** **

**Sai Krupan Kumar Kotha**

**Contact- 405-430-6741**

krupankothak@gmail.com

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* 7+ years of experience in salesforce.com CRM platform both as Developer & Admin along with web technologies.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis and development of application using salesforce.com CRM, Force.com platform as an administrator and developer.
* Good knowledge on Apex development in creating custom objects, custom tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Worked with designing junction objects and implemented various advance fields like picklist, Controller picklist Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Sharing Rules and Approval Process for automated alerts, Field updates and Email generating according application requirements for all projects.
* Developed Visualforce Pages, Visual flow and Custom objects using Apex Programming on Force.com Platform.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Knowledge on Salesforce Lightning Components and Lightning Pages.
* Good experience in Salesforce chatter and hands on experience in defining and delivering the Chatter File Sync and File sharing solution.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment Wizard.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).
* Experience in Web Technologies like HTML, CSS, jQuery, JavaScript, and SOAP.
* Creating and designing of Reports, Custom Reports, Report Folders, Snapshots and Dashboards.
* Experience with working Salesforce.com and Sandbox and production environments and ability to write SOQL, SOSL Queries across multiple objects with the SFDC database.
* Experienced in analyzing requirements and implementing them using sales force relationships by establishing Master- Detail, Lookup and Junction objects relationships.
* Experience in Validating Salesforce.com – sales, service and community including salesforce1.
* Involved in Mass imports and exports of data using Import Wizard and Data Loader.

**Certifications:**

**Salesforce Administrator 201**

**Salesforce Certified Platform Developer 1(401)**

**Skill Set:**

|  |  |
| --- | --- |
| Salesforce.com Technologies | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Data Loader, Custom Objects, Case Management Automation, Workflow & Approvals, Dashboards, Reports, Salesforce lightening components, AppExchange Products, field service lightening. |
| Databases | Microsoft SQL Server, MS Access |
| Web Technologies | HTML, DHTML, CSS, XML, AJAX, JavaScript. |
| Operating Systems | Windows XP, 7, 8 & server 2003, UNIX, Linux and Mac OS |
| Force.com Tools | Eclipse, Workbench, Data Loader, Force.com Explorer, Dataloader.io, DBAmp, Force.com Explore, Jitter Bit, Anaplan, Link Point 360, Backupify, Enabler4Excel, GIT, SOAP UI |

**Education Details:**

* Bachelors in C.S from, JNTU Hyderabad,

**Work Experience:**

**Client: SunTrust, Atlanta, Georgia**

**Position: Salesforce Developer September 2017 – Till Date**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers, REST API for various functional needs in the application. Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with SOQL, SOSL queries with governor limitations to manipulate the data from Salesforce.com platform databases.
* Written Apex batch and Scheduled classes to process large volume of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on troubleshooting service cloud, supporting cases, developed workflows and triggers for automated case resolutions in Lightning.
* Developed Email templates in Text, HTML and Visualforce for setting up email alerts for auto response and data .
* Embedded JavaScript and jQuery in the visual force pages.
* Implemented custom Cascading Style Sheets CSS for visual force pages.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from sandbox to sandbox/production using ant migration tool, Eclipse and Change Set.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Created roles, profiles, access settings, workflow rules, validations, page layouts, creation and modification of fields.
* Experience in installing, evaluating AppExchange application on salesforce.com platform
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Extensively used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created Lighting components and server-side controllers, added CSS and design parameters for them, which improves performance.
* Created a lookup utility using Lightning, Apex classes and SOSL to lookup Users and add them as a Case Team to the case record.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader,ETL, Apttus CPQ/CLM, Service Cloud, Sales Cloud, Developer Console, Force.com

**Client: Sammons Financial Group, West Des Moines, IA**

**Position: Salesforce Developer Dec 2015 to August 2017**

**Responsibilities**:

* As a SFDC developer interacted with various business areas to gather requirements and developed data model to suit complex business needs.
* Developed APEX triggers, classes, Test methods & Visual Force pages to implement the custom functionality.
* Customized standard sales force objects like products, price books, case management and solutions.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Administered Salesforce.com SFA setup, which involved modifying roles and profiles, creating/ modifying dashboards/reports and managing users.
* Created use case scenarios, custom work flow and business logic.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Developed presentation layer using HTML, CSS, JSP and JavaScript.
* Designed very complex Visualforce pages using JavaScript, CSS, HTML, jQuery and Controllers
* Development of SOAP and REST based web services used for custom development
* Integrated the external system like CSP, Workbench and making callout to them using SOAP.
* Managed Auto response rules if customers approached beyond the business hours.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Developed Cascading Style Sheets CSS for creating effects in Visual force pages.
* **Worked on Sales Cloud, Service Cloud**, Service **Max web service, Force.com Community Portal, Chatter Knowledge One**and**App-exchange on Salesforce.**
* Maintained users with Service Cloud to communicate with customers and partners.
* Experienced in reporting the data or results in different ways in user friendly way using salesforce wave analytics.
* Implemented Wave analytics and designed Wave dashboards, lenses and datasets.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader/ DBAmp and Import Wizard.
* Evaluated Salesforce.com support module for call-center and help desk application.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Involved in migrating the standard and custom objects in standard experience to lightning experience.
* Used Change Sets to deploy components between sandboxes.
* Configured Data Loader and uploaded data in CSV files into Salesforce, checking for the correctness of the data.
* Worked on MS SQL Server for CRUD operations on database
* Performed code review of the application to make sure the source code confirms to industrial coding standards and followed good programming practices.
* Used the Sandbox for Development and Testing and Migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Veeva CRM, Sandbox data loading, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE

**Client: Insurance Auto Auctions Oakbrook, IL**

**Position: Salesforce Developer September 2014 – November 2015**

**Responsibilities**:

* Involved in Salesforce.com application Setup activities and customized the applications to match the functional needs of the organization.
* Interacted with team members to gather and documented requirements.
* Created various custom objects and defined lookup, Picklist, master-detail relationships and roll up summary between those objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, Email alerts and field updates to implement business logic.
* Configured Salesforce including but not limited to Validation rules, Workflows, Custom labels, Custom Settings, Profiles and Permissions.
* Worked on Salesforce.com Setup & Configurations, data migration and conducting end-user trainings.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, opportunities, Campaigns and Reports.
* Designed and implemented dashboards and tailored reports for sales departments.
* Involved in various Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Used Force.com Eclipse IDE for developing Apex Pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and configured various custom reports and report folders for different user profiles.
* Implemented "Email to Case", "Web to Lead" for Lead and Case automation.
* Deployed code into different sandboxes using Sub Version (SVN).
* Wrote SOQL, SOSL queries for calling the data from databases and displayed them.
* Updated and Modified Company and Sales Users Dashboard according to the requirements to analyze the growth of Sales.
* Developed comparison dashboards for Sales users to Compare Previous Fiscal year and Current Fiscal year sales graph.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard Objects of Salesforce.com and other Platform based technologies like Visual Force, Force.com API and web services.

**Environment:** Salesforce.com, CRM, Apex, Visualforce, triggers, workflow, validation rules, AppExchange, report, dashboard, Force.com IDE, Visualforce (pages, components, and controllers), Email services, Custom objects, process builders, Data loader, SOSL, SOQLs, Force.com API.

**Client: Knoah Soft, India.**

**Position: Salesforce Administrator August 2011-July 2014**

**Responsibilities:**

* Worked as an Administrator as well as web developer as per the project and client requirement.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Experienced working with web applications and programming languages like HTML, CSS and JavaScript.
* Worked with front end development and implemented Unit Testing and Integration Testing.
* Experienced the whole designing and development of whole project.
* Involved in deployment, deployed all the classes, triggers, objects, components, pages from one environment to another environment.
* Implemented case management automation (on Case Object) to track and solve customer’s issues.
* Implemented Email-to-case entry and manual case entry for entering customer’s cases in cases Tab.
* Created user accounts and managed the profiles and worked on role hierarchy and sharing rules to configure visibility.
* Developed automatic workflows and approval process for sales opportunities, quote discounts and lead counting.
* Created Custom profiles, public Groups and roles to distribute user rights and functionality.
* Loaded data into SFDC using Data loader and migrated several legacy applications to the Force.com platform.
* Reviewing the code and bug fixing along with monitoring performance, modification of queries and sending data to database.

**Environments:** SFDC, Visual Force Pages, Data Loader, Force.com, Visual Studio, HTML, CSS, JavaScript, SQL server.