**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**.
* Experience in working with **Eclipse IDE** with **Force.com** Plug-in environment for writing Business logic in Apex Programming Language.
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS, JavaScript, and jQuery and developed Custom Visual Force Components.
* 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.
* Knowledge on **Salesforce Lightning Process Builder**, **Lightning UI** and creating **Visual Workflows**, Salesforce support **communities** and **Chatter** groups.
* Worked on **Salesforce Communities** and created VF pages for Communities.
* Experience in **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Experience working with **Lightning Components** like Visual Flows and Process Builder.
* 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**

**Masters in Computer Science, University of Central Missouri, Missouri**

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| **Project Profile** |  |

**American Airlines, Phoenix, AZ July 16 - 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.
* 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.
* Designing **Exact Target Marketing Cloud** Services tools and scripting language (i.e. **AMP Script**) to deliver highly dynamic and personalized content
* Used HTML, CSS and JSP for developing web pages and JavaScript for client-side validation.
* Developed Salesforce Lightning applications using Lightning components, Controllers and Events and used custom CSS in the components.
* Created External data sources using **Lightning connect** to connect to SAP end point. Created Lightning Component Tabs and Visualforce Tabs.
* Used **Lightning Connect** to integrate order data from an external data source, without writing a line of code, and without duplicating any data into Salesforce.
* Modifying the Visualforce pages to work in both **Classic** and **Lightning** environment.
* Migrated from Salesforce Classic version to Salesforce.com **Lightning** (UI).
* 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.
* Used Force.com Web services API and Salesforce API are REST, SOAP, METADATA for implementing web services in the application for access to data from different users.
* Thoroughly worked with consolidating code in **GitHub** for continuous **integration.**
* Deployed applications from sandbox to sandbox/production using **Ant** migration tool, **Eclipse** and **Change Set.**

**USAA, San Antonio, TX Aug 15 - June 16**

**Salesforce Developer/Admin**

**Responsibilities:**

* As a developer worked with various business users to gather requirements.
* Create **roles** and assign privileges to the employees based on the business requirements.
* Developing custom related **objects** and design **Visual Force pages** to suit the functional needs of the application.
* Working with the team members in technology areas in ways that comply with architectural standards.
* Identified the troubles or problems raised by customers in remedy.
* Involved in Salesforce.com application **setup activities** and customized the apps to match the functional needs of the organization.
* Developed **APEX Classes**, **Controller Classes** and **APEX Triggers** for various functional needs and implemented the business logic as per the requirements.
* Created a App in **Lightning** to view, generate and Email the document and created custom pages through **Lightning components**.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed **Unit test class** for Apex class and worked for improving code coverage.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, WSDL, SOAP, and REST
* Key role in gradual transition of company's application from **Salesforce Classic** to **Lightning Experience**.
* Implemented Salesforce **Lightning Components** for small set of users within the organization.
* Worked on **Lightning Process Builder** to consolidate existing workflow rules.
* Generated various reports and dashboards in **lightning** for Sales performance tracking.
* Worked on translating several Visual Force pages to **lightning framework**.
* Involved in building of the Customer Portal in the organization based on **GitHub**.
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com subjects.
* Implemented **Apex triggers**, **Apex classes** to avoid governor limits.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE** Plug-in using **Eclipse**.
* Worked across various SFDC implementations that are covering **Sales cloud**, **Service Cloud**
* Integrated Sales force with Informatica on Demand for the **data Integration** mappings and extraction and transformation of data and **CRM/ERP applications**.

**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 15 - Aug 15**

**Salesforce Developer**

**Responsibilities:**

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* Developed visualforce pages, Triggers, Batch apex, schedule apex.
* 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 loader.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Responsible for deployments to Production environment using Ant tool, Change Sets and Force.com migration tool.

**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 - Nov14**

**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**

**JAVA/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. Aug 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.