Ravi Teja Kollipara

Sr Salesforce Developer/Admin

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**PROFESSIONAL SUMMARY:**

* Over 8 years of professional IT experience in Salesforce.com CRM platform both as Administrator and Developer.
* Certified Salesforce Administrator and Developer proficient in Waterfall development, test-driven, Iterative, Agile/Scrum environment.
* Experienced in developing **Visual force pages, Triggers, Controllers** and **Apex Classes.**
* Have extensive Experience as software developer with good development skills in **Java, APEX Web Services API**, **JavaScript, CRM, AJAX, CSS, Visual Force, Scheduled jobs and APEX Batch jobs**.
* Expertise in junction objects designing and implementation of various advanced fields like **Work Flows, Picklist, Field Dependencies, Custom Formula Fields, Validation Rules, field updates, configurations and defined related tasks, Approval Processes for automated alerts, and Email** generation according to requirements of application.
* Experience on managing the Communities.
* Experience in various **Standard objects** like **Contacts, Accounts,** **Cases, Leads, opportunities, Products, Price books, Dashboards and Campaigns, Reports**.
* Experience in querying database in salesforce.com using **SOSL** and **SOQL** queries with **Force.com Explorer**.
* Experience in Generating **Reports, Dashboards,** customized reports and analyzing the data in [salesforce.com](http://salesforce.com).
* Experience in **Salesforce** **Lightning** and used SLDS for developing **Lightning Components**, Server-Side Controller, Actions, Event and Lightning Bundle.
* Experience in customization of salesforce products like **Sales cloud, Service cloud, Partner portal and** **Customer portal.**
* Experience in **SQL, Oracle** and **PL/SQL** programming.
* Experience in using **continuous integration** tools like **JIRA**, **Bit bucket, Jenkins**, and other **DevOps** tools.
* Expertise in **Service Cloud, Sales Cloud** and Collaboration cloud of Salesforce.
* Experience in all stages of **Software Development Life Cycle (SDLC)** **Agile** and **Scrum** Methodologies.
* Implemented and used **Knowledge Base Dashboards** & Reports AppExchange for providing Reports and Dashboards that monitors the **Knowledge Base**.
* Worked on different aspects of **Web Services** (XML, WSDL, SOAP, REST).
* Experienced in **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Worked on Implementation of **security and sharing rules** at field, object, and record level for different users at various levels of organization. Also created various **Profiles,** **Roles** and configured the permissions based on the organizational hierarchy.
* Experience in **Scripting languages** like **PHP, Java Script, XML and HTML**.
* Excellent verbal and written communication skills to keep team members apprised of project status, goals, and resolving issues and conflicts.

**TECHNICAL SKILLSET:**

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| --- | --- |
| **Force.com** | Apex triggers, Apex Controllers, SOQL, SOSL, S-controls, [force.com](http://force.com) IDE (Eclipse), SOAP, REST. Visual force (pages & Components), |
| **SalesForce.com** | Formulas, Validation Rules, Roles, Profiles, Packages,Workflow & Approvals, Dashboards, Analytic Snapshots, Web Services, Lighting Bundle, Custom Objects, Email Templates. |
| **CRM Tools:** | Salesforce.com, Service Cloud, Chatter, Communities, Sales Cloud, Service Console |
| **SFDC Tools** | Force.com Data Loader, [Force.com](http://force.com) Explorer, Connect offline, Import Wizard, Force.com Platform (Sandbox, and Production), Dupe Eliminator, Marketo. |
| **Languages** | C++, C, Java, SQL, UNIX Shell Scripts |
| **Database** | MySQL 5.1, Oracle 8i/ 9i/ 10g/ 11g, Microsoft SQL Server 2000/2005/ 2008,  DB2 |
| **Frontend** | PowerBuilder, C++ Builder |
| **Web** | HTML, XML, CSS, JSP, JavaScript, WSDL |
| **Testing Tools** | Bugzilla, QC |
| **Platforms** | Windows, Linux (Ubuntu, Solaris) |

**PROFESSIONAL SUMMARY:**

**Client: Charter Communications, St Louis, MO**  **July’16** **– Till date**

**Salesforce.com Admin/Developer**

**Responsibilities:**

* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via **Cloud9.**
* Created Visualforce pages for custom login and configuration of communities. Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Used sandbox for testing and migrated the code for deployment instance after testing.
* Used **Force.com Eclipse IDE** plug-in to manage, author, debug and deploy **Force.com** applications in the Eclipse development environment.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports
* Implemented and used **Knowledge Base** Dashboards & Reports AppExchange for providing Reports and Dashboards
* Worked on customer portals and communities administration. Created Custom Dashboards for **community**
* Built apps with **Lightning** App **Builder**, **Lightning** **Components, Lightning Bundle, design** and **lightning** connect integrations across multiple connections.
* Effectively created **junction objects, picklists** and **dependent picklists** to establish connectivity among objects.
* Implemented and configured Salesforce **Lightning** UI.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production.
* Responsible for writing **SOSL & SOQL queries** with consideration to Governor Limits for data manipulation and needs of the application by using platform database objects.
* Implementing Webservice ( Rest API) between 3 salesforce Orgs to send and retrieve some information based on some criteria.
* Worked with standard objects of **Salesforce.com** like **Accounts**, **Leads,** **Contacts**, **Opportunities** and **Cases**.
* Responsible for gathering the requirements by coordinating with the business analysts, developers and project managers, in order to better customize, and utilize the full functionality of the **Salesforce.com** **CRM** solution.
* Developed **ETL mappings** and **ETL** workflows and implementation with enterprise **ETL** tools and deploying them in a production environment.
* Developed **Apex classes** and **Apex Triggers** and also managed and developed **approvals, validation rules, configurations, complex workflows, system triggers** and **assignment rules.**
* Defined the **lookup relationship** and **master-detail** relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.

**Environment**: Salesforce.com platform, force.com IDE, web services, custom and standard object, workflows and triggers, Lightening, Community, test cases – unit testing, validation rules, formula fields, data loader, sharing rules, apex classes.

**Client: First Tennessee Bank, Memphis, TN**  **Feb’15– June’16**

**Salesforce.com Admin/Developer**

**Responsibilities:**

* Worked with **SOSL & SOQL queries** with Governor Limitations to download and store data from Salesforce.com platform database.
* Developed various **Custom Objects, Tabs, validation rules, formula fields.**
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Implemented **customer community** and creating users, giving access of custom pages in customer community.
* Experience in developing various **lightning** **components**, events and lightning applications. Created lighting **Component** **tabs** and **Visualforce** **tabs**.
* Developed visual Force pages with JavaScript and Apex classes.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.
* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Events, Tasks, Contacts, Cases, Leads, Campaign, Reports** and **Dashboards**.
* Designed and deployed Approval Processes, validation rules, Custom tabs and Auto-Response for automation of business logic.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Extensive experience on **S controls, Visualforce pages** and **Page layouts** according to the Business requirements.
* Agile Development Methodology was followed for the implementation.
* Interacted with various Business users for requirements gathering.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Developed various Custom Objects, Tabs, Components and VisualForce Pages and Controllers
* Created and deployed Several Reports using salesforce.com platform.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in Text, HTML and **Visual Force** necessary for the application.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Pages, Data Loader, Workflow & Approvals, HTML, Java Script.

**Client: Cap Gemini, Philadelphia, PA May’14– Jan’15**

**Salesforce.com Admin/Developer**

**Responsibilities:**

* Performed the role of Salesforce.com **Developer** in the organization.
* Designed, and developed the **validation rules, Page layouts, workflow rules,** **Custom objects, Formula fields, tasks, Record Types, emails and alerts** to track customer related tasks and activities.
* Worked on T**riggers** to various types of business requirements.
* Worked on **Analytical Snapshots.**
* Developed several **custom Reports, Custom Report Types** to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Worked with **Salesforce.com**  for Application Setup activities and customization of the apps to match the functional needs of the organization.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Created and maintained reports to support the business in both SalesForce and CPQ.
* Developed **Controllers, Apex Classes and Apex Triggers** as per the requirements.
* Provided ongoing **Salesforce.com** administration and maintenance services which Included periodic data cleansing, custom objects, campaign management and workflows.
* Created junction objects to establish connectivity among objects.
* Created Custom Objects and also defined the lookup and master detail relationships on the objects. Used **field level security** along with **page layout** for managing the accessibility and visibility of fields for different profiles.
* Responsible for all activities related to the configuration of **Data Loader**, uploading the data in **CSV** files into salesforce.com and checking for the **correctness of data**.
* Developed **Visual Force Pages** to include additional functionality and wrote **Apex Classes** to provide functionality to the visual pages.

**Environment:** Force.com IDE, Workflow & Approvals, Analytical Snapshots, Custom objects, Validation Rules, Formula Fields, Data Loader, Visual force Pages, Reports and Dashboards, Triggers and Apex Classes.

**Client: Wells Fargo, Des Moines, IA Nov’12 - Apr’14**

**Salesforce Admin/Developer**

**Responsibilities:**

* Performed the role of Salesforce **Developer** and **administrator** in the organization.
* Created different **workflow rules and Approvals, Email Templates** to run the Territory Assignment rules.
* Integrated with external system using **Web Services Callouts** for cleansing the Address and save the data in the pages of salesforce.com.
* Developed and configured **Reports** for different user profiles based on the requirement of the organization.
* Worked on configuring, administering and maintaining Salesforce.com application **user profiles, Permissions, roles, generating security tokens, upgrade installation, validation Rule.**
* Worked with various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Territory Management, Reports and Dashboards**
* Designed and developed **validation rules, Custom objects, VisualForce Pages, Page layouts, Components, Formula fields** to suit to the needs of the application.
* Performed detailed analysis of technical and business requirements and also developed the **Apex classes** using other Platform based technologies like **Force.com IDE** and **VisualForce,.**
* Used the **Force.com IDE** for **testing and migrated** the code to the **deployment** instance after testing.
* Designed, developed and deployed **Apex Classes, Triggers, packages** for various functional needs in the application.
* Designed the Custom **VisualForce** pages for **Lead conversion**, **merging duplicates.**

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, VisualForce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**Client:** **Diplomat Pharmacy, Flint, MI Aug’10 - Oct’12**

**Salesforce Admin/Developer**

**Responsibilities:**

* Performed the role of **Salesforce Developer** and **Administrator** in the organization.
* Worked on salesforce.com setup activities and customized the apps to match the functional requirements of the organization.
* Worked on various salesforce.com standard objects like **Leads, Accounts, Campaigns, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Implemented **Web-to-lead** to track and solve leads from the company website.
* Developed and customized User interface in salesforce.com using Visual force, APEX controllers and Force.com IDE.
* Created different **workflow rules and Approvals** for various campaign processes.
* Ability to deploy code using Force.com IDE, Migration Tool and Change Sets.
* Designed and built custom applications using Force.com and [visualforce.com](http://visualforce.com).
* Created and deployed Reports using salesforce.com platform.
* Created **Controller Classes, APEX Classes** and **APEX Triggers** for various functional needs in the application.
* Implemented **Apttus Configure Price Quote (CPQ).**
* Monitored and maintained the data within the **CPQ.**
* Configured, Administered and maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Developed web services using Salesforce.com Web services API to provide data for third party clients.
* Created and used Email templates in HTML and Visualforce.
* Involved in Maintaining user roles, security controls, profiles and workflow rules.
* Configured, maintained and administered Salesforce.com application **roles,** **user profiles, assigning Permissions, validation Rule, generating security tokens** and **upgrade installation.**
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs of the organization.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, VisualForce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**Client:** **HDFC Bank - Hyderabad, India Jan’10 – July’10**

**Role: Java Developer**

**Responsibilities:**

* Designed Test Cases based on Use-Cases and Requirements in Test Director.
* Performed Functional, GUI, Regression testing and System-Integration.
* Recommended continuous process improvement, maintain the QA standards and artifacts.
* Examined Software defects and interacted with Analysts for resolving technical issues.
* Performed Smoke testing on latest versions.
* Designed the application in n-tier fashion as per struts based **MVC** architecture standards.
* Used SQL extensively for data integrity testing at backend.
* Maintained and Troubles hooted Network and its problems in the testing environment.
* Participated in Data Analysis, Business Analysis and Requirement Analysis.
* Maintained the requirements in Test Director and requirements are traced to Test Cases in Test Director.
* Tested application functionality and User Interface inconsistency.
* Developed and executed detailed Test Cases and Test Plans in Test Director.
* Involved in study and analysis of functional specifications for enhancement of existing functionality.
* Responsible for Acceptance Testing, Regression Testing and System Testing

**Environment:** Java, Java script, Windows 2000, Test Director, ASP, HTML, SQL Server 2000, MS-Word, MS-Project, Ms-Excel.