

**Alekhya Thota**

484-798-0276

Email – [alekhya.sfdccrm@gmail.com](mailto:alekhya.sfdccrm@gmail.com)

**Link to my Salesforce website:** [**https://pathtosalesforce.wordpress.com/**](https://pathtosalesforce.wordpress.com/)

**SUMMARY:**

* 7+ years of experience with various technological processes in the IT industry; **SFDC and Force.com, Object Oriented Programming, Web based applications development**.
* 4+ years of experience as a **Salesforce** Administrator and Developer.
* Good functional as well as technical expertise in Salesforce technology.
* Proficiency in performing tasks like consigning **Roles**, creating **Profiles**, **Users**, **Custom Reports**, **Email Services and Templates, Reports, Dashboards, Tasks and Actions,**  **Entity Relationship Diagrams,**  and **Page Layouts .**
* Experienced in creating, modifying, testing and deploying force.com applications.
* Experienced with Apex development in creating **Objects, Triggers and AJAX toolkit, standard Controllers, Custom Controllers and Controller Extensions.**
* Effective employment of **Apex Data Loader**, **Import Wizard** and **Data Manipulation** **Language** for **Data Migration** and **Management** in bulk.
* Strong knowledge and working in teams implementing **AGILE Methodology**.
* Good Experience in implementing Customer and Partner portals.
* Creating and maintaining **Approval processes, Validation rules, Escalation rules, Auto-Assignment rules** and **sharing rules** to support and enhance business processes.
* Experience with **Workflow Issues, Restart Workflows, and Reset data fields, test** and **fix the Validation rules.**
* Experienced in developing **Visual force Pages, Visual force Components and Visualforce MVC** Migration of Apex code in **Sandbox** and **Production** environments based on the **Eclipse, Change sets.**
* Integrating Salesforce with external **SOAP** and **REST** Web services using callouts.
* Exposure to all stages of Software Development Life Cycle. Ability to understand Functional Requirements and Design Documents.
* An effective team player with excellent problem solving and interpersonal skills.
* Work well alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.
* Excellent analytical and quantitative skills; excellent written and verbal communication.

**CERTIFICATION**

* A Certified Salesforce 401 Developer.

**SKILLS**

**Operating System** Microsoft Windows 7, Microsoft Windows XP, Microsoft Windows 98, iOS

**Languages** Java, C, JavaScript, Apex, MySQL, PHP, HTML, CSS, Visual Force, Google AdWords , .NET , JavaScript, JQuery, MVP, [MVC.NET](http://www.google.com/url?q=http%3A%2F%2FMVC.NET&sa=D&sntz=1&usg=AFQjCNGSqFC3jcDf4L1QR6q1i2HH25I70g) .

**Technologies** Apex classes, Controllers, Triggers, Web Services, Email Services and Test Case in Sandbox, SOQL and SOSL.

**Tools** Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data loader, Force.com Platform (Sandbox and Production), Force.com Migration Tool.

**EXPERIENCE:**

**Client: Nihon Kohden, Irvine, CA Aug ’14 –Till Date**

**Title: SFDC Developer**

**Description:**

This project mainly deals with automation of the Activities (Tasks and Events), Opportunities, Accounts, Contacts, Leads and Price books entities. It also involved the configuration of complex role hierarchy and some enhancements in business logic, from time to time. Implementation of security schemes was also done to reflect the structure and needs of the company and to protect the data from unauthorized access from outside the company and to safeguard it from inappropriate usage by the users in the company.

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Worked with internal stakeholders to ensure that the configuration supports business requirements.
* Designed and developed workflow rules, approval processes and sharing rules for the same.
* Designed and deployed custom alerts, tasks and email templates to notify users on changes/due dates in the customized apps.
* Collaborated in Designing, developing, and deploying Apex Classes, Controller Classes, and Apex Triggers in the contracts application for the email services.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Ensured all previous CRM software projects complied with corporate SDLC Policies and guidelines.
* Gathered requirements during inception phase, documented and delivered functional specification documents, and assisted architecture analysis and design.
* Responsible for developing a system for monitoring customer service issues that was integrated into the sales contact system.
* Used the sandbox environment for testing and migrated the code to the deployment instance after testing.
* Hands on experience using SOQL and SOSL Queries.
* Created Standard and Custom Controllers and migrated to Production using Eclipse.
* Track the number of clicks on the URL on the Standard page through Visual Force Page.
* Generated cases by making web-service calls through REST API.
* Developed Batch job to delete the attachments from the Notes by using Apex nightly scheduler.
* Worked on APEX programming with Java Script in Eclipse IDE 3.4.
* Responsible for all the activities related to configuring Data Loader; uploading data in CSV files into salesforce.com, and checking for data integrity.
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.

**Environment** Saleforce.com platform, Visual force (pages, component & controllers), Apex language, Data loader, Html, Workflow & Approvals, Reports, Custom Objects, Custom tabs, Email services, Sandbox data loading, Windows XP.

**Client: AT&T, Dallas, TX Dec’13 - July’14**

**Title: Sales Force Admin/Developer**

**Description:**

The aim of the project was to enhance the functionalities of various existing applications linked to ecommerce and web content management solutions. Sales Force application was implemented to track their Services, Customer Reports and Solutions.

Responsibilities:

* Performed the roles of Salesforce.com Analyst and Developer in the organization with Service Cloud experience.
* Interacted with various stakeholder members to gather the requirements and documented the requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Worked as a Sales Force Chatter APP with the organization and regularly participated in the meetings and chatter community.
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Created Custom Objects and fields for transactional and contractual information.
* Created workflow rules, defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Generated Apex Classes using WSDL and wrote business logic layer for integration with external web services to the system for functional needs.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created profiles and implemented Object and field level security to hide critical information
* Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component, & Controllers), Role Hierarchy, Profiles, Data Loader, Reports & Dashboards, Workflow & Approvals, Custom Objects.

**Client: DHL, Franklin Park, IL July’11 – Nov’13**

**Title: Salesforce Developer**

**Description:**

DHL e-commerce connects you to customers in the U.S. and over 220 countries and territories through one of the world’s largest delivery networks .DHL e-commerce offers a growing suite of solutions to meet the customers’ expectations.

I was involved as Developer in the Salesforce project providing production support at DHL. The following are some of the key functionalities and underlying Salesforce technology used.

* Created Custom objects to build new application functionality in the Salesforce.com.
* Dealt with enhancing and supporting the application.
* Accounts, Opportunities, Contacts, Activities, Leads, Campaigns tracking and management used Standard Salesforce Sales Cloud features.
* Monthly revenue report in MS Excel Connecting for Office (MS Excel Plugin)
* Developed Apex classes, Test classes and wrote Visual Force Pages using Java, HTML.
* Bulk data update, creation and cleanup activities.
* Performed Migration of code in Sandbox and Production with Eclipse IDE.
* Developed Visualforce page using the extension controller according to the clients’ requirement
* Developed Apex Classes & Triggers to implement the business logic as per the requirements
* Developed SOQL and SOSL queries to get data from different related objects.
* Worked in agile systems.

**Environment** Saleforce.com platform, Apex Language, Visual force (Pages, Component and Controllers), Pages, Data Loader, HTML, , Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, MS Excel, Salesforce Reports and Dashboards

**Client: Syntel, Inc. India Mar’10 - Jun’11**

**Title: Salesforce Developer**

**Description:**

Involved in developing an application for an eBook website using the standard objects in Salesforce and created custom objects to support additional functionalities.

* Developed Salesforce.com workflow, rules and triggers using Apex for updating Users based on Location records
* Administered Salesforce.com applications and migrated code/data from different environments
* Administered and supported the application for the users in marketing, customer service and sales.
* Migration of data from excels to Salesforce using data loader.
* Implemented Salesforce.com dashboards as per business requirements.
* Maintain workflow rules, field updates, and email alerts.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Maintained roles, profiles and user accounts
* Developed dynamic salesforce.com visual force pages using Java script, Ajax toolkit and JQuery.
* Customized page layouts for Salesforce.com standard and custom objects.
* Configured users' roles, permissions and profiles as per business requirement.
* Developed Salesforce.com approval workflow for Account, Rate Change, Order and Price objects

**Environment**: Microsoft Office, HTML, Eclipse IDE, JavaScript, Salesforce.com, Import Wizard, Apex, XML, Sharing Rules, Workflows, Email Updates.

**Client: Cyber soft, India Mar’08 - Feb 10**

**Title: Java Developer**

**Description:**

Cyber soft is a privately held software services company based in [India](http://india).

It allows time tracking for customer and project related tasks. It collects time expenses for tasks associated with particular project and customer. After being collected the data can then be exported for invoice generation. Time tracking for each and every employee is maintained and generate based on several criteria. This generates an effective billing based on the number of hours the employee has worked and it can calculate the overtime bill also.

**Responsibilities**

* Developed user interfaces using JSP, HTML and CSS
* Used IBM RAD7 as IDE tool to develop the application and JIRA for bug and issue tracking
* Used JQuery and JSF validation framework for front end validations.
* Used Subversion for software configuration management and version control
* Involved in developing applications using Java and J2EE.
* Used SOA (Spring WS) for implementing third party Services.
* Deployed the application on the WebSphere Application Server.

**Environment:** Java, JSP, HTML, CSS, XML, Subversion, WebSphere Application Server 6.1, Web services, JIRA, Junit, RAD7.