**SANDEEP CHOWDARY**   

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**PROFESSIONAL SUMMARY:**

* Around 6 years of IT Experience in salesforce technology as **consultant, Administrator, Developer,** **Business analysis, System Analysis, Design, Testing, Production Support, Implementation of SFDC**
* Salesforce certified Administrator (**ADM 201**).
* Salesforce Certified Platform Developer 1 (**DEV 401**)
* In-depth understanding of cloud computing services **SAAS, PAAS, IAAS** applications including CRM business process like **SFA (Salesforce Automation)** dealing with customer Acquisition and customer retention.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud**. Good understanding of **Software Development Life Cycle (SDLC),** Waterfall, Agile and Scrum Methodologies.
* Extensive experience in **Salesforce .com setup, Configuration, Customization, Administration, Data migration and Integration tools like Apex Data loader etc.**
* In depth understanding of CRM business processes like **Campaign Management, Lead Management, Account Management, Opportunity Management, Support Process and Forecasting.**
* Developed **Lightning components** using salesforce Lightning framework and experience with Components, Controllers, and Handlers.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships,** and **lookup relationships.**
* Experience in design of **Apex Classes, Custom Controllers, Controller extension data binding** and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant environment.
* Have experience in developing Lightning Components, Component/Application events, Single page architecture, **designing Record create/Edit components using Lightning framework tools such as Record Data & Record View.**
* Experience in **Apttus CPQ & CLM**.
* Integrated **CPQ system with multiple CRMs like Salesforce** and CRM On Demand.
* Supported and improved **sales cycles** by implementing CPQ solutions effectively.
* Proficient in Generating Reports, working knowledge in **CPQ and salesforce communities.**
* Designed, developed, and deployed **Apex Classes, Controller Classes and Apex Triggers, web pages** for various functional needs in the application.
* **Hands-on lightning application development** experience using **SLDS and used custom CSS, Images, Icons in the Visual force pages, Components to have lightning experience**.
* Worked on **Data Loader for SFDC Standard objects, Custom objects. Used different data tools Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc**.
* Use Jira for project management and bug tracking, **FishEye** for code reviews, SubVersion for source code control, and **Jenkins** for deployment and continuous integration.
* Deployed the code from sandbox to different environment using **Jenkins Build** and was part of release activities and UAT.
* Proficiency in Administrative tasks like maintaining **Sharing and security rule, Creating Profiles and deactivating unused profile to minimize the task of maintenance**.
* Created and updated **users, reports, and dashboards to track pipeline/stages for management visibility.**
* Proficient in Process Automation: Implementing **Workflows, Approval Processes, Process Builder, Rollup Summary, Formula Fields, Auto Responses, Escalation Rules, Sharing rules and assignment rules for successful deployment of complex business process automations**.
* Experience in **data migration from Legacy Systems using Data Loader and Informatica.**
* Experience in developing Client-specific solutions on force.com platform using Batch classes, **Apex Classes and Triggers, Web service API, Force.com IDE, Validation rules, SOQL and SOSL**.
* Expertise in developing client-specific solutions on force.com platform using Controller extensions, **Apex, Triggers, Force.com IDE, Visual Force, S-Controls, SOQL & SOSL etc.**
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic **SOQL, SOSL and DML queries**
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the **Apex Controller and Helper functions regularly, making the Component Context aware as per business requirement.**
* Skilled in customizing standard objects like **Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns** as per Clients need and implement Knowledge Base to reduce the cases.
* Experienced working with various App exchange products or CPQ products like **Salesforce CPQ (formerly Steel Brick CPQ), APPTUS.**
* Worked on **Salesforce CPQ (Steel brick)** pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Knowledge of CRM processes like **Sales, Marketing, Service cloud and Customer Support, Business processes.**
* Extensive Experience in interacting with the **senior management, business, and IT users.**
* Proficiency in Object Oriented Languages like **C and Java Technologies**
* Experience working in **service cloud, supporting cases, developed workflows and triggers for automated case resolutions.**
* Experienced in using **Distributed version control systems (GIT)**
* Experience in creating detailed process **documentation and deployment process** on issues for Future Follow ups.
* Good experience in using **Oracle, MS Access, MS Excel, SharePoint, SQL Server, and SQL databases and familiar with Stored procedures, triggers and functions using PL/SQL.**
* Excellent **Leadership and Interpersonal skills**, Team player with ability to work effectively with all levels of organization and individually as well.

**TECHNICAL SKILLS:**

Salesforce technologies:

Salesforce CRM, Apex Custom Controllers, Apex triggers, Apex Classes, SOQL, SOSL, Dashboards, Custom Objects, Record Type, Role Hierarchy, Visualforce Pages/Components, workflows and Approvals, Force.com Eclipse IDE Plug-in. Web services API, REST API, Lightning components.

CRM Tools: Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Lightning, Excel Connector, Apex Data loader, Workbench, Salesforce for Outlook, Force.com Platform (Sandbox)

Web Technologies: HTML, CSS, XML, Java Script

Operating Systems: Windows Variants, Mac OS, UNIX, Linux

Languages: C, C++, Java, Apex

Databases: Oracle, MY SQL, MS SQL Server

Methodologies: Agile, Scrum

Data management and Tools: Informatica, Eclipse, SQL Enterprise Manager, SQL Query

Packages: MS Office, VM ware, Virtual Box, Visual Studio, My Eclipse IDE

**CERTIFICATIONS:**

**Certified Salesforce Administrator (ADM 201)**

**Certified Salesforce Platform Developer 1 (DEV 401)**

**EDUCATION:**

**Bachelor of Engineering in computer science and Engineering (2010-2014)**

Jawaharlal Nehru technological university, Hyderabad, India (GPA 3.5/4.0)

**Master’s in computer science (Fall 2016)**

Northwestern polytechnic university, Fremont (GPA 3.35/4.0)

**PROFESSIONAL EXPERIENCE:**

**Visa Inc, Foster city, California CA. May 2017 – May 2020**

**Senior Salesforce Developer**

Responsibilities:

* Duties include design, development, integration, and administration of salesforce.com applications.
* Developing custom objects, profiles, sharing rules, roles and integration using web services, as needed by the business.
* Customize Salesforce.com Apps, Objects, Tabs, fields, page layouts, record types, searching, list views, and queues.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience in building reusable UI components and pages with Lightning component framework.
* Created Lightning Components and server-side controllers to meet the business requirements.
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract exist in Salesforce.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Involve in integrating salesforce with external services by using both REST API.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Developing Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Custom Objects, Custom fields, Validation rules, Page layouts in salesforce within Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting, and billing process.
* Use Jira for project management and bug tracking, FishEye for code reviews, SubVersion for source code control, and Jenkins for deployment and continuous integration
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and "how-to" assistance
* Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts
* Provide recommendations on how to improve our Salesforce operational platform
* Performing hands-on software development and testing
* Implemented Service Cloud components like Service Console, Email to Case, Web to Case, Agent Scripting.
* Work on developing UI in Salesforce.com like profiles, role, user setup, permission, public groups, sharing rules customizations etc. for Sales and Service Cloud
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Defining lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implementing workflow rules and defined related tasks, triggers, email alerts, filed updates to implement business logic.
* Merge data from Sales, Service, Marketing Cloud, and Data.com to use in Reports & Dashboards
* Developing Dynamic approval processes (with necessary templates, page layouts and defined approval actions on them) for automation.
* Using SOQL & SOSL to cater to the data manipulation needs of the application.
* Responsible for designing system/Unit/UAT test cases.
* Expertise in Service Cloud Applications, Automation of Case Management.
* Involved in creating macros to meet the requirements, data dictionaries and maintained metadata for each model.
* Worked on Salesforce customer Portal to provide an online support channel for customers - allowing them to resolve their inquiries without contacting a customer service representative.
* Involved in developing the static web pages using HTML, CSS and good web page design skills.
* Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Built relationship across multiple technology, operations, services, sales, program and product team to accomplish end goal.
* Designed custom components, used them in Visual Force pages along with AJAX for partial page refresh.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Developing custom objects, profiles, sharing rules, roles and integration using web services, as needed by the business.
* Developing Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Defining lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implementing workflow rules and defined related tasks, triggers, email alerts, filed updates to implement business logic.
* Merge data from Sales, Service, Marketing Cloud, and Data.com to use in Reports & Dashboards
* Developing Dynamic approval processes (with necessary templates, page layouts and defined approval actions on them) for automation.
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* Built relationship across multiple technology, operations, services, sales, program, and product team to accomplish end goal.

Environment:  Salesforce.com platform, Apex Script, Visual Force Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, Java, HTML, Java Script, Reports and Dashboards, Marketing Cloud.

**Dean Health, Madison WI Aug 2016 – Apr 2017**

**Salesforce Administrator/developer**

Responsibilities:

* Worked on various SFDC standard objects like Accounts, Contacts, Leads, and Reports
* Worked on the Sales Cloud Implementation and Customization.
* Involved new salesforce.com 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 on various salesforce.com standard objects like Accounts, contacts, Leads and opportunities.
* 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.
* Created workflow rules and defined related tasks, 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.
* 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 with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* 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.
* Created LLD for the code refactoring.
* Worked on the day to day issues on old requirements.
* Used Data Loader to update data.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Worked on Visualforce pages and Triggers according to requirement.
* Worked on the Tortoise SVN.
* Used change sets for deployment.
* Participated in meetings with businesspeople and technical teams for analysis and design the solution.
* Good understanding on Roles/Sharing rules/Record Types visibility in the application.
* Customized the user interface using Visualforce Pages, HTML and JavaScript.
* Created new custom objects and apex class to enhance the functionality of custom Object.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in salesforce.com CRM.

Environment: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Windows 7.

**Ally Financials, Charlotte NC Dec 2015 – Jul 2016**

**Salesforce Administrator**

Responsibilities:

* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Proficient in using Eclipse based Salesforce.com IDE to develop and deploy into production.
* Having good experience with custom settings to develop the auto search functionality in salesforce.com
* Configured & developed the triggers, workflows, validation rules & having hands on the deployment process from one sandbox to other.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users
* Designed & Deployed the Custom objects, Custom tabs, Validation rules, Page layouts, to suit to the needs of the application
* Implemented the Service cloud for our customers to better track the cases & RMA cases using the milestones.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Performed day to day administrative tasks and addressing production support issues (unlocking/ re-setting passwords, modifying data, and creating ad hoc reports).
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Created workflow rules and defined related tasks, email alerts, and field updates.

Environment: Saleforce.com platform, Triggers, SOQL, Eclipse IDE, Change set, Validation rules, Workflow, Reports, Custom Objects, Custom Tabs, Visual Force pages, WSDL, Apex Data Loader, AppExchange

**Prodigy, INDIA Nov 2013 – Jul 2015**

**CRM consultant**

Responsibilities:

* Performed Requirement Gathering for client preferences and data management.
* Documented and shared the requirements with SalesForce.com consultants for further implementation.
* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of organization.
* Created new custom objects, assigned fields, designed page layouts, components as needed to meet design specifications.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Proficient in using Eclipse based Salesforce.com IDE to develop and deploy into production.
* Having good experience with custom settings to develop the auto search functionality in salesforce.com
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* Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Performed day to day administrative tasks and addressing production support issues (unlocking/ re-setting passwords, modifying data, and creating ad hoc reports).
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Configured different roles, profiles, and accounts in Salesforce.com
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, and Dashboards.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Migrated entire data from legacy system to newly implemented cloud-based CRM
* Customized tabs for among different business users' groups and business centers.
* Configuring fields, workflow, reports, templates, and Apex.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Administer security for users, add/remove users, controls, and settings.
* Perform Salesforce customization that can be handled by System Administrator.
* Maintained the client relationship by communicating the daily statuses and weekly statuses of the project.
* Planned Backup strategy based on projects requirements.