**Teja**

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**Summary:**

* Over 8+ years of experience in IT industry of which 5+ years were spent in Salesforce.com Development and Administration involved in implementation, administration, development, integration with other systems and cloud applications and including analysis, modeling, design, coding and testing in various business domains.
* Experience in analyzing and assessing requirements and documenting for Salesforce.com implementations.
* Expertise at Administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboards.
* Hands on experience in SFDC Development using the APEX classes, Apex Batches, Triggers, Components, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in.
* Integrated Salesforce with external systems using both inbound and outbound using SOAP & REST apex web service classes.
* Worked with MVC (Model View Controller) design pattern and implemented in Salesforce customizations using subjects, Apex controller classes and Visualforce pages.
* Good understanding of Software Development Life Cycle (SDLC) and Agile with Expertise in requirement gathering, Analysis, Designing, Development and Testing.
* Good experience in writing SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers and batch classes and customized queries to avoid governor limits.
* Expertise in Apttus - CPQ and CLM Managed Packages.
* Expertise in the implementation using Apex Language, Visualforce pages, Classes, Triggers, Controllers, Web Services, Tabs, Components, Custom Objects, S-Controls, Reports, Dashboards and Analytical Snapshots.
* Good at Lighting Components and adding them to Visualforce pages and Lighting experience page layouts.
* Developed and worked on different Salesforce.com environments such as Sandbox and Production Environments.
* Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for Data Migration and Management in bulk.
* Experience with Workflow Issues, restart Workflows, reset data fields, test and fix the Validation rules.
* Worked on Apttus CPQ configuration and integration.
* Written apex batch, schedule classes by implementing Batch able and Schedulable interfaces for

Processing large data sets in scheduled intervals.

* Good experience in implementing CRM features like Lead, Account, Contact, Opportunity, Campaign, Case management using Web-to-lead, Web-to case, Email-to-case and custom Lead conversion.
* Migrated data from Siebel to Salesforce using Data Loader, Cast Iron and Informatica ETL tool.
* Experience in web technologies including HTML, XML, CSS, JavaScript and JQuery.
* Experience in mobile Development by using web technologies including JQuery, AngularJS.

**Credential Certifications:**

**Salesforce.com Certified Force.com Developer (DEV 401 CERTIFIED)**

**Salesforce.com Certified Salesforce Administrator (ADM 201 CERTIFIED)**

**Technical Skills:**

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| Salesforce Technologies: | Salesforce CRM, SFDC Certified Force.com, Apex, SOQL, SOSL, Visualforce (Pages, Component & Controllers), Lighting Components, Triggers, Apttus- CPQ and CLM (Managed Package) Custom Objects, Service Cloud, Sales Cloud, S Controls, Apex Web services. |
| Salesforce Tools: | Data Loader, Eclipse, Force.com, Workbench, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| Salesforce API Tools: | Eclipse, Force.com Explorer, Offline Edition, App Exchange Data Loader |
| Database: | MS Access, SQL Server […] MySQL, PL/SQL, RDBMS, Oracle 8i/9i/10g |
| Web Servers: | IIS, Tomcat |
| Languages: | Java, JavaScript, HTML, XML, DHTML, C, JSON |
| OS: | Windows NT/2000/XP Pro/Vista, Windows Server […] Linux. |
| Other Tools: | MS Office Suite, MS Project, Clear Quest, WebLogic, MS Visual Studio 6.0, My Eclipse 7.0 |

**Professional Experience:**

**Client: Zion Ban Corporation Location: Salt Lake City, UT**

**Role: Sr. Sales force Admin June 2017- Till Date**

**Responsibilities:**

* Implemented mass data loads and pre-deployment testing.
* Worked as enhancement developer, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Developed new apps with the **Lightning App Builder** and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
* Executed **SOQL** queries in workbench and **Data loader** to verify Product/Pricing staging data in SFDC.
* Administrated **SFDC** communities, created Case Management Process including creating support process, record types.
* Assigned workflows for **Lead conversion, transfers, merging duplicates,** managing web-to-lead to track responses to online campaigns.
* Worked on Apttus products when interfacing with engineering and product development team members.
* Developed Visualforce pages which rendered based on Salesforce1 App or Web.
* Maintain and developed the **Custom objects**, **Custom fields**, Custom tabs, and **Validation rules and S-Controls HTML& JavaScript.**
* Worked on Exact target/Marketing cloud.
* Managed user accounts and security - including new user account creation, profile and role management, sharing rules and security controls.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Involved in deploying the AppExchange applications and integrating with third-party applications.
* Support the Email Marketing Manager in the development of new business requirements.
* Implemented **CPQ solution** using **Apttus CPQ** and Contract **Management(CLM)** for various customers in industries
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Designed and developed Service cloud and integration.
* Using **Apex Data Loader** and **Import Wizard** for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Customized different page layouts and assigned them for different profile users.
* Implemented **Marketing Sales, Customer Service, Call Center & Support Administration**.
* Used **Salesforce Lightning** to delivers a modern, smart experience across every device.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields

**Environment:**Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Salesforce Lightning, Cast Iron, Custom objects, Tabs, Roles, Pick lists, Apptus CPQ, Dashboards, Data Loader, Data Migration, Sandbox, Windows.

**Client: Hewlett Packard Location: Dallas - TX**

**Role: Sr.Sales force Admin Duration: Jan 2016 - May 2017**

**Responsibilities:**

* Performed the role of Salesforce Developer and Administrator in the organization.
* Developed a **Visual Force Email Template**, which notifies the clients once it satisfies the business logic and when criteria are met. This also involved generating Client Logo and attaching to the template.
* Experience in **Customization, Administration, Configuration, Implementation** and Support of **Salesforce CRM** and Salesforce SFA applications based on Apex Language and leveraging Force.com.
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Validation rules, Approvals, Workflows, Reports, Dashboards, Tasks and actions.**
* Worked for **APTTUS Product Configuration, Pricing Configuration** with some advanced functionality of SFDC.
* Administrated and monitored the company's **Salesforce CRM application**. Created workflows for automated lead routing, lead escalation and email alert.
* Implemented various **Apex classes, Triggers, Batch & Schedulable classes** and the **Future method for handling huge data transactions** or **Bulk operations.**
* Also worked and developed various Portal based requirements for the end clients to view the data.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.**
* **Worked** in an**agile environment,** as of solving the issues within deadlines.
* Created various Test Classes and deployed into Production, which satisfies the code coverage.
* Extensive exposure with **Solution Design team, Business Analysts, Performance & Architecture**.
* Maintained existing applications working with other Developers and Business Analysts.
* Served extensively in marketing and administrator of **SFMC processes (manage subscriber-level data).**
* Used custom tools like Apex data loader & Jitter Bit for the handling the data for insertion, update & deletion.
* Worked back & forth with the **SQL Database & Crystal Report developing tools** for **manipulating the data & gathering reports.**
* Performed various modifications on the existing code inside Salesforce & followed the governor limits before deployment into Production.
* Created the Technical Document & the Test Case document for the in-house Salesforce Administrator to keep a track.
* Worked with team members for **full-cycle projects**, **such as developers**, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.

**Environment**:Saleforce.com platform, Salesforce API Version 12.0, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML 4.01, Java Script 1.8, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning (Components, Apps, Events), Email Services, Process Builder, Sandbox data loading, Eclipse IDE Plug-in, Informatica on Demand, Windows XP.

**Client: Liaison InternationalLocation: Watertown, MA**

**Role: Sales force Admin**

**Duration: Mar 2015 - Jan2016**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for **CRM implementation.**
* Experienced working in **Cross-functional teams, identifying** business requirements and **supporting sales/marketing efforts.**
* Administered, configured, and maintained Salesforce.com application **user profiles, roles, assigning permission, generating security tokens, validation rule, upgrade installation.**
* Designed, developed and deployed the **Custom objects, Components, Visual Force Pages** to suit the needs of theapplication**.**
* Imported data from **SeibelCRM** into Salesforce using Informatica Power Center as part of **DataMigration**.
* Worked on **Validation Rules, Workflows,** and **approval processes**.
* Developed complex mappings & applets in Informatica to load the data using different transformations.
* Developed Test cases **for Unit Testing** ofthe **Mappings**, and was involved in the Integration Testing.
* Involved in fallout analysis and fixing the issues. **Directed Joint Application Development (JAD)** with **SMEs**, Business users and Stake holders to meet desires.
* Authored and supported **Functional Requirements Documents (FRD)** and **Business Requirements Documents (BRD).**
* Advanced Activity diagram and Business Use Cases by Visio for the unimproved understanding of the user community.
* Controlled the Support Cases with the assistance of **SalesForce.com** support and commit with **SalesForce.com premier Support.**
* Defined **email alerts,** related tasks and field updates to automate various manual processes and generated **workflow rules.**

**Environment:**Salesforce.com platform, Seibel CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, HTML, CSS, Sandbox.

**Client: Fifth Third BankLocation: Columbus, OH**

**Role: Sales Force Developer Duration: Dec 2013 - Feb 2015**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the Job science to match the functional needs of the organization.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using **Eclipse**.
* Designed and Implemented **the Custom Business objects, Entity-Relationship data model, Page layouts, Custom tabs,** Components to suit the needs of the application.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Involved in designing **junction objects** and implemented various advanced fields like Pick list, **Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules** and Approval **Processes for automated alerts, field updates,** and **Email generation** according to application requirements.
* Created custom reports and enhanced Salesforce.com environment as per user needs using **Apex** and **Visualforcepages**.
* Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed complex reports and dashboards using **HTML, PDF, Apex, Visualforce page** and **mail merge**.
* Developed custom pages using **Apex**, **Visualforce** and controllers for customized UI of application workflow.
* Worked in **Data Migration** from Traditional Applications to Salesforce Using Data Loader Utility.
* Created new custom objects, assigned fields, **Dependent Pick-lists**, **Record lists, Custom tabs, Components** and **Custom Apps**
* Worked extensively on **Accounts, Contacts, Leads, Opportunities, Activities** and Customized Objects for **Layouts**, record types and validation rules.
* Involved in Case Management with **Workflow & Approval Process**, User Entitlements and Role hierarchy for Salesforce.com Applications
* Involved in integrating the web services by generating the necessary stubs from the **WSDL** files for extracting the data from external systems to display in the pages of salesforce.com.
* Used the Force.com explorer to build and test **SOQL** and **SOSL** queries.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.

**Environment:**SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Visualforce, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, SOAP, Web Services, Reports, Eclipse.

**Client: Icon Resources &TechnologiesLocation: Bangalore, India**

**Role: Sales force Developer Duration: Mar 2009 - Nov 2013**

**Responsibilities:**

* Gathering the requirement, analyzing the requirement and attending the day to day business meetings.
* **Data migration** from external systems to Salesforce using **Informatica Data Loader and Data Loader**.
* Created different **Workflow rules** and **Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages** to suit to the needs of the application.
* Generated **SOQL, SOSL** Queries for maintenance of multiple objects.
* Build the organization’s **role hierarchy** by adding the **Roles** as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, Packages** for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other **Force.com IDE** editor**.**
* Developed a **lead conversion** process and automated the process for the daily-integrated batch according to the requirement.
* Used **REST API** for communicating with external systems.
* Administered Salesforce.com by creating new users, **User licensing**& giving access to users which involves in various tasks like **Roles, Profiles, Field Level Securities, Groups, Queues, and Sharing Settings** etc.
* Integrated Salesforce with Informatica on Demand for the proper mappings and extraction and transformation of data.
* Used **Change sets** for deployment.
* Deployment from Sandbox to Production using **Change sets andANT**.
* Developed **Custom Validations rules** to meet the requirements.

**Environment:**Salesforce.com, Case Management, Apex Classes, Apex Test Classes, Apex Controller, Visual Force Pages, Apex Triggers, JAVA, Custom objects and Fields, Roles, Profiles, Field Level Security, Public Groups, Queues, Informatica Cloud on Demand tool, Validation Rules, Workflow Rules, Approval Processes, Data loader, SOQL, SOSL, Force.com IDE