 **Raja Mouthkapally**

Salesforce Developer / Admin

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**Professional Summary**

* Over 5+ years of IT experience in Salesforce.com CRM platform
* Experienced in all phases of the Software Development Life Cycle including Analysis, Design, and Implementation, Testing, maintenance and deployment of SFDC applications.
* Excellent knowledge in **Sales Cloud, Service Cloud, Community Cloud, Marketing**, Call Center, Chatter & AppExchange applications.
* Experience in creating Custom Objects as well as **Standard Objects**, Accounts, Contacts, Leads, Opportunities.
* Ensured **data integrity** through the appropriate use of de-duping, loading and exporting tools, for bulk of data using **Data Loader**
* Good understanding of **Lightning component** development, Lightning process builder and Classic to Lightning migration.
* Experience in defining **Roles, Profiles and permission sets** as a part of implementation.
* Experience in creating **Record Types, Page Layouts, Email Services, Approvals, Workflows, Reports, Tasks, Dashboards and Events**.
* Strong experience in implementing Security at object level filed level and record level for various users in the Organizations.
* Used multitenant **MVC architecture** for building salesforce applications.
* Extensive experience on **Process Builder** for immediate actions like creating/updating a record, email alerts, quick actions, submit for approval and post chatter.
* Worked on creating test scenarios on Sandbox environment and used force.com component deployment wizard for migrating data between Force.com IDE and Sandbox environment.
* **CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects**

**Technical Skills**

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| Salesforce technologies | Salesforce CRM, Salesforce SFA, SOQL, SOSL, Steel Bricks CPQ Components, Big Machines, S-Controls, AJAX, HTML, XML, JavaScript and CSS. Workflow& Approvals**. Dashboards**, Analytic Snapshots, Custom Objects**, Lightning** |
| Salesforce Tools | Eclipse, **Force.com Eclipse IDE plug-in**, Force.com Explorer,  Force.com Data Loader, Force.com Excel connector,  Force.com Platform (Sandbox, and Production) QTP and **Sandbox Testing** |
| Databases | Force.com DB MYSQL, MYSQL, IBM DB2 for LUW  (Linux Unix and Windows), Oracle 9i/10gH |
| Platforms | Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008,  Linux and Unix |
| Project Management: | Waterfall, **Agile**  PMP certification as a part of course |

**Education & Certifications**

* Bachelor of Pharmacy from JNTU university, Hyderabad -(2014)
* Masters – Applied Engineering and Technology Management –Eastern Kentucky University (2016)
* Salesforce certified administrator I
* Salesforce Certified platform Developer I

**Professional Experience**

**Crowley – Jacksonville FL**

**Role: Salesforce Developer / Admin OCT 2019 – Till Date**

**Responsibilities:**  
Administrated and monitored the company’s Salesforce CRM application. Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security Data Analysis involving Data Cleansing, Data Conversions, Data Transformation, Data Quality Analysis, Data Relationships, Source Systems Analysis and Reporting Analysis.

* Problem solving when raised and reducing the gaps between the company and customers. Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security.
* Defined various Validation rules to validate the data in the application. Customized Page Layouts for Salesforce.com Standard and Custom objects. Created custom report types and generated report using the report types.
* Designed and developed Use Cases, Activity Diagrams using MS Visio
* Managed change request and analyzed the impact of change request on the application in regard to Project Plan, Project Scope, and Project Schedule.
* Wrote SQL Queries to create tables, stored procedures and performed data analysis, data mapping.
* Provided management with metrics, reports and schedules as necessary and participated in the design walkthroughs meeting using MS Project.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timelines

**Environment**: Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services Security Controls, Windows XP

**Agena Bio Science San Diego Ca OCT 2017 – SEP 2019**

**Role: Salesforce Admin**

**Project Description:**   
The Mass ARRAY System by **Agena Bio Science** combines mass spectrometry, sensitive and robust chemistry, and advanced data analysis software to meet the assay design, validation, and performance needs of genomic laboratories. The company has partner and customer communities as a part of its salesforce.com sales cloud. Client services were configuration, development, and implementation of a community for salespeople at a rapid pace to complete sales in a few clicks.

**Responsibilities:**

* Good at multi-tasking the projects and impulse to have good service to the customer Constructed junction objects and enabled various progressive fields like Validation Rules, Workflows, Field Dependencies, Pick list, Profiles, Field Updates, Email Generation and Approval Processes for automated alerts.
* **Worked on various pricing factor like variance pricing volume based pricing attribute based pricing has be configured**
* **Involved in end to end testing and configuration enhancements for the CPQ and CLM**
* **Configured products , catalogs Hierarchies ,pricelist across all the products**
* **Involved in end to end validation and testing of CPQ including products , pricing and quoting etc**
* Good Experience in Creating Custom Formula Fields, Objects and Relationships
* Worked on Assigning User Roles & Profiles Permissions using Permission sets and Sharing Rules.
* Delivered support for continuing Salesforce.com maintenance and additional Administration services including Workflow, Approvals, Process builder flows and periodic data cleansing.
* Worked on Gathering and Analyzing business requirement, by communicating with various sales, and Revenue management teams and its implementation feasibility in salesforce platform.
* Worked on Approval Process to process Quote Approvals and created Email templates to notify the approver and the users.
* Complete regular Internal system Audits and prepare for upgrades
* Manage Salesforce.com data feeds and other Integrations. Was a part of development project where we wanted to implement Salesforce best practices by replacing Code with configuration.
* Good knowledge in Apex Data Loader to perform the actions like Uploading Quota Amount into the Forecast Category.
* Good Experience in Deployment Settings and both outbound and inbound change sets on the Deployment Connection page.
* Worked with our Institutional Management team to establish suitable processes to support Administrative, Development, and change Management activities
* Effectively acted as the liaison between our users, vendors and the application development team
* Worked Independently with members of the Business Operations Team to gather requirements and the way to implement them.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Involved in solving the tickets, which are generated by the end users.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com s Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.**
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, and Cases.**
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Data Loader, Tabs, Email Services, Apex Language, Visual Force Pages, Lightning Components, Controllers and Controller extensions, Eclipse IDE Plug-in, Force.com, CSS

**Client: Clique July 2016 - OCT 2017  
Location: Virginia**

**Role: Salesforce admin/Business Analyst**

Project involved in the development of custom applications with Salesforce to build custom portal where investors can log in and see the information. We leveraged on Apex to integrate its existing management application to enable tracking of all Investment activities, for an integrated CRM and customer Management system.

**Responsibilities:**

* Designed, developed and deployed Visual Force Pages, Apex Triggers and Apex Classes for various functional needs in the application.
* Created Page Layouts, Search Layouts to organize fields, Custom Links, Related Lists, and other components on a record detail and edit pages.
* Worked with the Salesforce to Salesforce functionality and automate the process for record sharing from one organization to another organization.
* Created Workflow Rules and defined Related Tasks, Time Triggered Tasks, Email Alerts, Filed Updates to implement business logic.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Hands on experience in Administration setup like manage Users, Profiles, Security Controls and Data Management.
* Created Profiles and implemented Object-level, Field-level and Record-level security.
* Provided support ongoing salesforce.com maintenance and administration services including Custom Objects, Workflows and Triggers.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Design and develop Modern Enterprise Lightning Apps Components, Controllers and Events combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Perform integration of Salesforce.com with external applications by using web services SOAP and REST API to send and accept data
* Create Sharing rules for user groups and day to day permission to the users and support issues Sandbox refreshes
* Create reports and designed dashboards for the Management team.
* Work with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Data Loader, Tabs, Email Services, Apex Language, Visual Force Pages, Components, Controllers and Controller extensions, JavaScript, Eclipse IDE Plug-in, Force.com, CSS.

**Aegis Pvt Limited - India NOV 2013 - JULY 2015**

**Role: Software Engineer**

**Responsibilities:**

* Involved in requirements gathering.
* Validated the requirements to suit for J2EE Architecture;
* Designed the Application based on J2EE Architecture for server side and designed the front-end.
* Designed the front end using JSP and HTML.
* Designed the process flow between front-end and server-side components;
* Interacted with Portfolio Architect and Business Analyst for requirements gathering, Business analysis, and for other system dependencies
* Involved in unit testing.
* Prepared requirement, high level and low-level design documents and delivered in proper time.