



SAI TARUN BOORAGADDA

Salesforce Developer

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India

PROFESSIONAL SUMMARY

Dynamic and results-driven Salesforce Developer/Administrator with over 5 years of proven expertise in the cloud computing software industry. Skilled in developing, customizing and configuring Salesforce CRM applications using Apex, Visualforce, Lightning Components, and LWC. Adept at performing comprehensive Salesforce administrative tasks, including user management, process automation, and complex data management with tools like Data Loader and Workbench. Demonstrated success in integrating external systems such as SAP, Oracle, DocuSign, Stripe With Salesforce. Proficient in implementing REST & SOAP APIs, deploying Service and Community Clouds, and streamlining deployment processes with tools like Copado and Salesforce DX. Recognized for a proactive approach to incorporating new Salesforce releases and technologies, significantly enhancing operational efficiency and user satisfaction.

SKILLS

SFDC Technology Apex classes, Controllers and extensions, Apex, Triggers, VisualForce Pages, SOQL, SOSL.

SFDC Tools Apex Data Loader, Copado, IDE (Eclipse), Visual Studio Code, GIT version control

Support Tools: Service Now, JIRA Debugging Techniques SOQL and SOSL Object-Oriented Programming

Salesforce Lightning Unit Testing Apex Development Salesforce Integration Deployment Strategies

Data Migration REST APIs Force.com Platform Agile Methodology Approval Processes

Process Automation

EDUCATION

COMPLETED COURSE WORK TOWARDS POSTGRADUATION DIPLOMA IN SUPPLY CHAIN MANAGEMENT, KITCHENER
Conestoga College, December2018

CERTIFICATIONS

- Certified Salesforce System Administrator
- Certified Salesforce Platform Developer I
- Certified Salesforce Platform Developer II

EXPERIENCE

SALESFORCE DEVELOPER, Waterloo, Canada.

Manulife, June 2021-Present

Project Summary: Led the development and implementation of a cutting-edge Claims Management System for a leading insurance provider, harnessing Salesforce to revolutionize the claims process. Key achievements included engineering a dynamic claim intake form with Lightning components, automating work flows for efficient claim routing, and integrating with external claims processing systems for real-time data synchronization. Enhanced document management by integrating AWS S3 for secure storage and single-click retrieval, and implemented DocuSign for seamless electronic signatures. Developed comprehensive reports and interactive dashboards for real-time insights, and ensured compliance with rigorous validation rules and audit trails. This project significantly improved operational efficiency, reduced processing times, and elevated customer satisfaction through faster, more accurate claims processing and transparent communication.

- Optimized sales strategy by implementing Salesforce territory management.
- Partnered in designing and deploying Lightning communities utilizing Lightning Web Components.
- Directed the transition from GIT to Copado, enhancing version control and deployment procedures.
- Delivered comprehensive user training sessions to ensure Copado adoption and skill development.
- Proactively addressed business users' queries related to Sales Cloud, Service Cloud and Community Portals.
- Developed and implemented a Cloud security framework using Profiles, Roles, and Sharing Settings.
- Designed and built Aura and Lightning Web Components, incorporating controllers, helpers and events.
- Established Salesforce work flows and approval processes to streamline business functions.
- Executed SOQL and SOSL queries for data retrieval and manipulation.
- Developed REST APIs to strengthen system integration and interoperability.
- Led the implementation of Salesforce Email to Case and Web to Case functionalities.
- Played an integral role in the smooth migration from GIT to Copado.
- Directed the development and migration of existing components into Lightning – compatible formats.

Environment: Eclipse IDE, Force.com IDE, Salesforce.com, Apex Classes, Visualforce, Sharing Rules, Work flows, Approval Process, Data loader, Force.com platform, HTML, CSS, Java Script.

SALESFORCE DEVELOPER, Toronto, Canada

Cundari, January 2019 - June 2021

Project Summary: Played a pivotal role in revolutionizing client-customer interactions by developing customer service portals. I was responsible for designing and implementing customized Salesforce solutions utilizing tools such as Experience Cloud and Lightning Web Components. My proficiency in Apex and Java Script was essential for integrating the portal with other Salesforce clouds, including Sales and Marketing, to ensure seamless data flow. I collaborated closely with the project team to model data structures, prioritize data security and rigorously test the portal to ensure optimal performance and functionality for both customers and service agents. Additionally, I played a key role in maintaining and optimizing the portal post-launch, ensuring it adapted to the evolving business needs.

- Led the migration of legacy Info Path applications and attachments into Salesforce.
- Actively engaged in agile methodologies, consistently attending daily stand up meetings.
- Designed junction objects and implemented advanced fields to enhance data structure.
- Championed the implementation of Process Builders and Case assignment rules.
- Utilized Data Loader for seamless data transformation in alignment with evolving processes.

- Contributed to the development and maintenance of communities for multiple applications.
- Collaborated with business partners to gather requirements and implement logical solutions.
- Developed customized Salesforce Lightning Aura Components.
- Actively participated in agile methodologies, contributing to daily stand up meetings.
- Used GIT code repository with Eclipse IDE and Visual Studio Code.
- Ensured a smooth transition of legacy Info Path applications to Salesforce.
- Developed and maintained communities for various applications.
- Created REST/SOAP web services to integrate Salesforce with external databases like Siebel.
- Innovatively used the Lightning Aura Framework, embedding components in Visualforce pages.
- Contributed to the development of reusable UI components and pages using the Lightning component framework.

Environment: Salesforce.com platform, Data Loader, HTML, Java Script, Custom Tabs, Email Services, Security Controls, Apex, Visualforce (Pages, Components & Controllers) and Sand box data loading.

SFDC DEVELOPER, Kitchener, Canada.

Touch Bristo, March 2018 – December 2018

- Performed roles of Salesforce Administrator, Developer and Business Analyst.
- Worked under Agile SDLC using Scrum methodology.
- Worked with various Salesforce standard objects such as Case, Accounts, and Contacts.
- Designed and developed work flow rules, validation rules, approval processes, and customizations with in Salesforce.
- Experienced in developing Apex Classes, Controllers, and Triggers, considering governor limits and various other components.
- Developed Apex classes and triggers to route escalations to different queues and levels.
- Created templates, page layouts and record types according to business process requirements.
-Developed Visualforce pages to prepopulate certain fields and embedded them in the application.
- Experienced in creating visual work flows to automate specific business processes.
- Created custom reports to track cases, assets for different organizational levels.
- Utilized the sand box for testing and deployed code to different instances after testing.
- Created Change Sets and deployed them in Production environments.
- Communicated requirements to the team both on site and off shore, ensuring timely deliverables.
- Coordinated with the off shore team daily to track requirements.
- Provided user support post go-live for phase 1 and was part of the maintenance team, delivering quick and effective solutions.
- Designed junction objects and implemented advanced fields to optimize data structure.
- Contributed to client innovation ideas, streamlining business processes.
- Responsible for end-to-end deployments and post-implementation reviews.

Environment: Salesforce.com, Agile, SDLC, Apex, Triggers, Visualforce, HTML, Java script, Sandbox, Data Structure.