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Summary

* Having 12 years 3 months of total experience in IT Industry with more than 6 years of experience as Salesforce CRM developer/Lead which includes 1 year experience in Salesforce Lightning and 5+ years as QA Tester and Test Lead.
* Experience in Source-driven and disposable deployment of Salesforce code and metadata using **Salesforce DX and Scratch Orgs**.
* Experience in working on **GitHub repository** for version controlling the Salesforce metadata and code.
* Expertise in implementation using **Lightning Application,** **Apex Language, Visualforce Pages, Apex Classes, Controllers, Triggers, Batch Apex, Components, Tabs, Custom Objects, SOQL, and SOSL**.
* Worked on In tegrating Salesforce CRM and Other Legacy applications using **REST and** **SOAP web services**.
* Experience in Salesforce **Customization, Security Access, Process Builder, Workflow Rules, Approval Process, Data Validation, data utilities, Analytics and Support Administration**.
* Proficiency in Object Oriented Programming Technologies like **C++, Java,** and Hands-on experience with Web technologies like **HTML, XML, CSS, WSDL, and JavaScript**.
* Experienced in customizing standard objects **Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns.**
* Experience in working with Deployment Tools like **Change Sets, Copado, ANT migration tool, and Aside.io**.
* Experience in using tools such as **Visual Studio code, Salesfoce Developer Console, Eclipe, Aside.io, Mavensmate, and** for Salesforce Development.
* Experience in understanding Business Requirements, create Technical Design document, and provde estimations.
* An effective team player with excellent problem solving and interpersonal skills.
* Experienced in Salesforce Lightning, Service Cloud, Marketing Cloud, Sales Cloud, Community Cloud.
* Experience in working on various software tools such as **Selenium test automation tool, IBM Campaign Management tool, MS BI(SSIS/SSRS/SSMS).**
* Experience in working **full SDLC with development, and testing**.
* Good experience in handling UAT and had been involved in communicating/coordinating with the users in the testing process and solved their queries and delivered solutions effectively.
* Good experience in Execution of the **Test data/Test Scripts** and done reviews on same.
* Good experience in using **ALM defect tracking tool**.
* Experience in working on various phases of Testing such as **Smoke testing, Unit testing, Regression testing, Integration testing, and System testing/User acceptance testing.**

Technical Skills

|  |  |
| --- | --- |
| **Salesforce.com** | Apex, Visualforce, Lightning, SOQL, SOSL, Apex Triggers, Workflows, Process Builder and Approvals, Email Templates, Formulas, Validation Rules, Eclipse, Salesforce.com, Force.com IDE, Apex Data Loader, REST and SOAP API web services. |
| **Web Technologies** | JavaScript, HTML, XHTML, CSS, AJAX |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2 |
| **Operating Systems** | Windows 2003/XP/2000/NT/98/95, MS-DOS |
| **Programming Languages** | C, C++, Java, PL/SQL, Apex, Visualforce |
| **Methods** | Agile and Scrum Methodology |
| **Domain Experience** | Insurance and Healthcare, AHM250 Certified (Professional, Academy for Healthcare Management Certification), Telecommunications and Retail Domain. |

Education Summary

|  |  |  |
| --- | --- | --- |
| **Qualification Category** | **Qualification** | **Subject** |
| Bachelor Of Engineering | BE | Electrical & Electronics Engineering |

Achievements

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Category** | **Sub-Category** | **Received On** |
| Star Team | Awards for Excellence | Star Awards | 07/23/2011 |
| On The Spot Award | Awards for Excellence | On The Spot Awards | 02/13/2013 |

Certifications

|  |  |
| --- | --- |
| **Title** | **Received On** |
| Salesforce Certified Admin 201 | 01/31/2019 |
| Salesforce Certified Platform App Builder | 07/18/2016 |
| E-Commerce E1 Level | 05/12/2015 |
| AHM250 Certified (Professional, Academy for Healthcare Management Certification) | 02/13/2013 |

Experience Summary:

Project#1

Project Title Agency Workspace

Period July 2019 till date (Dallas, TX)

Customer Benefitmall Corporate

Roles and Responsibilities

Current Role: Sr. SFDC Developer

Project Description:

Benefitmall is a national provider of employee benefits, payroll, HR and employer services. Benefitmall has developed an Agency Workspace community platform for Brokers to Enroll customers, generate Quotes, provide services, Referrals and self help information to further their knowledge on the Community platform and utilize it effectively to win more deals.

* Worked on ASD project to onboard the Account Services Devision team to utilize Salesforce and AWS features effectively and provide better services to Agencies.
* Worked with ASD project VP, Director and Project manager to gather requiements. Helped them in understanding the Salesforce and AWS platform features, so that, requirements and expectations will be well understood during the initial phase.
* Lead a team of 2 resource from offshore to handle the ASD project. Provided design solutions at project level, scheduled daily standup calls with offshore team and made sure the deliverables are delivered on time without any issues.
* Worked on developing Salesforce Lihghtning components.
* Designed and developed apex classes, controller classes, apex triggers, batch apex, test classes, Lightning components and many other Salesforce components for various functional needs in the application.
* Followed Salesforce best practices to avoid governor limits, run time exceptions like null pointer exception, SOQL 101 errors, and etc.
* Improved code re-usability by creating common/generic methods, helped team to utilize the existing logic instead of creating the new one based on the need, enforce team to follow the apex code and test class best practices.
* Wokred on Azure devOps for tracking the user stories and GIT Hub repository and branches.
* Worked on AutoRabit to merge/deploy Salesforce code to GIT branches and Salesforce sandboxes.
* Developed a REST API GET/POST callout to integrate with Brainier third party training website. This helps the Benefitmall AWS users i.e. both Agents and Agencies to login to the Brainier site through Single Sign On (SSO) authorization.

Achievements:

* The high quality ASD project has been delivered on time without any issues in Producton. Provided screen shots and created a self help document to train the ASD team members, so they can onboard themselves to this new automated features in Salesforce and provide better and faster services to Agencies.
* Developed a REST integration with Brainier Training application (third party application) using Single Sign On authorization.

Project#2

Project Title Rootstock Cloud ERP

Period March 2019 till June 2019 (Richmond, VA)

Customer Rootstock

Roles and Responsibilities

Current Role: Sr. SFDC Developer

Project Description:

Rootstock Software is a worldwide provider of cloud ERP on the Salesforce Cloud Platform. When combined with Salesforce CRM, Rootstock Cloud ERP offers manufacturing, distribution, and supply chain organizations a single platform to grow and manage their businesses. Rootstock Cloud ERP is a flexible, modern, and digitally-connected system that transforms companies to deliver a more personalized customer experience, efficiently scale operations, and out-service the competition.

* Working on Production issues/Enhancements created in the form of cases.
* Understanding the Rootstock Cloud ERP products and provide solutions to the issues reported by the customers.
* Working on supporting one of the Rootstock’s client Carmax and guide them to understand Rootstock products and provide necessary solutions when needed.
* Analyze the issues reported by Carmax, help them understand Rootstock products and provide help when necessary.
* Working in a Source-driven environment using GitHub, Salesforce DX and Scratch Orgs.
* Working on Rootstock’s Domain Builder to create Master and Transactional data which can be used while working on Salesforce Scratch Orgs.
* Working on creating automated code snippets to help Carmax create data quickly in Sandboxes or Scratch org’s.

Achievements:

* Though new to Rootstock ERP could, learned product business functionality quickly and helping customers in resolving their issues and helping them understand the Rootstock products.
* New to latest Salesforce technologies such as Salesforce DX and Scratch org’s but learned them quickly and mastered in using them effectively.

Project#3

Project Title Enterprise Operating Model (EOM)

Period May 2017 till February 2019 (Charlotte, NC)

Customer Charter Communications

Domain and Line of Business Telecommunications

Roles and Responsibilities

Current Role: SFDC Developer

Project Description:

In an effort to standardize the Sales and Sales Operations process across the legacy companies, Spectrum Enterprise moving to a single Salesforce Instance. This single Salesforce instance will be used across all three-legacy companies: Legacy Charter, Legacy Brighthouse and Legacy Time Warner. The downstream systems will remain intact and existing swivel chair activities will continue throughout the order fulfillment process.

* Working on Production issues/Enhancements in the form of cases.
* Understanding the existing business requirements and issues reported by the users and provide the necessary solution without impacting the existing functionalities.
* Working on **enhancements** to the existing EOM application to improve the quality of the application. This includes development, testing, and UAT support.
* Working on **code refactoring** and implementing the **best practices** to improve quality.
* Participated in Salesforce Instance Refresh and updated the code and all the components to remove the hardcoded instances. Deployed all the components successfully after the instance refresh from Salesforce.
* Using **Visualforce, Apex, Java, JavaScript, HTML, CSS, and JSON** provided customized solutions that support critical business functions.
* Created **Permission Sets, Custom Settings, and Custom Metadata types** to suit the needs of the application.
* Developed **Apex Triggers, Apex Classes, and Test Methods**. Used to maintain more than 75% code coverage in Salesforce production.
* Created **Formula fields, Validation Rules, Workflow Rules, and Process Builder** to accommodate complex business logic.
* Using the **ANT tool, Aside.io** to migrate the code from one sandbox to another and also to Production.
* Working on the **BitBucket** version controlling implementation in Charter Communications.
* Implemented the **Standard Set Controller, Custom Controllers, Extensions** and its attributes to **paginate the records in Visual Force Pages.**
* Wrote **SOQL** and **SOSL** queries and used Data Loaded to pull the data for testing purpose.
* Worked on **SOAP and REST Salesforce web services** to integrate with third-party applications like Eloqua and GEMS.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created **Visual force** and **HTML Email templates** to be sent to the customers depending on the action they perform after they log into the portal.
* Redesigned, worked, and solved several **production** **issues**.

Achievements:

* Participated in Salesforce Instance Refresh and deployed all the impacted components successfully. No issues have been reported by any user and received appreciation from Sr. Director.
* Though new to the Charter business and work environment, I could cope up with the team and deliver the work on time without any issues reported ever.

Project#4

Project Title Partner Workstation Platform (PWP)

Period August 2016 till April 2017 (Chicago, IL)

Customer Northern Trust

Domain and Line of Business Banking

Roles and Responsibilities

Current Role: SFDC Development Lead

Project Description:

Partner Workstation Platform is a Salesforce CRM application used by the Northern Trust users to manage their customer data and provide satisfactory services to them. NT basically uses PWP application to sell their products and provide better services to their end customers.

* Analyzed customer requirements to determine an appropriate solution design
* Worked on enhancements to the existing PWP application to improve the quality of the product and more user-friendly application. Which includes requirement gathering, data model creation, development, testing, and UAT support.
* Worked on both Standard and Custom Objects.
* Designed and deployed the Custom objects, **Entity-Relationship data model, Formulas, Validation rules** on the objects, Page layouts, Custom tabs, Components.
* Using **Visualforce, Apex, Java, JavaScript, HTML, CSS, and JSON** provided customized solutions that support critical business functions.
* Created **Permission Sets, Custom Settings, and Labels** to suit to the needs of the application.
* Developed Apex Triggers, Apex Classes, and Test Methods. Used to maintain more than 80% code coverage in Salesforce production.
* Created **Formula fields, Validation Rules, Workflow Rules, and Process Builder** to accommodate complex business logic.
* Used the **Copado tool, ANT tool, Aside.IO** to migrate the code from one sandbox to another and also to Production Org.
* Implemented the **Standard Set Controller** and its attributes to **paginate the records in Visual Force Pages.**
* Wrote **SOQL** and **SOSL** queries and used Data Loaded to pull the data for testing purpose.
* Worked on **REST Salesforce web services** to integrate with ERM application.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created Visual force and **HTML Email templates** to be sent to the customers depending on the action they perform after they log into the portal.
* Redesigned, worked, and solved several **production** **issues**.
* Possess basic knowledge on **Selenium tool**, which was used to create some unit test cases.

Achievements:

* Improved the process of requirement gathering, analysis, planning, Design and deployment.
* Improved the Agile methodology in the project work culture.
* Received appreciations from the client for the good work done both on Development and process improvement.

Project#5

Project Title COO BC & G Front Door Application

Period November 2015 till July 2016 (San Antonio, TX)

Customer USAA

Domain and Line of Business Insurance

Roles and Responsibilities

Current Role: SFDC Developer

Project Description:

COO BC and G Front Door is an application used by the business users in order to effectively manage and coordinate manage, control and regulatory requests that impact multiple teams within the Chief Operating Office.

* Collecting the Business requirements, analyzing them and proposing a solution to them.
* Creating the Custom objects, **Entity-Relationship data model, custom fields, Formulas, Validation rules** on the objects, Page layouts, Custom tabs, etc.
* Creating the **Visualforce pages** as per the requirements, Creating **Apex classes** to achieve complex functionalities, experience on **JavaScript, HTML, CSS, and JSON** provided additional features to improve the quality and design of the visual force pages.
* Created **Permission Sets, Security and Sharing rules** to suit the needs of the application and business requirements.
* Part of various Demos after the successful implementations to Clients and Business partners.
* Developed **Apex Triggers, Apex Classes, and Test Methods** to meet the complex business functionalities.
* Developed **Test classes to support Code Coverage** for deployment to production and performed **unit, smoke tests** before pushing the code to various sandboxes.
* Created **Formula fields, Validation Rules, Workflow Rules and Approval process** to accommodate complex business logic.
* Used the **Change Set** to migrate the code from one sandbox to another and also to Production.
* Implemented the **Standard Set Controller** and its attributes to **paginate the records in Visual Force Pages.**
* Wrote **SOQL** and **SOSL** queries and used Data Loader to pull the data for testing purpose.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created **HTML Email templates** to be sent to the users depending on the action they perform after they log into the application.
* Redesigned, worked, and solved several **production** **issues as part of Agile**.

Project#6

Project Title OCF - SFS

Period December 2014 till October 2015 (Columbus, OH)

Customer Ascena Retail Group

Domain and Line of Business Retail

Roles and Responsibilities

Current Role: SFDC Developer

Project Description:

Ascena Retail Group, Inc. (NASDAQ - ASNA), is a leading national specialty retailer of apparel for women and tween girls, operating, through its wholly-owned subsidiaries, the Dressbarn, Maurices, Justice, Lane Bryant and Catherines brands. The Company operates through its subsidiaries over 3,800 stores throughout the United States and Canada, with annualized revenues of over $4.5 billion.

OCF-SFS Application:

OCF-SFS is an internal application developed for Ascena employees for controlling and managing their internal requests within the organization.

Role Responsibilities

* Requirement gathering, analyzing and providing a solution to the business
* Worked on a complete end to end life cycle in this project. Which includes requirement gathering, data model creation, development, testing, and UAT support.
* Worked on creating **Formulas, Validation rules** on the objects, Page layouts, Custom tabs, custom fields, etc.
* Developed **custom Visual force pages** as per the requirements and also used HTML, CSS, JavaScript for more dynamic features.
* Created **Profiles**, **Permission Sets, Security and sharing rules** to provide security to the data based on the business requirements.
* Developed Apex Triggers, Apex Classes and Test Methods for complex functionalities and maintained 80% code coverage in Salesforce production.
* Created Validation Rules and Workflow Rules, Formula fields on custom objects.
* Implemented the **Standard Set Controller** and its attributes to **paginate the records in Visual Force Pages.**
* Wrote **SOQL** and **SOSL** queries.
* Created **VF Components** for creating the buttons to reduce the code redundancy.
* Redesigned, worked, and solved several **production** **issues**.
* Participate in gathering business requirements to re-platforming into web-based force.com platform
* Convert the business requirements into functional requirements, configurations, Object Models and Web User Interfaces.
* Prepare Design, Configuration, and User Training documentation
* Analysis of Solution Design Document, IRDs, and MODS
* Participated in Test plan and Test strategy documents
* Test Scenario preparation and execution
* Defect raising and tracking the defects
* Participating in QA team meeting and bug tracking meetings
* Document test execution procedures, new tester training documents, execution reports, maintaining test logs, capturing test results and standardizing reports
* Validation of the interfaces and interfaces files
* Extended the warranty and Support for the developed salesforce applications.

Achievements

* Obtained good knowledge on Retail domain.
* Helped the testing team in understanding the requirements and provided knowledge on the retail and OMS product to new joiners.
* Received appreciations from client IT manager for the good work done though new to retail domain.
* Completed E-Commerce certification with Grade – A.

Project#7

Project Title SMS

Period January 2014 to November 2014 (Louisville, KY)

Customer Humana

Domain and Line of Business Insurance and Healthcare

Roles and Responsibilities

Current Role: Salesforce Developer

Project Description:

Seminar Maintenance System (SMS) is an Application which allows Business User to set up normal Seminars and Affinity Partner Seminars. It is also being used to setup Affinity Partner Appointments. This application is build using CRM-2011 version. SMS is primarily used by the Marketing Sales Support (MSS) specialists in every market office. SMS houses all the Seminars that are created to promote and/or sell our MAPD products. CMS is the company that Humana report all its seminars on a monthly and daily basis.

Role Responsibilities

* Worked on a complete end to end life cycle in this project. Which includes requirement gathering, data model creation, development, testing, and UAT support.
* Designed and deployed the Custom objects, **Formulas, Validation rules** on the objects, Page layouts, Custom tabs.
* Developed **custom Visual force pages** as per the requirements.
* Created **Permission Sets, Profiles** to provide security to the data.
* Developed Apex Triggers, Apex Classes, and Test Methods. Used to maintain more than 85% code coverage in Salesforce production.
* Created Formula fields, Validation Rules, approval process and Workflow Rules on custom objects.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created **Email templates** to be sent to the customers depending on the action they perform after they log into the application.
* Redesigned, worked, and solved several **production** **issues**.
* Worked on Microsoft Dynamic CRM
* Participate in gathering business requirements to re-platforming into web-based force.com platform
* Convert the business requirements into functional requirements, configurations, Object Models and Web User Interfaces.
* Prepare Design, Configuration, and User Training documentation
* Analysis of Solution Design Document, IRDs, and MODS
* Participated in Test plan and Test strategy documents
* Test Scenario preparation and execution
* Defect raising and tracking the defects
* Participating in QA team meeting and bug tracking meetings
* Document test execution procedures, new tester training documents, execution reports, maintaining test logs, capturing test results and standardizing reports
* Validation of the interfaces and interfaces files

Project#8

Project Title SFA

Period January 2012 till December 2013– Offshore

Customer Humana

Domain and Line of Business Insurance and Healthcare

Roles and Responsibilities

Role: Sr. Test Analyst

Project Description:

The goal of this project is to Migrate SFA Medicare entities to CRM database from ADSCDS DataBase based on the business criteria. Using SSIS ETL tool, all the entities data needs to be migrated to CRM and make sure that the migration is successful without missing any data.

Role Responsibilities

* Preparing the SIT test cases for each story in SQUIDS tool based on the requirements.
* Performing manual ETL testing using SSMS.
* Reporting the defects in Squids and test them once they are fixed.
* Worked in Agile methodology and attended daily scrum calls.
* Performed ETL testing in both DEV and TEST Regions.

Achievements

* Possess good knowledge of Insurance and Healthcare domain.
* Successfully completed AHM250 certification (Professional, Academy for Healthcare Management Certification).
* Received Appreciations from Humana.

Project#9

Project Title AXE IO

Period January 2008 till December 2011– Offshore/Onsite (Hyderabad, India / Pagani, Italy)

Customer Ericsson

Domain and Line of Business Telecommunication

Roles and Responsibilities

Role: Tester Analyst

Project Description:

APZ PLM responsibility is to integrate the corrections at APZ level depending on the GAP and release plan. Being a part of the APZ PLM, the team is responsible for all the APZ integration and release test activities. The work involves performing a basic integration test of the corrections released for various modules into a single package, test the performance of the system and release the module after stability tests. Clone images are delivered for every release. The process of cloning requires knowledge on ghosting, networking, and understanding of master user domain, WINNT, and WIN2003 concepts. Test scripts and test cases are written for the integration test, stability, and release tests. Installation scripts are developed for performing the installation of the software and APG40 using install shield. A lot of effort and focus is put on the improvement of the quality of the product.

Role Responsibilities

* Worked as a Scrum Master for my team. Used to conduct daily scrum meetings and assign the tasks to the team members and make sure that all the task are completed on time without any delay and provide support to the team members if they face any problem in completing their tasks.
* Preparing the Change message documents for all the releases
* Preparing the time plan for each release
* Interacting with the Design and Maintenance teams
* Analyzing the correction documents and checking the dependencies and load-ability on different GAP’s.
* Development of test cases and generation of test scripts
* Developing installation scripts and developing test specifications for each integration
* Responsible for Analyze the requirements and enhancements of update package and documents development
* Implementing the package and UI
* Running the release test activities, documenting the faults discovered
* Generation of test reports
* Development of Clone images and Verification of Clone images
* Reviewing the work done by the other team members to ensure the quality
* Generating problem reports, solving the trouble reports on the released products.
* Understanding and analysis of process specification
* Suggesting the methods to improve the quality
* Coordinating the activities between Stockholm and Hyderabad.
* Participating in weekly meetings, documents review meetings, follow up meetings with client and appraise the work status.

Achievements

* Obtained good Telecommunication domain knowledge.
* Expertise in writing and implementing Test scenarios, Test cases, System testing, and Regression testing
* Understanding the process and finding the gaps in the requirements.