**RAJANI POLAMPALLI**

Email: polampallirajani@gmail.com

Mobile: +91-7794940987

**Professional Summary:**

* A dynamic and result-oriented individual with overall 5.8 years of experience in Salesforce and Java Technologies.
* 3.5 years of experience in SFDC Configuration and Development using Lightning Components, Lightning Web Components, Apex Classes, Apex Triggers, Visualforce Pages, Batch Apex, Schedule Apex, Future Methods and SOQL.
* Experienced in developing Web Service Integration using REST API with MuleSoft to support integrations with external systems.
* Proficient in utilizing Salesforce out-of-the-box functionality for business requirements using Sharing Settings, Profiles, Permission Sets, Roles, Validation Rules, Approval Process, Workflow Rules, , Process Builder, Visual Flows, Email Templates, Email-to-Case, Web-to-Case, Push Topics and Platform Events etc.,
* Worked on various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Cases, Knowledge, Leads, Reports, Dashboards and with External Objects.
* Proficiency in Data Migration from Traditional Applications to Salesforce using Import Wizard, Data Loader Utility and Salesforce Workbench.
* Experience in deployment using ANT tool, Change Sets, Eclipse/Force.com IDE with Bitbucket and Bamboo, Flosum and Salesforce DX with Jenkins.
* Expertise in Agile methodologies and iterative Software Development Life Cycle (SDLC).
* Experience with customer business requirement gathering and converting to technical terms.
* Capable of Quick learning, ability to manage multiple priorities, takes initiative to drive results, ability to take on challenges and address problems heads on.

**Work Experience:**

* Currently working as an Application Development Senior Analyst in **Accenture** since Jun’19.
* Worked as a Technology Analyst in **Infosys Limited** since Dec’17 till May’19.
* Worked as an Application Developer in **IBM India Pvt Ltd.** since Dec’14 till Dec’17.

**Certifications:**

* Salesforce Certified Platform Developer I.
* Salesforce Certified Platform Developer II.
* Salesforce Certified Platform App Builder.
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Administrator.

**Academic Qualifications:**

* Bachelor of Technology in Electrical and Electronics Engineering from Sree Rama Engineering College affiliated to Jawaharlal Nehru Technological University, Anantapur during 2009-2013

**Technical Skills:**

* **Lightning Experience:** Lightning Web Components, Lightning Components, HTML, JavaScript, CSS.
* **Salesforce Customization:** Apex Classes, Apex Triggers, Visual Force Pages, Batch Apex, Schedule Apex and Rest Webservices.
* **Salesforce Configuration:** Validation Rules, Workflows, Process Builder, Visual Flows, Approval Process, Email Templates, Sharing Settings, Page layouts, Email-to-Case, Web-to-Case.
* **Tools**: Eclipse, Apex Data Loader, Workbench, Change Sets, Bit Bucket, VS code, Flosum, Jenkins.

**Project Work Summary:**

**Project** : One of the Leading cigarettes and tobacco manufacturing company, Switzerland.

**Domain** : Consumer Goods and Services.

**Role** : Salesforce Developer.

**Project Description:**

It is an American transnational cigarette and tobacco manufacturing company, with products sold in over 180 countries. The most recognized and bestselling product of the company is Marlboro. It is often referred to as one of the companies comprising Big Tobacco.

**Responsibilities:**

* Designed, developed and deployed Lightning Web Components, Lightning Components, Apex Classes and Apex Triggers for various functional needs of the application.
* Experienced in Field Service Lightning for providing services on IQOS Device to consumers.
* Implementing Automation Processes using Workflows, Process Builder and Visual Flows.
* Created Sharing Rules, Customizing various standard and custom Objects of Salesforce.com.
* Created Rest services for interacting the UI with 3rd party applications.
* Participating and responsible for deploying the components to production for each sprint.
* Experience with Data Migration, Data Remediation and Data Maintenance using Data Loader, Workbench, and Import Wizard.
* Responsible for interacting with Business Users and gathering Business Requirements.
* Attending daily scrum calls and weekly status calls with Business.
* Responsible for Documenting Functional requirements and technical specifications.
* Responsible for providing guidance to the freshers in the team.

**Project** : One of the Leading Hospitality Company, United States.

**Domain** : Travel Industry.

**Role** : Salesforce Developer.

**Project Description:**

One of the world's leading hotel companies which has about 842,749 guest rooms and 5,656 hotels across nearly 100 countries. The project deals with multiple 3rd party applications integrated

with Salesforce. It’s a B2B transactional system where we are generating 1000’s of transactions across the globe through different communities. Getting booking confirmation from hotel and sending confirmation to the customers.

**Responsibilities:**

* Designed, developed and deployed Lightning Components, Apex Classes and Apex Triggers for various functional needs of the application.
* Implementing Automation Processes using Workflows, Process Builder and Visual Flows.
* Created Sharing Rules, Customizing various standard and custom Objects of Salesforce.com.
* Created Rest services for interacting the UI with 3rd party applications.
* Participating and responsible for deploying the components to production for each sprint.
* Customized Reports and Dashboards to the track usage for productivity and performance of business areas and their sales teams.
* Experience with Data Migration, Data Cleansing, and Data Maintenance using Data Loader, Excel Connector, Workbench, and Import Wizard.
* Responsible for interacting with Business Users and gathering Business Requirements.
* Responsible for Documenting Functional requirements and technical specifications.
* Responsible for providing guidance to the freshers in the team.

**Project** : One of the leading Brokerage and Financial Firm, United States.

**Domain** : Retail.

**Role** : Salesforce Developer.

**Project Description:**

One of the American multinational financial services company offers a wide range of investment advice, products & services, including brokerage & retirement accounts. The project aimed to design, develop a modern CRM to support Firm’s Retail Business. The project deals with Lightning Component bundle Resources to display the Dashboard visualization of different worksheets from Tableau Server and displaying on Salesforce.

**Responsibilities:**

* Designed, developed and deployed Lightning Components, Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Implementing Automation Processes using Workflows and Process Builder.
* Created Sharing Rules, Customizing various standard and custom Objects of Salesforce.com.
* Customizing page layouts for standard/custom objects and assigning record types.
* Involved in the deployment document preparation and performed deployment to another sandbox using ANT tool and Change sets.

**Project** : One of the leading Bank, United States.

**Domain** : Banking Industry.

**Role** : Salesforce Developer & Administrator.

**Project Description:**

One of the diversified banks that offers a broad array of financial products and services to

consumers. The project deals with the wealth management aspect of the banking services.

Developed a CRM system to onboard customers and provide them with the products and services

bank has to offer for wealth management.

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Customizing and implementing profiles, roles, security settings, Applications, custom objects, custom fields, page layouts, workflow, validation rules, approvals, dashboards, reports, record types, list views, queues, reports, dashboards etc.
* Created Sharing Rules, Customizing various standard and custom Objects of Salesforce.com.
* Customizing page layouts for standard/custom objects and assigning record types.
* Support of Salesforce application for over 500 users daily with tasks including administration of the application.
* Involved in the deployment document preparation and performed deployment to another sandbox using ANT tool and Change sets.

**Project** : One of the Insurance and Financial Firm, United States.

**Domain** : Insurance Industry.

**Role** : Java Developer.

**Project Description:**

One of the holding company for businesses that provide insurance, retirement and investment products and services. The Project aimed to develop a enhance a web portal for kind of insurance enroll for different customers.

**Responsibilities:**

* Design & development based on Object Oriented methodologies, using Core Java, JSP, JDBC Connection pooling and coding part of the database queries.
* Testing the application using Junit Test cases, writing the test cases.
* Working on change request, End to end Live Production Support for the application, Bug fixing, Project documentation and version control, Code Enhancement.