**ROHITH SUNKARA**

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**PROFESSIONAL SUMMARY:**

* Over 7+ years of extensive and progressive experience in Analysis, design, configuring and development, enterprise architecture of various CRM and web-based applications, which includes Salesforce.com platform, Service cloud, Community Cloud and Sales Cloud as Developer and Administrator and experience as Java Developer.
* Having 3 years of Salesforce Lightning Development **Experience which includes in salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, lightning design system.**
* **An Excellent Problem-solver, able to quickly grasp complex systems and identify opportunities for improvements and resolution of critical issues.**
* Having Experience in developing Salesforce Lightning Apps,Components,Controllers & Events.
* Designed and built 12 lightning Aura componentsand 4 Lightning Web components, all of which are reusable and have resulted in significant time and cost savings for the business.
* Have good understanding and Experience in building Lightning Web Components framework and creating Flow Builder.
* Customized existing visualforce pages to align with salesforce new Lightning UI Experience.
* Strong Experience on creating Scratch Orgs as part of SalesforceDX(SFDX), Deployed Git repository to Scratch Org and hands-on experience in pushing code from Scratch Org to Git repository.
* ImplementingAdavanced **Apex, Visual Force Pages, Apex Components, Controllers, Triggers, Scheduler, Batch Apex, Analytic Snapshots, Migration Tool, Web Services API**and working with**Force.com IDE.**
* Extensive exposure to**Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing**and**User Acceptance testing(UAT).**
* Experience in implementing SFDC development using Apex classes, Triggers, Visual Force pages, Standard Controllers, Force.com IDE,Eclipse, SOQL and SOSL.
* Worked with exceptional handling and displaying custom error messages for effective end user interactive using VFP.
* Experience in integrating Salesforce with Jira which is knowledge base and bug tracking systems used in Service Cloud.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods and Style Sheets.
* Experience in modying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Expertise in Lightning app builder (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Strong Experience on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in Apex programming language.
* Hands full of experience on Batch jobs, Bulk triggers, Future methods and Test Classes.
* **ETL** Knowledge of **Data Integration, Master Data Management, Data Profiling, Data quality processes** and Expertise in **Salesforce-Informatica** Integration.
* Extensive experience in Agile Methodology of Software Development Life Cycle(SDLC),Scrum methodology of software engineering processes.
* Integrated Salesforce with external applications using Force.com APIs(SOAP and REST) and developed Salesforce apex SOAP and REST web service classes.
* Extensive work experience using Force.com Web Services API for implementing web services in the application for access to data from different users.
* Strong Salesforce development experience with APEX Classes,Apex Triggers,Batch Apex,Schedule Classes, Visualforce pages and integrating with external source by developing SOAP,RESTful Apex Web Services and Force.com API.
* Adequate experience on Debug Apex scripts using System Log Console and debug Logs to catch Exceptions and execute Governor Limits.
* Competent in salesforce.com -Import wizard, Apex Data Loader, Excel Connector, Vlookup and other integration tools to perform DML operation using CSV files.

**Certification Summary:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer-1.
* Salesforce Certified Platform Developer-2.

**Educational Qualification:**

* Master’s in Computer Science, SVU, Sanjose, CA - 2012.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.Com****Salesforce Tools**  | Apex Classes & Triggers, LWC, Aura Components, Visualforce Pages & Components,SOQL & SOSL, Service, Sales & Community Cloud, Rest & Soap API, Batch Apex Jobs, Batch Class,Apex Data Loader, SFDX, Scratch Org, Validation rules, Email Alerts, Workflow Rules & Approvals Process, App exchange, Reports & Dashboards, Process Builder, Visual Workflow Eclipse IDE,Force.com IDE, Change Sets, Auto Rabbit, IO.Clickdeploy, ANT, GIT, BitBucket, Force.com Work bench, VisualStudio Code, Automation Tools. |
| **Programming languages**  | Java,Java Script,JQuery, AngularJS,JSon  |
| **Web Technologies**  | CSS,XML, HTML,HTML5, XHTML,SOAP API,REST API |

**PROFESSIONAL EXPERIENCE:**

**Daimler, Portland, OR**   **Jan’20-Till date**

**Role: Sr.Salesforce Lightning Developer**

* Added Lightning Component to Lightning Pages and Record Pages.Have worked on Apex Classes, Visualforce pages,Controller Classes and Apex Triggers for various functional needs in the application.
* Created a user interface in Lightning using Aura Components,CSS,Bootstrap for a user to enter case details and submit in to Salesforce.
* Created a LWC on a Community builder page for Search directory Functionality and filtering Out data based on Check boxes selected.
* Created 2 LWC components, one is to create a new record and other is to edit that record.  So we invoked LWC in Aura Component to override the standard button.
* Developed Batch **Apex**for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.
* Developed Batch jobs and time based workflows to update the data regularly. Created Dashboards using customized Dashboards components.
* Developed complex logic in Batch Class and Schedule classes to execute large data in batches by invoking Scheduled Class.
* Integrated Salesforce to an email marketing platform using API’s. This has saved the business over 10 hours per week in data processing time and enabled 33% more sales revenue through automated marketing.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Created Aura Exception Handler component for making generic error handling on lightning pages.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Actively participated in the POC phase with the Config team to understand the structure of the new Database.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* 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.
* Used JavaScript Promise framework to communicate with server-side calls.
* Created various batch classes to process bulk records asynchronously.
* Designed and developed a custom mechanism to queue the requests for batch processing on the existing application.
* Worked on Deploying metadata components from Git Repository to Scratch Org and making enhancements to the application deployed code from Scratch Org to GIT repository, resolved merge conflicts.
* Implemented Service Cloud to work directly with Sobjects called Accounts, Contacts, Cases & Solutions.
* Efficient in monitoring Apex asynchronous processing using **futuremethods, batch apex**, controlling processes with **queueable apex**and scheduling jobs using **apex scheduler.**
* Designed, developed and deployedApex Classes, Controller Classes and Apex Triggers, packagesfor various functional needs in the application.

**Environment:**Force.com IDE, Custom objects, Batch Jobs,Lightning(Components & Controllers),Validation Rules, Apex Data Loader,SOAP API,REST API, SOQL, SOSL, SFDX, GIT,VisualStudio Code, Scratch Org Agile/Scrum methodology,App Exchange, Service Cloud,Sales Cloud,Eclipse,Lightning Experience, Jenkins, Workflow & Approvals, Apex Classes,Triggers, Visualforce (Pages,Controllers & Components), CSS,JQuery, JAVA, HTML,JAVA Script.

**Valpak, St.Petersburg, FL**  **Jun ’19- Dec’19**

**Role: Sr.Salesforce Developer**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users,which help in sales enhancements..
* Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Worked on developing various lightning components,events and lightning applications.
* Developed Batch **Apex**classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
* Worked on integration of two instances using Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex Classes.
* Setting up Service Cloud Console,Cases(Web to case,email to case), Solutions, Case Assignment and CTI Interfaces.
* Handled Informatica Cloud’s Salesforce connectivity to integrate SaaS applications, On-premise systems and enterprise databases.
* Implemented SFDC Sales cloud,Service Cloud, Web Services, Created group, provisioning and marketing teams.
* Exposing the Salesforce services using REST API to other applications to access the data from salesforce.
* Processed large number of records in batches (considering governor limits) with Schedulers and Batch Apex.
* Worked on Salesforce Communities Implementation addressing the client’s current Business Process.Impemented ‘Knowledge Articles’ Management.
* Created a Complete file Upload utility in Lightning,Apex Classes and SOQL so that users can attach files in the form and upload them to Salesforce case record.
* Create a lookup utility using Lightning,Apex Classes and SOSL to lookup Users and add them as a Case Team to the Case record.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML Operations on the case records.

 **Environment:**Force.com IDE, Custom objects, Batch Jobs,Lightning(Components & Controllers),Validation Rules, Apex Data Loader,SOAP API,REST API, SOQL, SOSL, Agile/Scrum methodology,App Exchange, Service Cloud,Sales Cloud, Lightning Experience, ANT,GIT, SFDX, VisualStudio Code, Scratch Org, Workflow & Approvals, Apex Classes , Triggers, Visualforce (Pages, Controllers & Components), CSS,JQuery, JAVA, HTML,JAVA Script.

**Bank of America, Charlotte, NC Oct ‘18- Jun’19**

**Role: Sr.Salesforce Developer**

* Designed Visual Force pages, Custom objects, Validation rules, and triggers by using Apex as per Client requirement.
* Hand-On various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Worked on self-Service portal an online support channel for your customers allowing them to resolve their inquiries without contacting a customer service representative.
* Extensive experience on Visual Force Pages, Visual Force Custom Controllers, Custom Objects, Tabs and Components.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS).
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Developed Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic**and**Lightning**.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Involved in business analysis, requirement gathering, solution designing, data modeling, SFDC setup, configuration, data migration as well as conducting end-user training
* Designed various Webpages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented Service Cloud module for case management automation(on case object) to track and solve customer’s issues.Implemented Email-to-case entry and manual case entry for entering customer’s cases in cases tab.
* Integrated Apex controller methods directly with JavaScript functions using Force.com JavaScript Remoting feature and created Visualforce pages.
* Worked on integration of salesforce with multiple third party systems like Call Cloud, Computer Telephony Integration (CTI) and ESB (Internal integration layers) using REST API.
* Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce User Interface.
* Exposing the Salesforce services using REST API to other applications to access the data from salesforce.
* Integrated Ordering and Tendering Application with Salesforce.com using SOAP web-services API.
* Responsible for all the activities related to Data Loader, uploading data in CSV files into Salesforce.com and for checking the correctness of the data.
* Worked on Bulk Triggers, Nested Queries and had written code for Future methods by calling it from triggers.
* Integrated using SOAP based web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the home grown web services.
* Worked in converting Notes Application to force.com applications and also used the Debug Log and System Log Console to catch exceptions.
* Created batch classes, which can be invoked programmatically at runtime using APEX.
* Performed unit testing for every written code and always wrote test methods with code coverage of 80% minimum.
* Responsible for Agile methodology testing package upgrades in sandbox org and deploying in Production org.
* Interacted with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.

**Environment:**Force.com IDE, Custom objects, Batch Apex Jobs, Apex Classes & Triggers, Visualforce (Pages, Controllers & Components),Service & Sales Cloud, Eclipse IDE, Change Sets,App Exchange, Validation Rules, Java Script,Java, Apex Data Loader, Reports and Dashboards,SOQL & SOSL,SOAP API,REST API, Workflow & Approvals.

**TIAA CREF, Charlotte, NC**    **Jan ‘17- Sep ’18**

**Role: Salesforce Developer**

* Performed the detailed analysis of functional and technical requirements designed & deployed the custom objects.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Conducted feasibility study, gap analysis and provided recommendations to implement Salesforce CRM compared to Onyx, and Siebel CRM on Demand.
* Developed VFP to include extra functionality and wrote Apex Classes to provide functionality to the Visualforce pages.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented picklists, dependent picklists, lookups, masterdetail relationships, validation and formula fields to the custom objects.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Used field level security along with page layouts to manage access to certain fields.
* Introduce Salesforce Mobile for the corporate Blackberry and iPhone users in order to use several tools on the go.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up web service integrations.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and VFP to develop custom business logic.
* Worked on various standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specification.

**Environment:** Salesforce CRM, Apex Language, Service cloud, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Salesforce Lightning Design Components (SLDC), GIT and JIRA, Integration, Eclipse IDE, sugar CRM, Plug-in, HTML5, Java Script, CSS, XHTML, DHTML, XML, Web Services, SOAP, UI, Eclipse, Oracle, SOQL, SQL SharePoint

**Bank Of America, Charlotte, NC Jun ‘15- Dec ’16**

**Role: Salesforce Developer**

* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and created custom objects based on Business needs.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Developed Apex Classes, Apex Triggers, Workflows & Approval Processes for various functional needs in the application.
* Created various Visualforce/html email templates for Email Alerts using triggers and approval process for the clients and customers.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed the solutions for business and technical requirements by customizing various standard objects of SFDC.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used SOQL with consideration to Governor Limits 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 objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* 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.
* Worked on Test Cases by developing Test Classes to meet the required Code Coverage in salesforce.
* Created Profiles, Roles and Permission Sets for all the users in the organization.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
* Used XML based Web Services using SOAP/WSDL for common interface across all internal/external application and users.
* Worked on Data cleaning with excel sheets to avoid duplicate records using External ID.
* Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce data.
* Used the Sandbox for testing the developed App after migrating some test data from client application.
* Provided ongoing salesforce.com maintenance support and administration services including periodic data cleansing and fixing runtime issues.

**Environment:** SaleForce.com platform, Reports, Dashboards, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Eclipse IDE, Custom/Standard Objects, Custom Tabs, Page Layouts, custom objects, Approvals, Email Services, Security Controls, workflows and validation rules.

**CITI Bank , Warren, NJ Sep ’14– Apr ’15**

**Role: Salesforce Developer/Admin**

* Created a Visualforce components to customize captions, headers and footers of a Table and to embed a standard list view of an object's records.
* Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using Visual force pages.
* Worked with Visual force List Controllers to act on a set of records with paging them and iterating them over a list of records.
* Designed links for form processing, place command buttons and create custom messages, implement nested VFP.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Experienced in Designing, Developing and Data Modeling of the application and ensured that they are within the Salesforce Governor Limits.
* Designed both Managed and Unmanaged Packages with deprecated annotations to be available for partner Sales force users and other external users.
* Having Experience in Salesforce in creating Triggers, Visual Force Pages, configured workflow rules, validation rules, formula fields, Custom Objects, Custom Settings, Custom Labels, Record types, Custom Tabs, assignment rules including approval process including field updates and email alerts leading to increased efficiency and productivity in Service Cloud.
* Created **Public Groups, Queues, Permission Sets, Profiles, Users**& **Security Settings** based on role hierarchy. Involved in **Data Migration** from **Legacy Systems** to Salesforce.
* Implemented Configuration, Customization and Development with Salesforce.com on Service and Sales Cloud.
* Worked with AJAX toolkit to invoke Apex through anonymous blocks and public web service methods and Proficient in loading data from legacy applications to force.com platform.
* Used Apex Data-types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL and SOQL queries.

**Environment:** Salesforce.com CRM Application Platform, Apex Classes & Triggers, Visual Force Pages, HTML, JavaScript, Custom Objects, Tabs, Page Layouts,Service Cloud,Sales Cloud, Agile/Scrum Methodology, SOQL & SOSL, Workflows, Approval Processes, Email Alerts, Dashboards, Reports, Eclipse IDE, Sandbox, Production environment.

**Nationwide Insurance, Columbus, OH Jan ’13 – Aug ’14**

**Role: Salesforce Developer/Admin**

* Created a Visualforce components to customize captions, headers and footers of a Table and to embed a standard list view of an object's records.
* Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using Visual force pages.
* Worked with Visualforce List Controllers to act on a set of records with paging them and iterating them over a list of records.
* Designed links for form processing, place command buttons and create custom messages, implement nested VFP.
* Worked with AJAX toolkit to invoke Apex through anonymous blocks and public web service methods and Proficient in loading data from legacy applications to force.com platform.
* Experience in designing Reusable objects that can used enterprise wide for many applications.
* Used Apex Data-types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries.
* Created user **Roles and Profiles, security controls**, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Filed Level Security.
* Worked on Validation Rules, Workflows and Approval Processes.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.
* Worked with anonymous blocks that compiled and executed in Force.com IDE, also in integrating Salesforce.com with Google Apps like mails, calendar, docs, and sites.
* Worked with methods to insert, update records without redirecting users to create a new Record.
* Associate in various activities of the project, like analysing and gathering the information, documenting the functional and non-functional requirements.

**Environment:** Salesforce.com CRM Application Platform, Apex Classes,Triggers, Visual Force Pages, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts,Service Cloud,Sales Cloud,SOQL,SOSL. Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.