

Loksayath Vaddem

Salesforce.com Senior Developer

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Total Experience: 6+ years | SFDC: 5+ years | Salesforce Consultant/Admin: 5+ years | Salesforce Developer: 5+ years | Business Analyst: 1+ Years.

Expertise in Sales cloud, Service Cloud and Community cloud implementations.

Experienced with Project end-to-end implementations across Chemical, Food & Beverage, Automobile, Construction, Manufacturing, IT, Education and Hospitality Industries.

Certifications

- ✓ Salesforce Certified Administrator
- ✓ Salesforce Certified Service Cloud Consultant
- ✓ 12 Super badges | 225 Badges
- ✓ Salesforce Certified Platform Developer I
- ✓ Salesforce Certified Platform Developer II

Salesforce Proficiency

Tool	How I rate myself (out of 10)	Last Used
Apex classes/triggers	9	
Lightning Components	9	
Visualforce pages	7	June 2019
Process Automation	10	
Content Management & Data Security	9	
Configuration (Lightning & classic)	10	
Deployment	7	
Salesforce (SteelBrick) CPQ	5	July 2020
Apttus CPQ	5	May 2016
Lightning Web Components	5	Feb 2021
JavaScript, CSS	5	
Sales Cloud	9	
Service Cloud	8	
Community cloud	8	
Conga Composer & Sign	7	Jan 2019
Zapier	9	Nov 2019
DocuSign	8	April 2020

Experience

NOVEMBER 2020 – ONGOING

Salesforce Developer / Custom Portal for Daikin Support Agents

Daikin Air Conditioners has Service Agencies that need help with warranty claim process for their services. We developed a custom LWC based community to setup guided warranty claim process.

Responsibilities:

- Agile Mode of implementing the Project
- Requirement gathering with BA, validation and design implementation
- Develop One parent LWC component and 8 child components to the parent. To handle Warranty Claims.
- Guided setup to enable dealers to search for their invoice, process the dates, allow claims for each or all products in the invoice.
 - used by both Internal Daikin Employees and Service Agencies from community.
 - Same Component has UI for both cases.
- Apex Classes and tests to the logic.

Technology & Tools: Sales Cloud, Apex, Lightning Web Components (LWC).

MAY 2020 – NOVEMBER 2020

Salesforce Developer / FSL implementation for Exelon

Exelon wanted to implement Field Service Lightning Implementation end to end with out of the box configuration setup.

Responsibilities:

- Agile Mode of implementing the Project
- Requirement validation and configuration
- Configured Service Rules and Objectives in support of Field Service business processes
- Installed FSL managed package and guided setup configuration
- Setting up FSL data model (Configuring Skill/ Territory / Service Resources / Timesheet / Location / Product Items)
- Configuring Work order / Work type/ Service Appointment / Dispatcher Console
- Maintenance Plan configuration
- Worked on Return Orders
- Worked on capturing Latitude/ Longitude information of the service resource at service Appointment level
- Worked on generation of Repair form Auto generation and getting it stored under Account
- Worked on Crew Management.

Technology & Tools: Service Cloud, Apex, Lightning Components (Aura), Field Service Lightning (FSL).

OCTOBER 2019 – APRIL 2020

Salesforce Developer / CPQ implementation for OTTO

OTTO Excellence sells Controls, Communications and other Electrical chip boards/equipment. Implemented a Sales Cloud and Community Cloud to get leads for the site visits, repeated customers, business partnerships.

Responsibilities:

- Agile Mode of implementing the Project
- Requirement validation and configuration
- Lead Assignment Rules bases on location and product specification.
- Lead to Opportunity Configuration on Sales cloud using OOTB functionality with config level changes.
- Implemented Community cloud to get new Opportunities from Business Partnerships and other Registered Contacts.
- Implemented CPQ to adapt each quote for the individual Opportunity Requests form the community portal.
- Implemented DocuSign to enable OTTO and its customer get signed copies of Contracts and other documents.
- Monthly Sales reports, and Opportunity turnover analysis reports for each Rep.

Technology & Tools: Sales Cloud, Community Cloud, Apex, Lightning Components (Aura), CPQ (SteelBrick), DocuSign.

AUGUST 2020 – OCTOBER 2019

Salesforce Developer / Integration for Master Minded Distribution

Master Minded Distribution supplies vape and other head shop supplies to Smoke shops weekly, Monthly. Business uses Shopify for its sales. We Integrated Salesforce with Shopify using Zapier for reporting and managing purposes.

Responsibilities:

- Agile Mode of implementing the Project
- Requirement validation and configuration
- For each sale on Shopify create an Opportunity record on Salesforce.
- Track deliver and other details form Shopify using custom object integration, including Customer details and purchase history, addresses.
- Manges sales reports, track refunds, manage location wise reports.

Technology & Tools: Sales Cloud, Apex, Lightning Components (Aura), Zapier.

JANUARY 2019 – JULY 2019

Salesforce Developer / Partner Portal for HB Hospitality

HB Hospitality provides market development solutions to the US's leading independent luxury resorts and hotels through signature events and our exclusive online community. The company wanted to implement Partner community, where they can allow users to register for an event / webinar and provide points to users based on their activities.

Responsibilities:

- Integrating webinar applications into salesforce using REST Webservice, Both Incoming and outgoing service
- URL masking for the community
- Vigorous custom development activity in sales cloud, service cloud including 4 custom objects.
- Lightning Community with completely built custom components.
- Designing Service Cloud using standard Salesforce feature and also using customization when required.
- Working in Agile methodology to complete the task assigned.
- Deploying the components every month and providing production support.

Technology & Tools: Service Cloud, Community Cloud, Sales Cloud, Apex, Web Services, Lightning Components (Aura), VisualForce Pages, Batch and Schedule Apex.

APRIL 2018 – DECEMBER 2018

Salesforce Developer / PHT Chemicals

PHT Chemicals procures its chemicals from China and India, to sell them in the US. Business needed a portal to be accessed by users in India and China, with access to Products and OfferSheet information along with their commission and pay details.

Responsibilities:

- Lead to Opportunity process configuration with Lead Assignments, Opportunity Forecasting reports, 3 Record Types in Opportunity.
- Configure Approval Process for Opportunity, A custom Offer Sheet will be created mid-life of an Opportunity.
- Developed Lightning component for creation on Offer Sheet on single click and Employee to review auto populated fields.
- Create a Process where Quote can be created from both Opportunity or Offer Sheet based on business need.
- Trigger logic to mimic Opportunity Sync logic, for Sync with Quote and Offer Sheet line items.
- Stage based sharing with community users, and round robin assignment of the Offer Sheet records to community.
- Community users to see and work with their Offer Sheets, commissions, HR management like leaves and work progress updates.
- Implemented Conga Composer for Community users to be able to generate documents and store locally in their system while using Offer Sheets and procuring bulk products.

Technology & Tools: Sales Cloud, Community Cloud, Apex, Lightning Components (Aura), Conga Composer, Conga Sign.

AUGUST 2017 – MARCH 2018

Salesforce Developer / Donation Management for Ashray Akruti

Ashray Akruti is a registered nonprofit, non-religious Non- Governmental organization working for hearing impaired children from underprivileged backgrounds, now caters 350 children. This is an ongoing sprint modelled requirement

involving in apps including Donor management, donation management, HR and selection process, salary management, and volunteer management.

Responsibilities:

- Interacting with the client team, for requirement gathering and development status.
- Enabled a calendar view in VF page thorough full calendar.
- Triggered automated mails while a donation is created.
- Displayed jpeg attachments as photos in Employee and Student objects.
- Mass edits selected Employee salaries.
- Generated employee salary PDF documents.
- Scheduled reports dashboards.
- Data integration for remote site into salesforce.

Technology & Tools: *Sales Cloud, Apex, VisualForce Pages, FullCalendar (Open JS Calendar).*

JUNE 2016 – AUGUST 2017

Salesforce Developer / Laureate International Universities

A network of 70 campus based and online universities; offers undergraduate, graduate and doctoral degrees across 25 countries.

Our aim by this project is to ensure that every institution in Laureate network operates as its own unique brand, guided by local leadership, and is actively engaged in its community. Relationships among the institutions in the network are enriched by shared curricula, faculty, degree programs and student exchange opportunities.

To achieve this, we have created individual accounts for each institute and used named credentials for the integration purposes.

Responsibilities:

- Designed and implemented two sandboxes (SIS and CRM) for data integrations between two institutions.
- Used Named credentials to continuously/synchronously integrate the data between the orgs.
- Created 9 Custom objects, page layouts, tabs to mimic the data flow in production.
- Created 2 Profiles and configured the security permissions, to test the data accessibility.
- Wrote triggers across 5 objects to stop data duplication.
- Customized page interface as per user convenience; created action button and controllers as per the Business logic.
- Created test scenarios in Sandbox environments for 19 classes which include Batch and Callout jobs.
- Interacted with Business team to gather and document the requirements.

Technology & Tools: *Sales Cloud, Apex, VisualForce pages, REST API.*

SEPTEMBER 2015 – MAY 2016

Salesforce Developer / CPQ for Reignite's Customer

Reignite as an Implementation Partner hasn't disclosed the client details. We have developed a solution of Reignite's customer from communication/wireless Industry.

Our aim is to create a CPQ-CRM solution that manages advanced capabilities, customized attribute-based pricing, advanced approval & workflow, customized document generation.

Responsibilities:

- Customize the existing SAAS based CPQ running on Salesforce to add lot more flexibilities with Pricing and hierarchies and approvals.
- Configure and Customize Advanced CPQ Approvals based on complex approval rules using a combination of Approval Process, Custom Controller Code and Customized Approval Templates.
- Configure and Customize Complex Pricing using a combination of Product attributes, Numeric Expressions, Custom Controller class modifications.
- Develop custom modules for Facility based order and Pricing Logic.
- Configuration of the CPQ using Products, Price Lists, Categories, Constraint Rules, Product Attribute Rules, Apex Triggers and Workflows.
- Apex Trigger creation for Custom Field and Object Population related to Assets, Product, Line Item, Quote/Proposal, Approver Modules.
- Configuration and customization of Salesforce Layouts, Profiles, Permissions Sets based on the requirements.
- Involved in Guided Selling, and Quote to cash process development.

Technology & Tools: Sales Cloud, Apex, VisualForce pages, Apttus CPQ.

MAY 2014 – JULY 2015

Business Analyst / Inventory Management for Graphx Solution

Worked with Graphx Solutions as a Business Analyst designated to Procurement and Inventory management; The institute serves the US wireless Industry with stock, sales forecasting, and reconciliation of the day-to-day phone and accessory sales.

Responsibilities:

- Forecast weekly sales numbers and organize stock availability.
- Facilitate Bi-weekly purchases of stock through official portals.
- Reconcile the delivered product before warehousing.
- Instantly updating price changes in the Retail Management applications to ease sales process at POS.
- Setup Retail Management application for new products and accessories.
- Develop a monthly sales rep ranking report for reward and appraisal program.

Technology & Tools: MS Excel, RQ4(Point of Sale System).

Education

2012 - 2014

PGDM / IIPM, Bangalore

2008 - 2012

BTech / Sree Kavitha Engineering College, Khammam