**Venkata V**

**Sr Salesforce Developer**

732 797 9959

rajakumar.r@smartsoftus.com

**Professional Summary**

* Having **9+** Years of Salesforce experience in Design, Development and Deployment of application using CRM Salesforce **Force.com** in customization and development.
* Good hands-on experience working in **Salesforce Sales Cloud, Service Cloud, or Experience Cloud, Finance Cloud.**
* Completed **Platform Developer II (PD2)**, **Platform Developer I (PD1)**, **Salesforce Administrator (ADMIN 201)**, **App Builder and PSM1 Certifications.**
* Undergone Salesforce Professional Training on Reports and Dashboard from Salesforce Team.
* Experience in **Development**, **Administration, Configuration** and **Support** of Salesforce Sales, Service, Experience and Financial Services Cloud in Salesforce Applications.
* Worked on **Salesforce Lightning Web Component (LWC), Aura Component** for creating a better Lightning experience in building different pages.
* Worked on new **Salesforce Mobile App** in providing the user access to Salesforce on the Mobile Platform.
* Worked on **SOQL** and **SOSL** queries to fetch Data from Standard, Custom and Relational Objects.
* Proficient in Programming Asynchronous Apex using **Batch** Apex, **Future** and **Schedulable** Apex.
* Designed and developed **Apex Triggers** for performing additional operations along with the standard logic.
* Worked on Apex **Service Callouts** with **POST, PUT** and **GET** method types using **Invocable** methods.
* Good Experience on understanding the **MVC** Architecture and following **Governing Limits** while designing and development of Apex Code.
* Proficient in handling **Lightning** **Screen** and **Record** **Trigger** **Flows** to build customized solutions that support business requirements and drive key business decisions.
* Experience working with **Data Loader**, **Import wizard** and **Workbench** on Production and Sandbox environments.
* Worked on the designing of **Custom Objects**, **Custom fields**, **Custom Apps**, **Connected Apps**, **Role based page layouts**, **Custom Tabs** as part of Configuration.
* Worked on **Junction Objects**, **Reports** and **Dashboards** for fetching information required for the business based on criteria.
* Created the **Validation Rules, Formulas and** implemented **Roll up Summary** fields for the applications to avoid writing code**.**
* Implemented **Security** and **Sharing Rules** at object, field, and record level for different users at different levels of organization.
* Worked on creating various **Profiles** and **Permission Sets** for configuring the permissions based on the organizational hierarchy.
* Worked on **Bit Bucket, COPADO** for leveraging **GIT** Services for Version Management and Salesforce Deployment.
* Used **ANT** scripts for deploying the SFDC components from one org to other using **Package**.xml file.
* Extensive hands-on experience in SAP CRM Technical and SAP ABAP in Modules SD, MM and FICO

**Certifications**

* **Salesforce Platform Developer-II(PD2)**
* **Salesforce Platform Developer-I(PD1)**
* **Salesforce Certified Administrator (ADM 201)**
* **Salesforce Certified App Builder**
* **Professional Scrum Master I**

**Technical Expertise**

|  |  |
| --- | --- |
| SFDC Technology  | LWC, Lightning, Apex classes, Controllers and Extensions, Apex, Triggers, Visual Force Page, SOQL, SOSL,Salesforce1 Mobile App, Salesforce CPQ, Sales Cloud, Service Cloud and Finance Cloud |
| SFDC Tools | Apex Data Loader, Force.com Workbench, Connect Outlook, and Force.com IDE (Eclipse) |
| Languages | Apex , Core Java, Java Script, Java ANT, SAP ABAP ,OOABAP and WebDynpro ABAP |
| Operating systems | Windows, MSDOS, LINUX |
| Databases | Oracle 10g, Oracle 11g, SQL Server, DB2 |

**Projects**

**Client**: **Cox Automotive Inc, GA, US April ‘23 to till date**

**Role:** Sr. Salesforce Developer

**Responsibilities:**

* Working on Salesforce **SFX** project to build an integrated environment to combine all streams on single Platform.
* Worked on Integrating **Snowflake** System to **Salesforce** **SFX** using Snowflake Connectors and Salesforce Output to get Invoice information.
* Worked on **CPQ** installed objects to perform Quote creation and Pricing information in Salesforce.
* Created a **Community** Page with **LWC** and invoking the Page under the tab section of Homenet Portal to display list of Invoices related to specific Account.
* Worked on the Activities section on Customer Account **Flexi Page** to put filtering and search functionality using JavaScript using **LWC**.
* Developed **Record Triggered flows** on standard Objects Account to populate Market and Sub\_Market fields on Insert and Update operation.
* Worked on **Screen** flows to develop UI when creating Account and Opportunity through standard New Quick Actions.
* Worked on **Aura Components** for fetching the Account Hierarchy and creating multiple **Tasks** or **Events** based on Account selection.
* Created **Batch Apex** to execute the merge clean on set of Account records in order for the SFX and CACM systems to be on sync.
* Worked on **Junction** **Objects** like Object Territory Association and User Territory Association in assigning Tasks to Territories users under Accounts using **Batch** **Apex**.
* Created multiple **Lightning Record Pages** for Shell Account, Customer Account, Functional Account and PFA recordtypes on Account.
* Worked on displaying the components on **Lightning Record Pages** based on filtering conditions using **Dynamic Record Page**.
* Used **COPADO** tool for deploying the developed code in Dev sandbox to other Integrated environments like Int, Stage Sandboxes and finally to Production.
* All the development is done in **Agile** model where the work using Sprint of 2 weeks duration.
* Followed all Salesforce best practices in development and unit tested thoroughly before pushed to the Integrated environment INT sandbox for QA testing.

 **Environment**: SFDC, Junction Objects,Salesforce CPQ, Lightning Web Component (LWC), Aura components, Flexi Pages, COPADO,Lightning Flow, Apex, Data Loader, Force.com, Sales Cloud.

**Client**: **Penfed Credit Union, TX, US May ‘20 to April’23**

**Impl Partner: HCL America.**

**Role:** Salesforce Technical Lead

**Responsibilities:**

* Developed Applications using Lightning **Community** Page embedded with Lightning **Flow** and Screens of flow are designed using **Lightning Web Components (LWC)** and **Aura Components**.
* Developed Standalone **LWC** which should work as re-usable components across the Digital Platform with multiple Project Teams.
* Explored all Salesforce Out of Box functionality in developing **LWC** components before doing any customization.
* Worked on **Wire** Services and Imperative techniques to call **Apex** methods for fetching the data and displaying on LWC components.
* Used Setter and Getter methods to do some logic change based on the change in the Global variable from Parent Component.
* Used Custom Events from passing data from child to parent components and later displaying on the Parent component.
* Worked on **Aura components** to use wide variety of UI elements and incorporated **SLDS** to match UX team recommendations.
* Worked on Validations, Attribute definition, Component Get and Set, Aura Enabled methods to handle the Apex logic, Component Events and **Design** files in Aura Components.
* Worked on building a Lightning Flow using Flow builder to capture and load the data to and from LWC.
* Explored Logic Elements like Assignment, Loop and Decision Elements in Flow to do data modifications and assigning to Flow variables.
* Used all Data Elements like Create, Update and Get Records to create, access and modify the based on the user interaction.
* Worked on creating **Invocable** Apex methods to fetch and post the data from Service Calls with **Apex Callouts** using **POST, GET** and **PUT** methods.
* Worked on Apex actions in the Flows to call the **Invocable** Apex methods to access the data from other Systems FICO and Hogan Services.
* Used Visual Studio as platform in developing the **LWC** components and used all latest formatting tools to format.
* Worked on **Authorization Consent** framework provided by the Salesforce to capture the Consent approved by the user on the UI.
* Worked on **GIT** to merge the developed code changes to DEV and QA branches of the respective Project Repositories using a feature branch and deploying the code using **CICD** process.
* Worked in **Agile** model with Scrum Teams and the Development work is done based on two-week Sprints.
* All the stories will be tested by QA and approved by Product Owner before deploying to Production environment.

 **Environment**: SFDC, Lightning Web Component (LWC), Aura components, Lightning Flow, Apex, Data Loader, Force.com, Financial Service Cloud, Service Cloud.

**Client**: **Cox Automotive Inc, GA, US July ‘19 to April’20**

**Role:** Sr. Salesforce Developer

**Responsibilities:**

* Worked on latest Salesforce tools like Lightning Web Component (**LWC**), **Aura** Component and New **Salesforce Mobile App** across multiple teams.
* Worked with Enterprise team to enhance the performance of Application in loading the Account data at greater speed using Lightning Web Component (**LWC**).
* Worked on Java Script of **ECMA6** standard and followed the life cycle hooks of LWC from creation to rendering.
* Worked on Loading the Salesforce Data using Lightning Data Services (**LDS**) and used **Wire** Services and **Imperative** methods to call **Apex** Methods.
* Used Aura Interoperability in calling **LWC** from Aura Component, Events Communication and migrating the aura components to LWC.
* Fixed the defects in Aura Components and Apex Code in Triggers, Apex Classes and Batch Apex based on the Production tickets or user Issues.
* Worked with Sales Team on new Salesforce Mobile App for providing the users to access the Salesforce objects like Account, Contact, Opportunity, Lead and Custom Objects on Mobile.
* Worked on **Lightning Record Pages**, Page Layouts and Profile Permissions to provide the necessary permissions and required layout.
* Created Lightning **Quick Actions** and **Global Action** based on the business requirement for the users to access in Mobile App.
* Worked on Aura Component to display the Account Team Members on the Desktop and Mobile Platform.
* Worked with Inventory Sales team to **migrate** the Lightning Experience to the users on Standard Objects Account, Contact, Opportunity and Lead.
* Worked on Lightning Enhancements and defects suggested by the users post Lightning Migration.
* Worked on **Process builder** to create an Opportunity which gets fired when a record is created or edited on Task Object.
* Used **COPADO**, **Changesets** and **ANT** script in deploying the components in Sandbox and Production and make sure the Test Coverage is beyond 80% for any Apex development.
* Used Chrome Extension tools like **Salesforce Inspector** to write **SOQL** queries in determining the data for analysis.
* Worked in Agile model with Scrum Teams and the Development work is done based on two week Sprints.
* All the stories will be tested by QA and approved by Product Owner before deploying to Production environment.

 **Environment**: SFDC, Lightning Web Component (LWC), Aura Component, Apex, Data Loader, Force.com, Workbench, Sales Cloud, Service Cloud,XML,COPADO.

**Client**: **Allegis Group Services, MD, US June ‘18 to June’19**

**Role:** Salesforce QA

**Responsibilities:**

* Worked on **Agile** Methodology with **Scrum** team consisting of two- or three-week Sprints under the guidance of Scrum Master, Product Owner and Development team.
* Worked on CONNECTED Product with Sales Cloud, Service Cloud and for building Communities for External users.
* Worked on **Salesforce Lightning** in building custom Lightning Pages for developing different layouts based on the Opcos.
* Developed **Lightning Components** using **Lightning App Builder** and added these Components to the custom and standard Object at details level.
* Worked on **Apex Classes** and **Wrapper Classes** to display the data on UI based on user interaction.
* Worked on **SOQL** and **SOSL** queries for Data manipulation and verification as per the business need.
* Worked on **Before** and **After** Triggers on Account and Opportunity Object to fire based on certain condition.
* Worked on **Visualforce Pages** and **Standard Controllers** to display Standard and Custom object data on Salesforce UI.
* Worked on **Batch Apex Program** to add and remove the specific Permission set on the user based on the availability on Public Group.
* Worked on **Test Classes** to make sure that Code Coverage reaches beyond 80% for the code to deploy in Production.
* Worked with Integration team in fetching Talent related information through **REST API** using **OAuth** Authentication.
* Used **Developer Console** for executing the Apex code in Anonymous window for performing the Post Release Activities.
* Used Source tree for committing the code to **GIT** for Version Controlling and Validation using Continuous Integration.
* Used Salesforce API tools for **Developer Workbench** and **Data Loader** tools for manipulating the Standard and Custom object Data.
* Providing **Permission sets** to the Community Manager and Community User Profiles in order to grant extra Permissions for satisfying the business needs.
* Restricting the Users access at Organization, Object, Field and Record Level for implementing Security.

**Environment**: SFDC, Apex, Data Loader, Force.com, Workbench, Sales Cloud, Import Wizard, Eclipse IDE, Controllers, ANT, Visual Force Pages, Bit Bucket, Bamboo, XML, Sales Cloud , Experience Cloud, Triggers, API.

**Client**: **Allegis Group Services, MD, US March ‘16 to June’18**

**Impl Partner: CapGemini**

**Role:** Salesforce Admin

**Responsibilities:**

* Worked on **Agile** Methodology with **Scrum** team consisting of two or three week Sprints under the guidance of Scrum Master, Product Owner and Development team.
* Worked on CONNECTED Product with Sales Cloud, Service Cloud and for building Communities for External users.
* Worked on Creating **Process builder** to create a case record whenever external user requested for any information on **Community** Page.
* Worked on **SOQL** and **SOSL** queries in verifying the data after the upload or for to test any existing Apex logic.
* Worked on **Workflows** to perform the field update, Outbound Messages and Task on Standard and Custom Objects.
* Created **Validation Rules** on standard and custom objects providing restrictions on users with certain Profiles.
* Worked on operating **GIT** using different commands to Push and Retrieve the code from Remote Repositories.
* Worked on daily Deployments using **ANT** Script with **Package.xml** file and Continuous Integration using **Bamboo**.
* Worked on Batch Apex program to update the Email ID’s on Contact Object after Full Copy Sandbox refresh based on criteria.
* Worked on fixing **Test Classes** and verify using **Assert** statements to enhance the code coverage after every Release.
* Worked on **Hierarchical Custom Setting** to call the data based on Opco profile in Apex logic to avoid hard coding.
* Used different versions of **Skuid** as **App exchange** Product for adding Rich extensions to Salesforce UI.
* Updated the **Skuid** with latest version in Sandboxes and Production for better compatibility of the product with the Salesforce Releases.
* Providing **Permission sets** to the Community Manager and Community User Profiles in order to grant extra Permissions for satisfying the business needs.
* Restricting the Users access at Organization, Object , Field and Record Level for implementing Security.
* Handling the Monthly Release Deployments using Consolidated Package containing multiple stream Salesforce components.
* Worked on Setting up of Customer Communities for External users in accessing the Organization related information.
* Created **Sharing Rules** on Account and Case object based on Criteria to provide access to external and Internal Users..
* Worked on creating **Reports and Dashboards** based on specific Criteria provided by the business.
* Used Salesforce **Chatter** to Communicate with people at organization level during Release and critical updates
* Created **Salesforce Certification** and **Key Management** to provide authentication to different Systems.

 **Environment**: SFDC, Apex, Data Loader, Force.com, Workbench,, Import Wizard, Eclipse IDE,

 Controllers, ANT, Visual Force Pages, Bit Bucket, Bamboo, XML, API.

**Client**: **Applied Industrial Technologies, OH, US Oct ‘14 to March’16**

**Project**: Quick Sales Order/Quote Entry

**Role: SAP ABAP Technical Consultant**

**Responsibilities:**

* Designed Application for creating Quick Sales Order and Quote on the lines of VA01 using SAP Web dynpro in SAP NWBC.
* Application is designed using MVC architecture and developed methods for retrieving back end data using Assistance class.
* Sales Order, Quote and Cash Orders can be created through this Application easily and effectively.
* Used different Composite UI Elements like Table, Row Repeater, Contextual Panel and Transparent Containers.
* Worked on different layouts like Matrix, Row and Grid Layouts.
* Worked on components reuse using WDR\_SELECT\_OPTIONS, WDR\_OVS and SALV\_WD\_TABLE.
* Developed Reports in ALV using Object Oriented Programming (OOABAP) in MM, SD and FI and also worked on Standard SAP Reports.
* Worked on Inbound and Outbound IDOCs for creating Application documents as per the business requirement.
* Worked on LSMW for updating the customer master data from the legacy system to SAP R/3 system using transaction code XD02 onto a MS Excel sheet.
* Worked on standard BAPI’s like BAPI\_SALESORDER\_CREATEFROMDAT2 and BAPI\_ACC\_GL\_POSTING\_POST.
* Worked on pricing related Enhancements in SD like coding and configuring pricing routine as per customer requirements.
* Created BADI implementations for Sales Documents to populate Customer groups based on sales division
* Developed Workflows which sends the email notifications to the concerned person whenever particular material types are created.
* Review of functional specifications and preparation of technical design.
* Effort estimation for the development.

**Environment: SAP ECC 6.0, Web dynpro, SD, MM, PS and OTC.**

**Client**: **Shell Oil-TX, USA July ‘13 to April ’14**

**Role: SAP CRM Technical Consultant**

**Responsibilities:**

* Review of functional specifications and preparation of technical design.
* Effort estimation for the development.
* Worked on CRM Web UI, reports and technical specifications.
* Good ABAP coding as well as BOL programming experience in SAP CRM 7.0 WebUI as well as in EHP1.
* Developed Reports in ALV using Object Oriented Programming in MM, SD and FI.
* Created an interactive ALV report in SD module for displaying customer information based on the selection.
* To remove the leading zeros from upload enhancement program.
* Modification to the FI/CO standard scripts F110\_EDI\_01.
* Developed a smart form Delivery note form for the new Grainger Packing List.
* Developed a driver program with reference to the standard program RVADDN01 for delivery.
* A new output has been set up at Delivery Header Level Grainger Drop Ship Packing List.
* Assigned the new smartform and driver program for the Grainger Output type in the NACE transaction.
* Facility to print any one packing list has been set up based on the output type.
* Worked on text elements from which the text ids are read in the driver programs of the forms.
* Designed a database table to maintain the Sold to Party information.
* Developed forms for PO and SO using adobe forms.
* Worked on Inbound and Outbound IDOC process using standard IDOCs such as INVOIC01, ORDERS05 etc.
* Developed User Exits, Which will automatically assign the Order type with Purchase Order Number while making a PO using Customer Functions.
* Implemented Enhancements in MM area using BADIs/Explicit enhancement spots.
* Triggered Workflows on saving Incoming Invoice using FIPP BO object and an email sent to the PO approver for any differences in the net prices.
* Prepared Technical Specifications, Test cases, Performance Tuning, Code Review and Unit testing.

**Environment:** SAP ECC 6.0, SD, MM, PLM and FICO

**Work Experience**

* Working for **Smartsoft International Inc., USA**, as a Software Engineer since June 2013.
* Worked for **Gyansys Inc., Bengaluru, India** as a SAP ABAP Technical Consultant from January 2011 to May 2013

**Educational Summary**

* Master’s Degree in Electrical and Electronics Engineering BTH, Sweden and JNTU, Hyderabad.
* Bachelor’s Degree in Electronics and Communication Engineering from Anna University, India