzed, Designed, Implemented** and Unit tested new enhancements/Bug fixes identified in
* **Webservices and Websphere** Commerce applications in system.
* Monitored the application performance using tools like **Wily Introscope**.
* Developed and maintained technical documentation on the new enhancements and design changes.
* Communicated with the **Business User** to identify business requirement. Analyzed and converted the same into functional requirement.
* Communicated and collaborated with upper managements and senior business partners to define the Project In-Scope and Out-Of-Scope, Strategies and Deliverable.
* Requirement **Analysis** and **Detail Test Estimate**.
* Co-ordination with **System Architect** and **Development Team** for test data setup during system testing.
* Worked with **Database triggers** for a change data capture testing.
* Involved in development of **stateless session beans**.
* Experience working **Point-Point Queue** and **PUB-SUB**.
* Deployed applications to **Websphere Application Server** for **Quality Testing** and **Acceptance Testing**.
* Involved in end to end development using variety of coding frameworks including **Java/J2EE, EJB** and web based frameworks like **JQuery, JSON, JavaScript**.
* Good Exposure to Collections.
* Hands on experience with **Core Java techniques.**
* Interactions with mid-tier session beans and converters for exposure to **Business Logic and DB’s**.
* Handled Implementation **classes** and **Interfaces.**
* Strong exposure to **DAO’s, DTO’s, Model Objects**.

**Environment**: J2EE 1.3 specification, IBM WAS 5.0, WSAD 5.1.2, Spring 2.0.6, Struts 1.1, Hibernate 2.0, XML, SOAP, REST, JSP 1.2, EJB 2.0, JSTL 1.2, IBM MQ Series 5.1, HTML, JDBC, JavaScript, Servlets 2.3, SVN, Oracle9i, Unix.