**Pradeep Ponnam**

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| **Professional Summary** |  |

**Certified Platform Developer 1**

Accomplished proactive Salesforce professional with comprehensive technical abilities and an impressive record in client approval . Personal merits include a proclivity for excellence, attention to minute details and an exceptional high tolerance for working under pressure.

* Overall **8 years** of experience and 5 years of experience as a **salesforce CRM as Developer/Admin.**
* Possess knowledge of CRM processes like **Sales, Marketing, Customer Service** and **Customer Support, Business processes** and recommended solutions to improve their processes using salesforce.com.
* Expertise in **Agile**, implemented Agile Methodology in various projects.
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.**
* Worked on **Standard Controllers, Custom Controllers** and **Controller Extensions.**
* Basic Knowledge of **Integration using REST and SOAP API.**
* Proficiency in SFDC Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Email Services, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.**
* Designed various Web pages in **Visual Force** for functional needs within Salesforce along with Process **Builder** and **Lightning Components**.
* Experience in data migration using **Import wizard, Data Loader**.
* Developed SFDC **Customized Reports, Dashboards and Processes**to continuously monitor data quality and integrity.
* Having good working knowledge in querying databases such as**SOQL** & **SOSL** queries using Force.com Explorer.
* Proficient Experienced in various **Governor Limits** and in optimization of existing **Governor limits**.
* Implemented **CPQ** solution using **Apttus CPQ** & Contract Management for various customers in industries.
* Experience in working with **Eclipse IDE** with **Force.com** Plug-in environment for writing Business logic in Apex Programming Language.
* Good knowledge on **Sales** **Cloud** and **Service Cloud** which includes **Campaign Management, Lead Management, Case** and **Solution Management.**
* collaborating with other members of the **Client Services** team to test functional and rendering quality for new solutions, and for preparing the ongoing program for execution by either the customer or The Email Company’s Client Services team.
* Excellent **communication** and **inter-personal** skills; accustomed to working in both large and small team environments.
* Experience in working with **Development team for solving the Complex Business requirements.**
* Ability to adapt to any environment such as working with small or large groups or independently with expert level communication skills.

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| **Technical Skills** |

* **Salesforce :** Custom Settings, Salesforce Customization, Apex, Triggers, Test Classes,

Batch Apex, Schedule Apex

* **Web Technologies :** HTML, Visual Force, Java Script, Ajax.
* **IDE’s :** SVN IDE, Force.com IDE
* **Database :** SOQL, SOSL, Data Loader, Import Wizard
* **Certification  : Certified Platform Developer1**
* **License NO.  : 8595569**

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| **Educational Qualification** |  |

**Bachelors of Engineering in Computer Science, DMSSVH College, India**

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| **Project Profile** |  |

**USAA, San Antonio, TX Aug 15-Present**

**Salesforce Developer/Admin**

**Responsibilities:**

* Executed the entire project on **Agile Methodology.**
* Involved in **Salesforce.com Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Involved in **Lead capturing based on Email marketing** and **qualifying the Lead** through **third party Marketo and Auto Lead Conversion.**
* Developed **visualforce page with apex controller, batch apex, Triggers** and **Schedule apex.**
* Created Data **Validation rules** and **Formulas** as per business requirement.
* Created**Workflow Rules** to automate **Tasks, Email Alerts, Field Updates, time-dependent actions**.
* Worked with various **salesforce**.**com** objects like **Accounts, Contacts, Leads, Opportunity, Campaigns, Reports and Dashboards.**
* Created and used **Email templates** in HTML and Visual Force.
* Experience **in Apttus CPQ** configuration process.
* Designing **Exact Target Marketing Cloud** Services tools and scripting language(i.e.**AMP Script**) to deliver highly dynamic and personalized content
* Using **SOQL and SOSL** for fetching records.
* Used **field level security** along with **page layout** to manage the **visibility and accessibility of fields** for different profiles.
* Responsible for all the activities related to **configuring Data Loader**, **uploading data in CSV** files into [salesforce.com](http://salesforce.com/), checking for the correctness of the data.
* **Customizing Company Profile**, **Security Controls** and **Communication Templates** of the organization as per the organization requirements.
* Involved in analyzing business needs and gathering requirements.
* Created new **User Accounts** and assigned **Profiles** as per their Role Hierarchy.
* Defined **Org wide default** to restrict access from users.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **master detail relationships**, **validation Rules** and **formula fields** to the custom objects.
* Implemented **Case Management** for internal help IT desk to automate support functions like **case** and **solution management**.
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com. Extract, and load data from comma separated values (CSV) files
* Defined **lookup** and **master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.

**Environment:**  SaleForce.com platform, Visual Force Pages & Controllers, NetSuite API and NetSuite integration with Boomi, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Apex Language, Apex Class, Apex Triggers, Data Loader, HTML, Java Script, Force.com IDE (Eclipse).

**Consumers Energy, Jackson, Michigan Feb 14-Aug 15**

**Salesforce Developer**

**Responsibilities:**

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* Developed **visualforce pages, Triggers, Batch apex, schedule apex.**
* Worked in two module named as **Hospital management, Pharmacy** Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Reports and Dashboards**.**
* Used **Picklists**, Dependent Picklists, **Record Types** to enforce data quality.
* Experience in administration, configuration, Implementation, and Support of **Salesforce CRM**, and **Salesforce SFA** applications based on Apex Language and leveraging Force.com Platform.
* Good experience in designing of **custom objects,** **custom fields, role based page layouts, custom Tabs**, **custom reports, report folders, report extractions** to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Maintained user accounts and managed the profiles along with **Role Hierarchy**
* Created **Custom formula fields, Rollup summary** to provide a better flow of information.
* Used **Workflows, Validation Rules and Approval Processes** to provide a better functionality to the Data Model.
* Dealt with providing Sharing and security to the Organization using **OWD**, Sharing Rules and Manual Sharing.
* **Data Migration** (from Oracle to salesforce.com) using **Data loade**r.
* Packaged and **Deployed customizations from Sandbox** to other environments using Force.com IDES.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), NetSuite API and NetSuite integration with Boomi, Apex Language, Apex Class, Apex Triggers, Data Loader, HTML, Java Script, Eclipse IDE.

**Hitachi, San Ramon, CA July 12-Feb 14**

**Salesforce Developer**

**Responsibilities**:

* Implementation of **Lead**, **Contact** and **Opportunity** Management in Salesforce.com.
* Implementation of Web to Lead and Web to Case in Salesforce.com.
* Developed several Apex **Triggers**, **Classes** during the project lifecycle.
* Migration of **S Controls** to Apex and Visual force.
* Developed **visual force pages** and **components** to organize data in a way expected by the business.
* Defined lookup and master-detail **relationships** on the objects and created junction objects to establish connectivity among objects.
* Worked on **Workflows** to update information in Salesforce.com

**Environment:** SaleForce.com platform, Visual Force Pages, custom controllers and extensions, NetSuite API and NetSuite integration with Boomi, Workflow & Approvals, Setup Activities, Apex Language, Apex Triggers, SOQL, SOSL, Data Loader, HTML, Java Script, Eclipse IDE.

**Visa, Foster City, CA July 11-June 12**

**Salesforce Administrator**

**Responsibilities:**

* Involved in business process reviews and reviewed the systems and related documentation.
* Involved in **customization** of the apps to suit the functional needs of the organization.
* Designed and Implemented **Page layouts** and **Custom tabs** to suit the needs of the application.
* Worked with various salesforce.com standard objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Campaigns**, **Reports** and **Dashboard**.
* Created **pick lists**, **dependent pick lists**, **lookup fields**, **junction objects**, **master detail** **relationships** and **formula fields**.
* Created **user Roles** and Profiles and given them **Security controls** and **shared settings**.
* Created **workflow rules** and defined related **tasks**, **email alerts** and **field updates**.
* Designed and developed **validation rules** and **configuration** within Salesforce.com.
* Used Sales Force Automation (SFA) for **Opportunity Management**, **Account and Contact Management by using Workflow.**

**Environment:** SaleForce.com platform, Custom Objects, Page Layouts, Visual Force Pages, Custom tabs, Workflow & Approvals, Reports and Dashboard., Email Services, Web Services, Data Loader.

**Citi Bank Corporation, Mumbai, India . Dec 10-July 11**

**J2EE Developer**

**Responsibilities:**

* Involved in development of Staffing sub-modules like Staffing Override, Interview Override, Resume Upload.
* Interacted with the User Group to gather requirements.
* Developed application using Eclipse IDE.
* Designed the sub-modules based on the initial specifications defined by the user group.
* Performed Analysis and development of Stateless Session Bean, Data Access object and Application Component for Screening and Short-listing module.
* Involved in developing in all the tiers of J2EE application.
* Configured JBoss Application Server and deployed the web components into the server.
* Involved in debugging, testing and integration of the system.

**Environment:** Core Java, Servlets, JDBC, EJB, JSP, JMS, Java Swing, HTML, XML, Oracle 9i, JBoss, Eclipse

**Time Computers (India) Pvt. Ltd., India. Oct 09-Nov 10**

**.Net Developer**

**Responsibilities:**

* Analyzed, designed and developed web-based database driven Intranet application programs and components to support business requirements using ASP.NET, C#.NET, ADO.NET.
* Created class diagrams, use case diagrams, activity flow diagrams and object Interaction diagrams using UML Modeling.
* Identified primary keys, foreign keys and enforced not-null and checked constraints in the table and followed the principles of normalization while designing database.
* Created stored procedures, functions, views and triggers to retrieve the data from the database.
* Developed various interface screens using Web Forms, ASP.NET and HTML controls for Client-Server interaction.
* Created and exposed web services for the client to communicate and exchange data.
* Designed and coded WPF components used to collect, display and manipulate financial data.
* Used ASP.NET Validation Controls and developed JavaScript to perform various Client side validations.
* Used ADO.NET 2.0 extensively for retrieving, querying and manipulating data in the database.
* Extensively used Cascading Style Sheets (CSS) classes to maintain the uniformity throughout the application.
* Made C# code changes to address the issues in product maintenance as part of the production support team.
* Implemented appropriate error handlers for Run Time and Design Time Errors using C#.NET.
* Developed and Consumed Web Services to communicate with third party systems.
* Developed a portfolio tracker system using ASP.NET and C#.NET that can maintain the deals of multi-currency and allows the user to analyze it against the current market prices. It also shows the profitability across portfolios. It has options to modify/delete the entries, to view the cash flow position and to export the entire portfolio into XML.
* Responsible for writing Stored Procedures and User Defined Functions to retrieve the data from the central database using T-SQL.
* Also worked on classic ASP for server side applications.
* Used SVN as a version control tool.
* Performed both Manual and Automated testing (unit & functional testing) by writing and executing test cases and also prepared weekly status report

**Environment:** .NET Framework 3.5, Visual Studio 2008, ASP.NET, ADO.NET, C#.NET, T-SQL, CSS.

**Syntel Ltd, Bangalore, India June 08 –Sep 09**

**Software Engineer**

**Responsibilities:**

* Conceptualizing and designing the basic framework for automation.
* Involved in the preparation of requirements documents, User Interface Design, build and Test Plans.
* Handling the Front-end and Back-end Development including coding, testing etc.
* Reworked on parts of GUI to improve performance, enhancing and modifying functionality as per requirements from Users.
* Wrote Stored Procedures and SQL Queries in SQL Server.
* Handling the Front-end development using ASP.NET, C# and Back-end Development using Microsoft SQL Server.
* Interfaced with internal and external clients continuously to maintain effective communication and coordination especially at the time of project maintenance.

**Environment:** ASP.NET with C#, Sql Server, Java Script, HTML, CSS.