**Kiran Repuri**

**469-518-9898 Ext: 407**

[**Srikanth.gaddam@epsoftinc.com**](mailto:Srikanth.gaddam@epsoftinc.com)

**Professional Summary:**

* **5+ years** of IT experience as **Salesforce Developer** and **Data Analyst** with in-depth knowledge of experience in **Salesforce.com CRM, Force.com** platform, consulting, project management, requirement analysis, system design, development, testing, deployment, database and **web server administration** and technical support.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Highly skilled in Salesforce.com (SFDC) development and implementation.
* Sound knowledge in **Force.com Apex Classes, Apex triggers, Visual Force (VF Pages), Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Sales force App Exchange**.
* Developed Lightning Component Framework and built Lightning component using **aura framework.**
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Used VisualForce, APEX Database, APEX Triggers and APEX Testing. Designed VisualForce pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Used **SOQL** and **SOSL** Queries within Governor Limits for data fetching and manipulation needs of the application.
* Experienced in scripting languages like **HTML, XML, CSS, WSDL, SOAP, AJAX, APEX** Web Services API development skills and Java Script, Web Services-Axis.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approvals, Workflows, Reports, Dashboards.
* Proficient in authoring Business Requirement Documents into System Requirement Specifications and identifying interface and business process specifications.
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Flow/Navigational flow diagram using UML Tools.
* Experience in SFDC Integration using **Web Service** and Apex Programming, **App-Exchange Packages**& Custom Applications, Salesforce.com Service Cloud expertise.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader, Admin Garage,** and **Loader**.
* Experienced in data migration from ACT, Excel, MS outlook and Legacy Systems using various data migration tools.
* Good experience in Agile/SCRUM development environment.
* Excellent communication, Technical, Analytical, Problem Solving skills, strict attention to detail and ability to work independently as well as to work within a team environment.

**CERTIFICATIONS:**

* Salesforce Certified **Platform Developer 1** (Credential ID: 21651175)
* Salesforce Certified **Platform App Builder** (Credential ID: 21645238)
* Salesforce Certified **Administrator** (Credential ID: 21473481)

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| SALESFORCE TECHNOLOGIES | Apex Classes, Test Classes, SOQL, SOSL, VisualForce, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing. |
| SALESFORCE TOOLS | Apex Data Loader, Force.com, Workbench, Force.com Platform, Sublime Mavens Mate Plug-in, Data Import Wizard, App Exchange. |
| PROGRAMMING LANGUAGES and WEB TECHNOLOGIES | Apex, Java, HTML, XML, JavaScript, Bootstrap, AJAX, jQuery, AngularJS2, SOAP, REST |
| DATABASE TOOLS | DB2, MS SQL, MS Access, Oracle 10g/9i/8i |
| INTEGRATION & ETL TOOLS | Knowledge Tool, App Exchange Tools, Informatica cloud, CPQ.  Source Analyzer, Target Designer, Transformation developer, Workflow Manager, Workflow Designer and Workflow monitor. |

**EDUCATION:**

Bachelor’s Degree in Information Technology– IIIT, AP, India (2014).

Master’s Degree in Information Technology – TAMUK, Tx, USA (2016).

**PROFESSIONAL EXPERIENCE:**

**Client: Array Technologies, Albuquerque, NM.**

**Sr.Salesforce Developer/Administrator May 2019 to Present**

**Roles and Responsibilities:**

* Redesign and develop application, Website from the legacy system to salesforce.com.
* Created Custom Buttons, Tabs for Visualforce Pages, Custom Objects as per requirement
* Worked on Custom settings, Custom Labels, Custom Metadata types, Organization wide Defaults, Sharing Rules, Permission sets. Enabled Objects to Communities.
* Worked on declarative tasks as per requirement, Created Process builder, workflow, Flows.
* Implemented Case Management and created Email templates, Email alerts, Case page Layouts, Assignment rules, Auto response rules.
* Hands on experience on both customer community plus and partner community.
* Extensively worked on Lightning Communities with Account and service portal templates, Administration Tasks, Content management, Assigning pages, profiles.
* Developed Custom Lightning components to support Community application and configured Lightning app builder and created lightning record pages
* Worked on static resources, Files and Documents objects to work on different files and support the requirements
* Worked on creating the Batch script for the Apex sharing that’s part of Security Model of the Community. Did schedule the script to run asynchronously for every 15 mins.
* Implemented Knowledge base and created FAQ Pages and configured different articles types.
* Shaped Dashboards and Reports as per the business needs
* Customized the entire Salesforce.com applications to incorporate the business requirements which involved creating Web Forms and processing the data in SFDC with the extensive usage of Web services API
* Worked on Process Builder to assign the Case Owner field to The Queue created.
* The Process Builder is invoked once the case is created and Updates the Owner field
* Worked on flipping the licenses from customized Authenticated website to Overage high-volume customer portal licenses
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used JavaScript for developing different Public sites and community supported Visual force pages
* Performed data migration by using Ant migration tool
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used the sandbox for testing and migrated the code to the deployment instance after testing
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Hands on experience in using Change Sets with inbound and Outbound Change sets.
* Experience working on Internal CRM application (ECRM).
* Used JavaScript, CSS for performing validation and assigning style sheet to the visual force page respectively and developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section.

**Environments:** Salesforce.com, Force.com Sandbox, Data Loader, Apex, JavaScript, Sharing Rules, Workflows, Email Updates, Force.com Sites, Visual Force (Pages, Component, Controllers, Component Extensions), HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Custom Application, Custom Fields, Custom Settings, Relationships, Email Services, Security Controls, Profiles, Permission Sets.

**Client: EDF Renewables, San Diego, CA**

**Salesforce Developer/Administrator March 2018 to April 2019**

**Roles and Responsibilities:**

* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used Data Loader for insert, update, and bulk import or export of data from SalesForce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Worked on Salesforce Work Bench to perform SOQL and other DML operations like Data Loader and Query Editor in Developer console.
* Worked on Developer Console and Workbench to update custom fields in Accounts by executing Apex code from Anonymous Window.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for supporting the day-to-day operations of a complex Salesforce.com implementation.
* Developed custom applications using Salesforce lightning design system (lds).
* Design and Development of Web Services and Integration using Sales force SOAP/REST API.
* Developed Framework to update changes back in Database using Quartz, Sales force SOAP/REST API.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual force Pages, Apex Classes, Controller Classes and Apex Triggers
* Involved in QA support and Bug fixing.
* Designed and configured PARDOT integration with Salesforce for Supply team with lightning.
* Involved in defining roles and profiles for internal users.
* Support Salesforce production readiness.
* Assist in internal release and migration planning.
* Involved in data migration using Ant tool. Worked on Deployments, generating reports, validation rules, workflows.
* Involved in integration Thunderhead a document generating application for triggering out bound emails.
* worked on Integrating Mule soft to load data and manage inbound and outbound file transfers from a web Portal
* Experience working on DocuSign configuration
* Experience working on Claim Vantage Claims and Absence Management for Auto adjudicating the Claims based on the details provided in the Web portal.

**Client: CA Technologies, Islandia, NY**

**Salesforce Developer/Administrator Jan 2017 to Feb 2018**

**Roles and Responsibilities:**

* Managed user accounts and security - including new user account creation, profile and role management, sharing rules, and security controls
* Analyzed complex business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals, and validation rules.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization
* Assess and redesign Apex Triggers, Apex Classes and Test Classes for better performance and consolidation of business processes.
* Created modern Enterprise Lightning Apps combining Lightning Design System (CSS and Design Parameters), Lightning App Builder and Lightning Component features. Enabled Lightning Components for use in Salesforce1 mobile Platform.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Use Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Proactively discover the underlying business goal and needs.
* Maintained Salesforce.com data integrity - including data cleanse using Demand Tools and Dupe blocker.
* Leveraged APEX Controller to make a call for external requests to retrieve some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
* Partner with business stakeholders driving the requirements to be sure they have a complete understanding of the improvements and changes.
* Worked on Salesforce lightning to customize interface for mobile app.
* Resolved Salesforce.com usage problems.
* Conducted Training sessions for End users and testing team.
* Review AppExchange applications for functionality and security risks.
* Support change management for all applications in a Salesforce.com instance.

**Client: Enverous, Hyderabad, India**

**Salesforce Developer/Administrator June 2014 to Oct 2015**

**Roles and Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and VisualForce pages to develop custom business logic.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and VisualForce pages as user interface.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Proficient in Database Management architecture and have Worked on SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, High volume customer portal, Partner portal, VisualForce sites) for business support and technical support for its channel customers.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Supported the Data Migration activities for migration the data from various business sources with the support of Salesforce.com.
* Implemented Web services using SOAP and REST API for integrations with internal systems as well with external third-party vendors.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.