**GOUTHAM KANDIBANDA**

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**Skill Summary:**

* 7+ years of professional experience in **Application Software Designing, Development, Testing and Implementation in Salesforce CRM and Java Applications**.
* Around 5+ years of experience with **Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration**
* Experience in working with **Agile and Waterfall Methodologies**.
* Experience in standard Salesforce configuration that include **workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc**.
* Extensive experience in designing of **custom objects, custom fields, Picklists,Page layouts, Workflow Alerts & Actions, Validation Rules, Approval Processes, custom Tabs, custom reports, Report folders, Report extractions to various formats, design of Visualforce Pages, Record Types, Dashboards, and Email generation** according to application requirements
* Experience in Creating **User Roles, Role Hierarchies, Profiles, Permission sets**and **Sharing settings**to ensure that the protected data is available only to the authorized users
* Having good knowledge on salesforce.com **sharing rules and user access privileges.**
* Having good knowledge in writing **Test classes** before deploying into production.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Expertise in **customization, configuring, deploying** and integratingSalesforce.com CRM solutions
* Good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries using **Force.com** Explorer.
* Used different data tools –**Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Experience with **Web Services API**Implemented **SOAP**based Web Services using**TIBCO, SAP and Informatica Power Exchange.**
* Installed **Salesforce Apps,configured and maintained user security** permissions in compliance with organizational Needs.
* Used Force.com developer toolkit including **Apex classes**, **Apex triggers** and **Visual force pages** to develop custom business logic.
* Good Experience in developing **Custom Page Layouts, Workflows, and Relationships, lookups and Dependent Picklists.**
* Experience with Data migration and updates through the tool App Exchange Data loader in **Salesforce.com.**
* Added **formula fields** and **validationsrules** to new and existing objects and added custom functionality using **custom controllers**.
* Having good experience in Salesforce automation (SFA) and customer portal relationship.
* Proficient in learning new technologies and quickly adapting to new environment.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | **Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.** |
| **Salesforce Tools** | **Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).** |
| **Web Technologies** | **SOAP, REST, Apache 2.2, HTML5, CSS3, AJAX, jQuery, JavaScript, JSON, SVG, XML, SOAP, UDDI, WSDL, Web Services, REST** |
| **Programming Languages** | **APEX, JAVA, C#, C++** |
| **Databases** | **MySQL, SQL Server, MS Access, Oracle** |
| **Custom Integration** | **Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy.** |

**PROFESSIONAL SUMMARY:**

**OptumGlobal Solutions, Minneapolis, MN May 2014- Till date**

Optum is a health services platform which focuses on improving the health care system itself and including population health management, care delivery, clinical and operating elements of the system. This project is to develop accounts, contacts, campaigns including all contact with provider and relevant patient information. My role is to build the data structure, developing parts of the customization using **APEX** and **VISUAL FORCE**, resolving the technical issues, security planning and deployments.

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based **‘Force.com Eclipse IDE Plug-in’ tool** and **Visual force technology**.
* Developed **APEX triggers, classes, Visual Force pages**.
* Created and Customized the Dashboards and Reports with **Salesforce PRM**.
* Performed fields mapping of **Salesforce and Legacy CRM systems**.
* Involved in **system integration using Call Outs, Triggers and outbound messaging**.
* Performed **data migration** into salesforce application **using apex data loader** through CSV files.
* Created **custom controllers** implementing complex code for retrieval from Salesforce to **VISUALFORCE**pages.
* Developed **workflow rules and triggers** using Apex for updating Users based on Location records.
* Developed **Apex class and trigger to format phone/fax/zip code** in account object.
* Created User Interfaces using **HTML, CSS, AngularJS and JavaScript**.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Used **Informatica Power Exchange** for integrating the SFDC with legacy system.
* **Integrated SAP with Salesforce.com** with using SOAP web services.
* Developed mapping in multiples schema databases to load the incremental data load into dimensions.
* Used **XML serialization** for interacting with the database
* Involved in querying salesforce tables using **SOQL & SOSL** queries using Force.com Explorer.
* Performed detailed analysis of business and **technical requirements and designed the solution** by customizing various standard objects of **Salesforce.com (SFDC).**
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Created **Price books** and also migrated the active **Products** from these Price books.
* Created **Workflows and Approval processes and developed validation rules**.
* **Imported accounts and contacts data through Import Wizard.**
* Involved in **UNIT testing** and **Integration testing**.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Netsmart Technologies Inc., Overland Park, KS December 2012- April 2014**

**Role: Salesforce Developer/ Administrator**

Netsmart technologies Inc., is a health care information technology company which provides CareRecord which is an electronic health record for the health and human services community .**This project was based on implementing Salesforce CRM Enterprise Edition for service providers for better customer management.**

**Responsibilities:**

* Involved in **salesforce.com setup** activities and **customized**the apps to match the functional needs of the organization.
* Developed and Customized **User interface** in **salesforce.com**using **Visualforce, Apex controllers**and **Force.com IDE**.
* Designed and developed the web-based UI using **JavaScript**, **HTML** and **DHTML**.
* Designed and developed **Visualforce pages** and **controllers** for distribution enhancement.
* Built **apex classes** implementing **SOQL** statements within Eclipse to manage interaction with the database.
* Involved in migrating data from Oracle to Salesforce.com.
* Exposed**web services** using Salesforce.com **Webservices API** to provide data for third party clients.
* Developed **Email handlers** using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed **dynamic salesforce.com Visualforce pages using Java script and Ajax toolkit**.
* Established **deployment strategy for implementing Salesforce.com changes**.
* Created and deployed several Reports using **salesforce.com platform.**
* Created **Visualforce email templates** and also automated Email Process to send installation instructions to new and existing customers.
* Used **CSS** in **HTML code to better manage look and feel of web pages**.
* Created summary reports, matrix reports, pie charts and Dashboards to assist the business team.
* Worked intensely on **custom objects, triggers and workflows**.
* Designed and build custom applications using **Force.com and Visualforce.com**.
* Used Apex Explorer for viewing [salesforce.com](http://salesforce.com/) data.

**Environment**: Saleforce.com platform, JavaScript, Apex, Visualforce, Force.com IDE, SOQL, Email Services Triggers, HTML, CSS, Apex Data Loader, Eclipse.

**Hertz, Oklahoma City, OK January 2012- November 2012**

**Role: Salesforce.com Developer/ADMIN**

## Responsibilities:

## Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.

* Created **Workflow rules**and **defined related tasks, email alerts, and field updates**.
* Implemented **Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects**.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Created various **Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements**.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic**.
* Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Involved in setting up the **UAT** environment and
* **Involved in writing test cases** in order to cover the code coverage as well to migrate the development components into different environments
* Worked on maintaining the complete **contract management using Apptus**.
* Involved in collecting the data during contracting process back in to the salesforce instance using **Apptus**.
* Worked on the application of Service Cloud in Salesforce **CRM**.
* Involved in configuring the **case management** of service cloud.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Created **email templates** and **inbound emails using Visualforce for clients** and customers.
* **Enabled Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Developed business documents for Salesforce.com **Custom objects**.
* Implemented Salesforce.com **web services client using Sales force web services API, Java, XML and partner WSDL.**
* Developed several **Custom Reports & Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Provided training to Business users about the system functionality.

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

**Client: Moody’s Corporation, NY.November 2010-December 2011**

**Role: Salesforce Developer**

Moody's Corporation is a leading provider of research, data, analytic tools and related services to debt capital markets and credit risk management professionals worldwide. The company's products and services provide the means to assess and manage the credit risk of individual exposures as well as portfolios; price and value holdings of debt instruments; analyze macroeconomic trends; and enhance customers' risk management skills and practices.

**Responsibilities:**

* Interacted with various business user groups for **gathering the requirements** for Salesforce.com CRM implementation.
* Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
* Created **Custom objects, custom fields, Picklist, role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, and Email generation** according to application requirements.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using Eclipse.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards**.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages**.
* Developed and configured various **Custom Reports and Report Folders** for different user profiles based on the need in the organization.
* Developed **Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics**.
* Maintained **user roles, security, profiles, and workflow rules** wherever necessary.
* Interacted with the **Salesforce.com premium tech support** team on a regular basis.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Global Online Services (ISP), India. July 2008-October 2010**

Role: Java Developer

The WTS project is initiated by the Quality department of Aegis as an internal requirement to track the reporting of the software developers and capture the metrics there by and analyze the same for the future requirements as part of quality function.

Responsibilities:

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on **UML**concepts, which include data flow diagrams, class diagrams, and sequence diagrams, state diagrams using Rational Rose Enterprise Edition.
* Designed and developed web pages using **JSP, HTML** and used **JavaScript** for client side validation.
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.
* Developed data model and stored procedures.
* Developed Servlets to process update information.
* Used **JDBC** for communicating with the database.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.

**Environment**: Java, JSP, Servlets, Java Beans, MVC, JMS, EJB, Web logic, JavaScript, Oracle, HTML, XML, Windows XP.