

VINEELA T

CERTIFICATIONS

Certified Salesforce Administrator (ADM 201)

Certified Salesforce Developer (DEV 401)

Apttus Quote to Cash

SUMMARY

- 8+years of professional IT experience in **Administration, Development**, support of **Salesforce.com CRM** implementation for various clients and **web-based** applications.
- **Salesforce Administration/Development** with responsibilities spanning across Analysis, Modelling, Design, Coding and Unit Testing.
- **End to End experience** in implementing **Sales Cloud** and **Service Cloud**.
- Extensive experience in **Project Management activities** including, Project Plan, Project Strategy, WBS Preparation, Team Work allocation, estimates preparation, reviewing team deliverables, mentoring team members, Publishing Weekly/Milestone based status reports
- Hands on experience in **Salesforce Components Integration, Development and Deployment of Custom Integration Solutions**
- Extensive Business Knowledge and Objects Customization experience on such as **Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns and Forecasting**.
- Experience in developing **Apex classes and Triggers, Visual Force, S-Controls, Force.com, IDE, SOQL, SOSL**.
- Excellent skills in **Creating/Troubleshooting/Modification of Apex Code and Visual Force pages**.
- Sound Technical Knowledge in **Lightning Experience and App builder**.
- Proficiency in SFDC Administrative tasks such as **Creation of Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and Actions**
- Developed SFDC **Customized Reports, Dashboards and Processes** to continuously monitor **Data Quality and integrity**.
- Experience in **Data Migration using Import Wizard** and other integration tools such as **Apex Data Loader, Application, Info Store and Sibel EIM**.
- Detailed experience working on **Eclipse IDE with Force.com Plug-in for writing Business Logic in Apex**.
- Knowledge of **Web-to-lead, Web-to-case, Email-to-case** in **Lead and case management**.
- Experience in system bulk data load process (**Data Loader**).
- Hands on experience on **Process Builder**.
- Experience of Integration using **Web Services API**.
- Experience in Web Technologies like **HTML, XML, CSS, JSP, JavaScript, JSON, WSDL, SOAP, REST and Bulk API's**.
- Hands on experience in database building in **PL/SQL, SQL server and Oracle**.
- Expertise in database querying with **SOQL & SOSL** using Force.com Explorer.
- Worked with **Business Users** in successfully implementing **Business Processes in SFDC**.
- Strong knowledge on **Agile, Water Fall Project Execution Methodologies**.
- Worked closely with **Business, UAT** team.
- Ability to meet deadlines and handle pressure by owning multiple tasks in the project.
- **Excellent Communication and Interpersonal Skills**.
- Highly motivated with the ability to **work independently** and **Integral** part of the team and committed to highest levels of **Professional and Personal Excellence**.

- Experience in **Customer Relationship Management (CRM)**.
- Experience in **.Net C#, Java, Java Script**.

Technical Skills:

Salesforce: Salesforce CRM, Salesforce SFA, Apex Custom Controllers, Apex Classes, ApexTriggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Process Builder, Workflow & Approvals, Reports, Dashboards and Custom Objects, Lightning Applications and Components.
Force.com: Sales Force CRM, Apex Custom Controllers, Apex Classes, Apex triggers, Visual force Pages/Components, SOQL, Workflow & Approvals, Reports, Dashboards and Custom Objects.
SFDC Tools: Data Loader, Migration Tool, Eclipse, Force.com, IDE Developer Console.

Languages: C, Java, J2EE, Apex.

Web technologies: HTML, CSS, Visual force, java script, jQuery.

Database: Oracle, SQL Server.

Query Languages: SQL, PLSQL Basis.

Operating System: Windows, UNIX, Linux.

Certifications: Salesforce Certified Developer Dev (401) and Administration (201).

Professional Experience:

Client: TIAA

May 2014 - Till Date

Role: Salesforce Developer/Admin
 Charlotte, NC

Responsibilities:

- Interacted with various business team members to gather and document the requirements.
- Developed **Apex Classes** and **Apex Triggers** for various functional needs in the application
- Interacted with various business team members to gather and document the requirements.
- Implemented **Visual force pages** to enhance the functionality to display information
- Created various **Reports** and **Dashboards** and scheduled based on the requirement in the organization.
- Involved in building interfaces using **SOAP** to pricing and billing systems.
- Worked with **Data Loader and App Exchange Applications**.
- Developed integration processes using **SFDC Web Services API**.
- Worked on how to make calls from **Lighting Component** to remote methods
- Loaded data into Salesforce standard, custom, Parent child related objects using **Data Loader**.
- Validated data and extracted data from Sale force using data loader for interfacing systems.
- Configured various **Custom Reports** for different user profiles based on the need in the organization.
- Developed fully functional **JAVA Application** (Installing Http Client & JSON Framework) to connect to Salesforce.com and executed transactions.
- Modifying **Page layouts** and setting the Record Types.
- Experience in modifying the integration jobs based on **REST** and **SOAP** web services as per requirements.
- Provided Production support and critical issues fixing.

- Developed various **Custom Objects, Tabs, Components** and **Visualforce Pages**.
- Maintained user roles, security, profiles, and workflow rules wherever necessary.
- Executed various levels of Unit, Integration, User acceptance and Operational acceptance testing to prove that system conform to specifications of business and quality requirements.

Environment: Salesforce.com platform, Service Cloud, Apex Language, Apex Scheduler, Apex Classes/Triggers, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Master Details Page, Email Services, SOQL/SOSL, Security Controls, HTML, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in, SOAP/REST API's.

Client: Dynegy

Jan 2013 – April 2014

Role: Salesforce Developer

Houston, Texas.

Responsibilities:

- Worked on various SFDC standard objects like **Accounts, Contacts, Leads, Opportunities, Reports** and created/managed custom objects.
- Reengineered **APEX** code already in production to optimize trigger based transactions for performance and speed as well as to work seamlessly with governor limits.
- Involved new salesforce features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
- Created users, permission sets and record level permissions to manage sharing access among different users. Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing. Worked with Profiles and Administrative permissions to grant/deny users access to platform features tasks,
- Created **workflow rules, defined related email alerts, and field updates**.
- Used **Force.com** developer toolkit including **Apex Classes, Apex Controllers** and **Apex Triggers** to develop custom business logic
- Debug **Apex scripts** using **Debug Logs** and **System Log Console** to catch Exceptions and execute governor Limits
- Deployed **Apex** using **Force.com IDE, Force.com Migration Tool** and **Web Services API's**.
- Used **Pick lists, Dependent Pick lists, Record Types** to enforce data quality
- Used **Tab permissions, Record Type permissions** and **Field Level Security** to implement Component-based security
- Developed **Unit test class** for Apex class and worked for improving **code coverage**. Worked in **Agile Methodology**.
- Used **Tabular, Summary** and **Matrix reports** to create Standard reports and Custom reports
- Designed and modified Approval processes and created Approval steps which used email alerts and field updates
- Worked on **data migration** from databases to SFDC using **Data Loader**.
- Worked with Formula fields for calculation, related object display, integration and data realization. Worked with Setup Audit Trail to gather information about client usage
- Hands on experience on **Salesforce Lightning** and **App Builder**.
- Worked on **Visualforce pages** and **Triggers** according to requirement
- Created Technical Design Document based on Requirement Document which meet the Business Requirement along with existing system Configuration

Environment: Salesforce.com platform, Service Cloud, Apex Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Master Details Page, Email Services, SOQL/SOSL, Security Controls, HTML, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in, SOAP/REST API's Language, Apex Scheduler, Apex Classes/Triggers, Visual Force (Pages, Component & Controllers), Workflow &.

Client: Unicorn Tek

June 2009 –Oct 2012

Role: Salesforce Developer/Admin
Hyderabad, India.

Responsibilities:

- Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application
- Involved in **CRM processes** like **design, development, planning, testing and Integration of Salesforce Cloud services.**
- Developed fully functional **JAVA Application** (Installing Http Client & JSON Framework) to connect to Salesforce.com and executed transactions.
- By using Java script, created custom buttons and executed controllers to achieve the functional requirements. Intensely worked with **Apex, Triggers, API integration.**
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization. Created Summary reports, **Matrix reports, Charts and Dashboards** to assist the business team.
- Written Test Classes to meet Unit testing before migrating from **Sandbox** to Production environment.
- Written **SOQL, SOSL** query Language necessary for the application in **Apex Classes and Triggers.**
- Extensive Experience in Salesforce Integration with in house legacy systems using Web Services API like **REST, Bulk and SOAP.**
- Used **Apex Data loader** to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.
- Used the **Sandbox** for testing and migrated the code to the deployment instance after testing.
- Created auto assignment rules using the **workflow process** to route tasks.
- Created custom VF email templates for enabling the localization using **Translation Workbench.**
- Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
- Developed different **VisualForce Pages** to suit to the needs of the application using different Visualforce components
- Managed Users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.

Environment: Salesforce.com platform, Service Cloud, Apex Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Master Details Page, Email Services, SOQL/SOSL, Security Controls, HTML, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in, SOAP/REST API's Language, Apex Scheduler, Apex Classes/Triggers, Visual Force Pages, components and Workflows.

Client: Vinstone Solutions Private Ltd

Jan 2008 –May 2009

Role: Salesforce Administrator

Hyderabad, India.

Requirements:

- Designed, Implemented and deployed the **Custom Objects, Page Layouts, Custom Tabs**.
- Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Developed Assignment rules to automatically redirect **leads** to Salesforce and assign leads to different users and queues according to the requirements.
- Customizing the application using **Salesforce.com** features as per the business requirement.
- Designed **Account** Management, **Lead** Management, **Opportunity** Management and **Case** Management.
- Implemented **record types** for some objects to save different types of data into a single object.
- Migrated Data into **Salesforce.com** from legacy systems using **Data loader**.
- Customized **Dashboards** to provide daily forecasts and track **opportunities, deal registrations and customer engagement**.
- Integration with third party application for **Order Management**.
- Involved in the implementation of Validation **rules, Email Templates, Sharing and Security rules** for the application.
- Supported end users and helped them in getting used to the application, **generated reports** and saved them for further access to the **users**
- Created **workflow rules** and defined related actions - **tasks, field update, email alert, time triggered tasks, email alerts, field updates** to implement business logic.
- Maintained all operational and technical flows using **Power point**.

Environment:

Salesforce Enterprise Edition, Custom/Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Force.com Eclipse Plug-in, Security Controls.