**MOHAN**

**(Certified Salesforce Admin/ Developer)**

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**PROFESSIONAL SUMMARY**

* Over 10 years of IT experience specializing in Salesforce.com and Force.com, with expertise in configuration, customization, integration, and community-building.
* Extensive experience in migrating from Salesforce Classic to Lightning, developing advanced Lightning Components using the Lightning Design System, and enhancing user experience.
* Strong background as a Java Developer, enhancing my skills in Salesforce application development and seamless integration with other platforms.
* Skilled in using asynchronous processing techniques to handle high data volumes, optimize performance, and reduce user impact across applications.
* Proficient in Salesforce configuration, implementing workflow rules, process builders, flows, validation rules, and page layouts to enhance functionality and user experience.
* Developed numerous Apex classes to handle complex data processing and custom business logic, ensuring efficiency and scalability with best practices for SOQL/SOSL queries, governor limits, error handling, and unit testing.
* Expertise in developing Apex triggers to automate business processes, enforce rules, and ensure seamless interaction with workflows, validation rules, and field updates.
* Strong knowledge of Salesforce asynchronous processing, including Batch Apex, Scheduled Apex, and Queueable Apex, to efficiently handle background jobs and high volumes of data.
* Skilled in integrating Salesforce with external systems using REST API, SOAP API, and third-party tools, ensuring data synchronization, real-time data exchange, and effective migration solutions.
* Proficient in Salesforce Lightning UI, developing Lightning Apps using the Lightning Design System, App Builder, and Lightning Components for user-friendly interfaces and process automation.
* Extensive experience with the Aura Framework, leveraging Aura Attributes, Aura Handlers, and both client-side and server-side controllers to build dynamic, responsive user interfaces.
* Experienced in configuring Apttus CPQ and SteelBrick CPQ for complex quote generation, bundling, and product management, contributing to streamlined sales processes.
* Agile development expertise in Scrum, Kanban, and Lean environments, with a strong track record of delivering high-quality software through cross-functional team collaboration.
* Comprehensive Salesforce Sales Cloud experience, including administration/configuration, Apex, Force.com APIs, data loads, and development of tailored solutions.
* Skilled in implementing CI/CD pipelines for Salesforce using Jenkins, Git, and GitHub, enhancing deployment automation and consistency.
* Developed custom Lightning Web Components (Aura and LWC) with advanced JavaScript, including reactive properties for data manipulation and parent-child component communication.
* Managed migrations from Salesforce Classic to Lightning, updating Visualforce pages and Apex classes to align with Lightning UI for improved functionality and modernized user experience.
* Extensive experience with CPQ tools, including Apttus and SteelBrick, to support Configure, Price, and Quote processes, enhancing accuracy and efficiency in sales operations.
* Proficient in managing version control, build automation, and deployments using best practices and industry-standard tools.
* Skilled in using JIRA for project management, issue tracking, and supporting agile practices through backlog management, sprints, and release planning.
* Strong Git and GitHub experience for collaborative development and efficient code management, ensuring smooth version control and streamlined project workflows.

**Technical Skills:**

**Salesforce CRM**: Apex language (classes, trigger, batch, schedule), SOQL & SOSL language, visual force pages, components, sales, service, ant-based force.com migration tool, workflow rules, approval process, profiles, permission sets, role hierarchy, validation rules, custom objects, relationships, page layouts, search layouts, record types, reports, dashboards, lightning, lightning components, lightning design systems, web services (rest, soap), jitter bit

**Force.Com Tools**: Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader, Eclipse.

**Web Technologies:** JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX.

**Databases:** Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2.

**Versioning**: Git, SVN, Bitbucket

**Programming Languages**: C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex.

**Web/Application Servers**: Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS.

**Operating Systems**: Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix.

**Education**

Bachelors in Information Technology from MVR College of Engineering

**CERTIFICATIONS**

* Certified Salesforce Administrator.
* Certified Platform Developer 1

**PROFESSIONAL EXPERIENCE**

**Ascension, Missouri, United States**

**Role: Lead Salesforce Developer | Jan 2024 – Present**

**Responsibilities:**

* Leveraged Lightning Process Builder to streamline workflows and automate key processes within Salesforce.
* Provided technical support by logging, troubleshooting, and resolving system issues to maintain stability and deliver timely solutions to users.
* Monitored and managed exception logs for backend integration with Salesforce, proactively addressing integration issues.
* Integrated Salesforce CLM with external systems (ERP, e-signature), ensuring seamless data flow and enhancing contract management workflows.
* Implemented security measures and compliance protocols in Salesforce CLM to protect sensitive contract data and meet regulatory standards.
* Optimized CLM processes by evaluating configurations and improving efficiency, accuracy, and user experience.
* Developed Apex REST API callouts to integrate two Salesforce instances and parsed JSON responses from third-party systems within Apex classes.
* Designed and developed Apex Classes, Controller, and Extension Controllers and Apex Triggers to address complex business needs.
* Created Batch and Schedule Apex classes to support scheduled data processing and asynchronous operations.
* Implemented Service Cloud features like case management, field service management, and CTI integration for enhanced customer service.
* Migrated from SOAP to RESTful web services using Spring REST API with Spring Boot, ensuring modern, scalable integrations.
* Developed ESQL and Java message flows for more efficient data handling and integration.
* Utilized Salesforce analytics to track contract performance, monitor key metrics, and provide insights for contract management.
* Used Data Loader for data migration, bulk import/export, and maintenance, ensuring data integrity across Salesforce environments.
* Configured field-level security and page layouts in Lightning, enhancing user accessibility and data control.
* Collaborated with business user groups to gather requirements and implement Salesforce, Lightning, and CRM features tailored to client needs.
* Tested and deployed Lightning applications from sandbox to production, enhancing functionality and user engagement.
* Developed and managed Salesforce Communities, promoting collaboration and user engagement.
* Created customized reports and dashboards to fulfill ad hoc reporting needs promptly and accurately.
* Designed and deployed Custom Objects, Tabs, Validation Rules, Workflow Rules, and Page Layouts for application-specific needs.
* Created formula fields and roll-up summaries to validate customer-provided information and enhance data quality.
* Customized Service Cloud with tailored page layouts, custom apps, and user profiles for optimized functionality.
* Configured Atlassian JIRA and Confluence using plugins (e.g., Zephyr, event listeners) and custom scripts in Java, JavaScript, Groovy Script, and Jelly Script.
* Maintained Git for version control and implemented CI/CD by scheduling Jenkins jobs, integrating GitHub repositories.
* Acted as the primary contact for client stakeholders, providing support and facilitating collaboration with offshore agile teams.
* Implemented Copado governance policies and best practices for agile planning, backlog management, and sprint execution.
* Integrated Jitterbit for data cleansing and real-time event-driven integrations within Salesforce.
* Developed custom Apex triggers and classes for enhanced DocuSign functionalities within Salesforce.
* Gathered requirements and implemented document signing processes with DocuSign for efficient workflow management.
* Designed and configured Vlocity data models to meet industry-specific requirements, including quoting, billing, and policy management.
* Built custom MuleSoft connectors and modules for third-party API integration, enhancing interoperability.
* Designed and implemented MuleSoft APIs with RAML and Swagger, using API policies to ensure security and performance.
* Designed and developed Conga templates for customized document generation (e.g., quotes, invoices) using dynamic Salesforce data.
* Automated document workflows with Conga Workflow and Trigger, streamlining document generation based on specific Salesforce events.
* Implemented Sales Cloud integration with Inforce ERP applications, optimizing data consistency across platforms.

**Technical Environment**: Service Cloud, Sales Cloud, Salesforce.com Platform, Copado, Jitterbit, DocuSign, Vlocity, MuleSoft, Conga, Lightning, Visualforce, Apex Classes, Apex Triggers, Batch Apex, Schedule Apex, RESTful/SOAP APIs, Jira, Git, GitHub, Agile/Scrum.

**CVS Health, Woonsocket, United States**

**Role: Salesforce Developer | Jan 2023 – Dec 2023**

**Responsibilities:**

* Developed Lightning controllers using the AURA framework, improving component-based architecture and enabling efficient UI functionality.
* Designed and deployed automation processes (Process Builder, Workflow Rules, Approval Processes), enhancing data handling and operational efficiency.
* Configured advanced field types such as Picklist, Master-Detail, and Custom Formula Fields, supporting tailored data management and accurate reporting.
* Implemented Just-In-Time (JIT) provisioning in SSO environments, enabling streamlined user account creation and onboarding.
* Integrated identity providers (IdPs) with SSO systems, supporting secure and efficient JIT provisioning with well-mapped user attributes between IdPs and SPs.
* Developed comprehensive documentation on JIT provisioning and conducted training sessions, ensuring effective knowledge transfer.
* Created complex Apex Classes, Triggers, and Controller Classes for precise business logic implementation, fulfilling specific functional needs.
* Scheduled Batch Apex classes to manage periodic data processing, supporting data integrity and automated tasks on an hourly basis.
* Engaged in CPQ design by mapping custom objects for Apttus Advanced Workflow Approvals, optimizing quote-to-cash cycles and approval workflows.
* Configured Steelbrick CPQ with approval matrices and advanced pricing factors (variance, volume-based, attribute-based), ensuring accurate and scalable pricing models.
* Oversaw cloud infrastructure provisioning, monitoring, and security, with hands-on expertise in resource management and Apex Cloud integration.
* Applied security protocols within the Apex Cloud to safeguard sensitive data, maintaining CVS Health’s compliance standards.
* Integrated Salesforce CLM with ERP systems and e-signature solutions, facilitating secure data exchange and enhancing contract workflows.
* Delivered user training on Salesforce CLM tools, increasing adoption and efficiency in contract lifecycle management.
* Configured Copado for secure user management and access control, enhancing the Salesforce environment's security framework.
* Streamlined sandbox configurations using Copado's environment management, ensuring rapid and accurate deployments.
* Automated CI/CD pipelines with Jitterbit, accelerating integration timelines and improving delivery processes.
* Configured Vlocity for order management, enabling optimized product and service provisioning workflows.
* Executed MuleSoft deployment strategies with Jenkins and Maven, managing environments via AnyPoint Runtime Manager.
* Provided training and support on MuleSoft, ensuring successful adoption and efficient usage across teams.
* Utilized Git for source code management, applying essential commands (e.g., clone, branch, commit, push, pull) to maintain version control.
* Integrated Steelbrick with Salesforce to automate quoting, contracting, and billing, supporting CVS Health’s dynamic business needs.
* Configured advanced Steelbrick CRM pricing logic, enabling customized pricing structures across different charge types.
* Enhanced CPQ functionality with custom business logic and process adjustments, meeting evolving operational requirements.
* Designed and managed complex Salesforce CPQ pricing strategies, including list pricing, cost/markup, block pricing, and discount rules.
* Designed optimized Page Layouts by organizing fields, custom links, buttons, and related lists for an improved user interface.
* Configured Apttus CPQ settings with tailored product setup, approval rules, and automation flows, supporting streamlined sales processes.
* Established Jitterbit as the primary integration platform, defining integration governance standards across projects.
* Implemented DocuSign's bulk sending feature for document distribution, ensuring secure, efficient signing processes.
* Developed Vlocity mobile applications, enhancing mobile access for essential CVS Health business functions.
* Employed Git branching strategies (e.g., GitFlow, feature branching) to streamline concurrent development and manage releases effectively.
* Practiced Agile/Scrum methodologies, actively participating in Scrum ceremonies to drive structured and collaborative development.
* Created Conga Composer templates, generating professional documents dynamically from Salesforce, improving document workflows.
* Enhanced contract workflows with Conga Contracts, implementing approval management, version control, and automated document generation.
* Integrated Salesforce with Apttus CPQ, LDAP, and SharePoint, enabling seamless data flow and efficient workflow automation.
* Validated SFDC/CPQ product and pricing data using tools like Workbench and Data Loader to ensure data integrity.
* Configured CPQ for subscription, billing, and invoicing needs, supporting a complete Quote-to-Cash lifecycle.

**Technical Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Copado, Jitterbit, DocuSign, Vlocity, MuleSoft, Conga Composer, Git, Agile/Scrum, Apex Classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, REST/SOAP Web Services, Custom Objects, Custom Fields, Apttus CPQ, Steelbrick CPQ.

**Fidelity Investments, New York**

**Role: Salesforce Developer | Feb 2020 – Dec 2022**

**Responsibilities:**

* Developed Apex Triggers, Classes, Batch Apex, and Scheduled Apex to automate critical business processes and improve operational efficiency.
* Monitored Apex asynchronous processing effectively, utilizing future methods, batch apex, and queueable apex to control complex processes, and scheduled jobs via Apex Scheduler for timed execution.
* Led the implementation of Salesforce Community Cloud for various clients and internal projects, driving improved engagement and collaboration.
* Designed and customized Community Cloud solutions to align with specific client needs, including branding, page layouts, and UI enhancements for a seamless user experience.
* Integrated Community Cloud with Salesforce CRM, enabling seamless data sharing and supporting improved customer relationship management.
* Utilized Community Analytics to monitor user engagement, track performance metrics, and inform continuous improvements in community strategies.
* Built Batch Apex classes for batch processing and automated updates to related fields, enhancing data accuracy and consistency.
* Implemented automation workflows using triggers, Batch Apex, Scheduled Apex, and email alerts, optimizing notifications and field updates.
* Executed large Salesforce CRM implementations, including sales process optimization, Partner Portal setup, order and discount integration, and legacy system integrations.
* Led Salesforce.com System Integration with external applications using Apex Web Services and Callouts through both REST and SOAP APIs for robust connectivity.
* Developed SFDC reporting tools, created systems documentation, and crafted technical process flows to support clear and efficient reporting.
* Technical expertise in Salesforce Lightning tools (Schema Builder, Process Builder, App Builder, Components, and Lightning Connect) to enhance customization and functionality.
* Automated complex business processes by configuring workflow rules, approval processes, and assignment rules for efficient lead and case handling.
* Created formula fields, roll-up summaries, and validation rules, ensuring data integrity and supporting user-provided information accuracy.
* Oversaw Release Management activities, including data migration, deployment, and management of various Salesforce instances.
* Experienced in Data Loader, with expertise in scheduling data backups using Apex Scheduler for data security and recovery.
* Developed and managed the Service Console Lightning application, utilizing multiple Lightning Web Components (LWC) for service case handling.
* Created custom Lightning Web Components (LWC) and implemented advanced JavaScript and HTML for enriched service case console pages.
* Built and refined the entire sales and service pipeline through the effective use of Salesforce Apex, Service Cloud, and CPQ tools, supporting revenue growth and process optimization.
* Developed a SOAP UI-based framework for testing legacy SOAP/REST API integrations and automated CI/CD Salesforce Service Cloud integrations.
* Documented Jenkins pipeline processes to support version control, automated builds, and testing in CI/CD.
* Created custom API scripts using Microsoft VBA/VBScript and Python for exporting and importing test results from JIRA/Enterprise Tester.
* Configured JUnit coverage reports and integration tests within GitLab Runner, supporting robust automated testing and code quality validation.
* Setup and implemented CI/CD pipelines using AWS, GitHub, Jenkins, and Chef, establishing reliable automated deployment workflows.
* Developed URL processing extensions with Agile APIs and Java technologies, enabling seamless data exchange and extended application functionality.

**Technical Environment**: Service Cloud, Sales Cloud, Salesforce.com Platform, Lightning Web Components, Visualforce Pages, Apex Classes, Triggers, Batch Apex, Schedule Apex, SOAP, REST, Jira, Git, GitHub, Agile, Jenkins, Microsoft VBA/VBScript, Python, CI/CD (AWS, GitLab Runner, Jenkins, Chef).

**SmartInternz, Hyderabad, India**

**Role: Salesforce Admin | Sep 2016 – Oct 2019**

**Responsibilities:**

* Contributed to technical design plans, managing conversions, mapping, and configuration of key portions of the Salesforce application to align with project goals.
* Identified, planned, and implemented new Salesforce features and functions, including custom screens, workflows, Force.com objects, reports, and Apex code to meet specific business requirements.
* Developed batch interfaces and processes to enable seamless integration between Salesforce and external systems, ensuring data synchronization and accuracy.
* Experienced in using Data Loader for importing, exporting, and scheduling timely data backup operations through Apex Scheduler for data security and management.
* Implemented escalation rules and automatic case generation, ensuring rapid case escalation to call center representatives and quick issue resolution with automated email alerts.
* Developed multiple Triggers, Apex Classes, and Visualforce pages to support dynamic application development and customization requirements.
* Created organized page layouts and search layouts, structuring fields, custom links, related lists, and additional components to optimize record detail and edit pages.
* Established workflow rules with related tasks, time-triggered tasks, email alerts, and field updates, effectively automating business processes and supporting operational efficiency.
* Developed templates, approval processes, and approval page layouts, defining specific approval actions to streamline process automation.
* Created RAML resources to implement REST-based APIs, supporting project implementation through effective API integration and data sharing.

**Technical Environment:** Apex, Force.com, Triggers, API Integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP API, Chatter, Sandbox Data Loading, Git, DML Queries, Web Service Integration, Metadata API, SaaS/PaaS.

**Virtusa, Hyderabad, India**

**Role: Java Developer | July 2014 – August 2016**

**Responsibilities:**

* Developed a robust, n-tier application using a Struts-based MVC architecture, implementing Servlets to ensure clear separation of concerns and modularity.
* Authored comprehensive test cases based on detailed specifications to enhance software reliability and maintainability.
* Executed coding tasks using JSP, Java Servlets, Spring MVC, and XML to create dynamic, user-friendly interfaces and facilitate seamless application flow.
* Conducted both logical and physical data modeling, ensuring database structures aligned with application requirements and supported scalability.
* Gathered requirements and conducted prototyping sessions, gap analyses, and walkthroughs with business groups to ensure clarity and alignment on project specifications.
* Converted business requirements into detailed documentation, bridging communication between business and development teams.
* Developed proof-of-concept (POC) solutions to validate new patterns and vendor integrations, showcasing potential improvements and innovative solutions.
* Performed code reviews with team members and the delivery team, ensuring coding standards, consistency, and high-quality deliverables.
* Proactively monitored application performance, diagnosing issues and optimizing queries, databases, and code for enhanced efficiency.
* Utilized Eclipse as the development environment and employed CVS for effective source control and version management.
* Leveraged JDBC to invoke Oracle stored procedures using callable statements, enabling efficient database interactions.
* Used ANT for application build and deployment on the Tomcat server, ensuring streamlined deployment and testing processes.

**Technical Environment:** SQL, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Struts, Enterprise JavaBeans (EJB), Java/J2EE, J2EE Patterns, AngularJS, JDBC, Spring Framework, Tomcat.