



**SUNDEEP  
KASIREDDY**

## **PROFESSIONAL SUMMARY:**

- **5+ years** of IT experience in the Salesforce.com **CRM** platform using **Visual force, Apex classes** with substantial experience in **Salesforce.com administration, operational analytics, and quality assurance** with emphasis on process improvement.
- Experience in scope, design, testing, training, deployment and follow up on a multitude of strategic projects within Salesforce.com as the **Salesforce.com Developer and Administrator**.
- Designing of custom **Objects, custom fields, Role based Page layouts, custom Tabs, custom Reports, Report folders, Report extractions to various formats, design of Visual force Pages, Snapshots, Dashboards, Apex Classes, Controllers&Triggers**, and various other components as per the client and application requirements.
- Experience in **SFDC Integration** using **Web Service** and Apex Programming, Salesforce.com **Service Cloud and Sales cloud functionalities**.
- Experience on creating **Quote to cash** and **Quote line** items implemented on **Apttus CPQ (Configure-Price-Quote)**  
And understanding of the **APTTUS CPQ, APTTUS CLM** (Contract life-cycle Management) data model and functionality.
- Worked on the CRM Platform environment of **SFDC Sales Cloud, Service Cloud** modules.
- Integration experience on Salesforce.com using **Apex Language (Classes, Controllers & Triggers), Web Services, Visualforce Pages, Components, Tabs, Custom Objects, S-Controls, Analytic Snapshots and Dashboards**.
- Experience working across various Salesforce.com implementations covering **Sales Cloud, Service Cloud**, and AppExchange applications a plus.
- Work experience in Custom Integration of **Outbound Messages, WorkFlow&Approvals, Reports, Custom Objects And Tabs, Email Services, Security Controls**, Custom Application, **Sandbox data loading**.
- Implemented Security and **Sharing Rules** at Object, Field and **Record levels**, custom Roles, **Roles Hierarchy** and **Permission Sets**.
- Expertise in Force.com technology stack: **APEX, Visualforce Pages, SOQL, SOSL**
- Worked on customization of **Sales Cloud** schema by customizing standard objects like **Leads, Accounts, Contact and Opportunity, Products**.
- Created **Summary Reports, Matrix Reports, Pie Charts** and **Dashboards** to assist the business team.
- Installed Apps from **AppExchange, Configured** and maintained user **Security Permissions** in compliance with organizational needs.
- Good understanding of **SOQL** and **SOSL** for **Querying** and **Searching Data** for **Force.com platform**.
- Support and training new end users and business users of the salesforce.com application.
- Experience in analyzing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects**, creating the **relationships/ junction objects** like **Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic**.
- Developed SFDC Customized **Reports, Dashboards and Processes** to continuously monitor data quality

and integrity.

- Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
- Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large and small Team Project.
- Designed, developed, tested and deployed custom Salesforce applications software using **APEX Classes, Controller Classes, Batch APEX and APEX Triggers** for various functional needs in the application.
- Experience in working with **EclipseIDE** and Force.com Plug-in environment.

**TECHNICAL SKILLS:**

<b>CRM TOOLS</b>	Salesforce.com
<b>Force.com Tools</b>	Force.com Eclipse IDE, Apex Data Loader, Apttus CPQ,Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and AJAX Toolkit
<b>SALESFORCE TECHNOLOGIES</b>	Apex, SOQL, SOSL, VisualForce (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web service, Workflow & Approvals, Dashboards
<b>SALESFORCE API TOOLS</b>	Eclipse Ganymede, Apex Explorer, Offline Edition, Appexchange Data Loader
<b>INTEGRATION TOOLS</b>	Data Loader, Ant Migration, Workflows and Approvals, Custom objects, custom Labels and tabs, Dashboards, Roles, Security, Field updates, Reports, AppExchange Package & Custom Application and Sandbox.
<b>LANGUAGES</b>	Apex ,C, C++,VB, Java, PL/SQL, TSQL, UML, SQL
<b>DATABASES</b>	MS SQL Server 2000/2005, PL/SQL, Oracle 9i, MS Access, and MySQL
<b>OPERATING SYSTEMS</b>	Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Macintosh, Linux, Unix
<b>JAVA TECHNOLOGIES</b>	Java, Servlets, JSP, JavaScript
<b>WEB TECHNOLOGIES</b>	Web Services, XML, HTML,DHTML, Adobe Photoshop, Flash, Dreamweaver
<b>OTHERS</b>	MS OFFICE SUITE, MS VISIO, MS PROJECT

## PROFESSIONAL EXPERIENCE:

Client: UHG (Optum), Basking Ridge, NJ

July'2020 – May'2022

Role: Salesforce Developer/ Administrator

### Roles & responsibilities:

- Worked on Migrating from Classic Salesforce to Lightning Salesforce.
- Design the application to be simple and user-friendly so that end-users need not have any prior technical knowledge.
- Design different pages of the application based on mockups provided by business.
- Used CI/CD pipeline for code quality and auto deployments for Sandboxes.
- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked with cloud-based On-Demand / SaaS solutions.
- Designed and developed custom pages using **Visualforce** and **JavaScript** to provide better UX. Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
- Worked on customization of **Sales Cloud** schema by customizing standard objects like **Leads, Accounts, Contact and Opportunity**.
- SFDC Integration using **Web Service** and **Apex Programming**, Service Entitlements, Salesforce.com **Service Cloud** and **Sales cloud functionalities**.
- Integrated with legacy systems using **REST API** to maintain Synchronization.
- Developed **Lightning** component frameworks include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
- Designed and developed retriggering rules and mechanism for data and transient errors.
- Worked with the Production support team and fixed the issues on an On-Demand **basis**.
- Added error handling functions to existing code to make it more robust and to make it easily expandable to handle future requirements.
- Built solution on **Salesforce.com** platform, including development in **Force.com, Visualforce, Lightning, Apex, Web Services** and **API's**
- Developed complex functionalities using **APEX, Visualforce** and **JavaScript** where appropriate.
- Used Data loader to make bulk upload of client data.
- Collaborated with teams to design and implement **Salesforce Integration**, And **Apttus CPQ** is used for creating quote and quote line items for order management systems.
- Worked with App exchange application **Informatica** for data migration.
- Developed custom search functionality for accounts and contacts using **SOSL**.
- Enabled and used **API only user** for performing regular updates from legacy systems using **REST API**.
- Designed and developed **Ticketing application** to handle production support incidents and bugs.
- Developed **Visual Force/APEX custom** and extended controllers and triggers to support quotation enhancement.

- Developed **triggers** for complex workflow rules working around the governor limits.
- Developed custom edit and detail page for accounts due to complex business requirements (immediately after making updates, legacy system window had to open respecting SSO).
- Created **multiple record types** based on the category of clients.
- Worked in **J2EE/java, HTML, and JavaScript** and web application.
- Created email templates and **Inbound Mails** using **Visualforce** for the clients and customers.
- Based on the business requirements, created multiple custom objects and fields (created lookup fields to maintain relationship between objects).
- Worked on creating shell scripts for auto attachments to import Bulk files into Salesforce.

Environment: Salesforce.com platform Apex Language, Lightning Components, VisualForce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandboxes (Developer sandbox, Configuration only, Full sandbox) Eclipse IDE Plug-in, Windows XP.

**Client: UHG (Optum), Basking Ridge, NJ**

**Dec'2018 – March'2020**

**Role: Salesforce Developer/ Administrator**

**Roles & responsibilities:**

- Worked on Migrating from Classic Salesforce to Lightning Salesforce.
- Design the application to be simple and user-friendly so that end-users need not have any prior technical knowledge.
- Design different pages of the application based on mockups provided by business.
- Used CI/CD pipeline for code quality and auto deployments for Sandboxes.
- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked with cloud-based On-Demand / SaaS solutions.
- Designed and developed custom pages using **Visualforce** and **JavaScript** to provide better UX. Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
- Worked on customization of **Sales Cloud** schema by customizing standard objects **like Leads, Accounts, Contact and Opportunity**.
- SFDC Integration using **Web Service** and **Apex Programming**, Service Entitlements, Salesforce.com **Service Cloud and Sales cloud functionalities**.
- Integrated with legacy systems using **REST API** to maintain Synchronization.
- Developed **Lightning** component frameworks include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
- Designed and developed retriggering rules and mechanism for data and transient errors.
- Worked with the Production support team and fixed the issues on an On-Demand **basis**.

- Added error handling functions to existing code to make it more robust and to make it easily expandable to handle future requirements.
- Built solution on **Salesforce.com** platform, including development in **Force.com, Visualforce, Lightning, Apex , Web Services** and **API's**
- Developed complex functionalities using **APEX, Visualforce** and **JavaScript** where appropriate.
- Used Data loader to make bulk upload of client data.
- Collaborated with teams to design and implement **Salesforce Integration**, And **Apttus CPQ** is used for creating quote and quote line items for order management systems.
- Worked with App exchange application **Informatica** for data migration.
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**Client: IBM (Duke Energy),Charlotte, NC**

**Nov'2016 – Dec'2018**

**Role: Salesforce Developer**

**Roles & responsibilities:**

- Coordinated with vendors and legacy application teams for **integrating data flow** with Salesforce as a centralized system.
- Designed and built **Lightning** solutions using custom components and Console for **Sales Cloud** and **Service Cloud**.
- Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Worked with cloud-based On-Demand / SaaS solutions.
- Designed and developed custom pages using **Visualforce** and **JavaScript** to provide better UX. Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
- Worked on customization of **Sales Cloud** schema by customizing standard objects **like Leads, Accounts,**

### **Contact and Opportunity.**

- SFDC Integration using **Web Service** and **Apex Programming**, Service Entitlements, Salesforce.com **Service Cloud and Sales cloud functionalities**.
- Integrated with legacy systems using **REST API** to maintain Synchronization.
- Developed **Lightning** component frameworks include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
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