**KRISHNA CHITNENI**

**SENIOR SALESFORCE DEVELOPER**

**EMAIL ID: Krishna77.sfdc@gmail.com**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PROFESSIONAL SUMMARY**

* Over **10+** years of overall professional IT experience with extensive experience in **Salesforce.com CRM** and **Force.com** platform as Administrator and Developer.
* Involved in **design, development, test** and **implementation** phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming **(OOP).**
* **7X** Salesforce certified.
* Possess comprehensive understanding of CRM business processes like **Campaign Management**, **Lead Management**, **Account Management**, **Opportunity Management, Case Management, Quote**, and **Forecasting**.
* Good knowledge of Apex development in creating custom Objects**,** custom Tabs, **Triggers, Bulk Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and **Controller Extensions.**
* Expertise in analyzing complex business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects**, **Junction objects**, **Master-detail relationships,** and **lookup relationships.**
* Strong background in **mapping business requirements** for Web Based and Client/Server Applications.
* Designed number of **Custom Fields, Approval Process, Validation Rules, Field Dependencies, Formula Fields, Trigger Rules,** and **Workflow processes**.
* Greatly skilled in Apex development in creating **custom Objects**, **custom Tabs**, **Triggers**, **Bulk Triggers**, **Apex Classes**, **Force.com API**, **Standard Controllers**, **Custom Controllers** and **Controller Extensions.**
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with Visual force (Pages, Components, Controllers) and Apex (Classes, Controllers, Apex Collections, Triggers, scheduled classes, Batch Apex).
* Strong knowledge of **Lightning components** and **LWC**.
* Hands on experience on **Debug** **Apex** **Scripts** using **Debug** **Logs** and System **Log** **Console** to catch Exceptions and execute Governor Limits.
* Experience in developing **Apex Classes**, **Triggers**, **Creating Workflows**, **CSS**, **HTML** and **JavaScript**.
* Worked with **SOQL, SOSL, Visualforce, APEX, ETL, REST, SOAP API Force.com and Web services API.**
* Experience in developing SFDC **Customized Reports, Dashboards** and **Processes** to continuously monitor data quality and integrity.
* Multi-task adapts to changes and manages complex projects.
* Effective communicator at all levels of an organization in management, technical and roles.
* A team player, strong interpersonal and communication skills, Professional demeanor, and analytical skills with a high learning acumen to adopt new tools and technologies with ease and seamlessly integrate skill sets into the project implementation lifecycle.

**Certifications**:

* Salesforce Certified Application Architect
* Salesforce Certified Data Architecture and Management Designer
* Salesforce Certified Sharing and Visibility Designer
* Salesforce Platform Developer II
* Salesforce Platform Developer I
* Salesforce App Builder
* Salesforce Administrator

**Client : Softrams**

**Designation : Salesforce Developer**

**Duration : Mar 2023 to Current**

**Responsibilities:**

* Worked on customized Salesforce Application collaboratively with other software development.
* Facilitate requirements gathering meetings to gather user requirements, as well as another sprint.
* Worked on implementing 6 Salesforce Communities to support the new Federal healthcare policies being rolled out.
* meetings as meets the needs of the project. Developed number of Apex triggers, classes, Visualforce pages, Controllers as part of the community roll-out.
* Lead and/or contribute to all technical aspects of projects developed. Participating in the
* implementation and supervising other team members involved.
* Implemented 5 Salesforce Communities to cater different CMMI initiatives.
* Implemented Okta Single Sign-on for all the salesforce community users using IDM.
* Implemented Model Home framework which is used to implement Post Model communities rapidly.
* Experience in setting up of Customer Portals and Sites for the business processes gathered from
* the customers such as LOA, RFI and Review & Scoring.
* Experience in Integration Architecture, Data Modelling, Data Migration within salesforce.
* Developed custom Account and Contact Duplication logic for CRM users to improve data quality.

**Client : Newwave (CMS)**

**Designation : Salesforce Developer**

**Duration : Mar 2019 to Feb 2023**

**Responsibilities:**

* Administering and creating the business portal as well as sustained Salesforce, Page Layouts, Recording Types, and other Salesforce incorporation.
* Developed number of Apex triggers, classes, Visualforce pages, Controllers as part of the community roll-out.
* Been part of Archival of old unused communities which helps in removal of orphan codebase in the system.
* Worked on the CRM implementation for 1500 users and implemented opportunity management and Case management for them.
* Revamped the existing Salesforce file management from storing the content version documents in Libraries to storing them via Content Document Links (CDL) which enhances the file security.
* Have been part of several meetings with Federal Healthcare policy makers to explain to them all the possibilities and provide them required solutions in Salesforce ecosystem.
* Multiple Salesforce project deployments including release and environment management.
* Migrated up to million records as part of CRM migration from a Legacy system.
* Refined the business process for **Case management** by creating a new set of case types, case sub-types as requested by business.

**Client : Allegis Group, Catonsville, MD**

**Designation : Salesforce Developer**

**Duration : Feb 2017 to Feb 2019**

**Allegis Group,** headquartered in Hanover, Maryland in the United States, is one of the largest privately held staffing and recruitment services companies in the world, with $16 billion in revenue in 2016. Through its network of specialized operating companies, Allegis Group partners with organizations across the globe to optimize talent attraction and retention.

**Responsibilities:**

* Developed custom **multi-Currency** feature for all the currency fields on Opportunity that converts amount to USD from opportunity’s respective currency.
* Have developed **HTTP** Callouts to **APIGEE** application to get the latitude and longitude for Opportunity.
* Worked on designing and developing **HR-XML** generation for opportunities and sending them over to **Elastic Search** team that helps in our custom Opportunity Search functionality.
* Used **Queueable** **Apex** to construct and stamp the HR-XML on the Opportunity so that the performance of opportunity creation/update is not hindered.
* Developed **Lightning modal pop-up** on load of Contact page to check if “Related Contact” field is blank so user can make a choice to add someone to it.
* Worked on **Opportunity Scoring feature** where we assign a score (%) to every opportunity based on complex criteria. We used **Custom Metadata types** to load up all the possible permutations and combinations and used them in our code.
* Developed round trip batch jobs that converts Req (custom object) to Opportunity and vice-versa that runs every 30 minutes. We used **the Batch Chaining** concept to achieve this.
* Have worked on cleaning up all the Contact triggers by moving out the code from triggers to handler classes for improved efficiency and having only trigger per object.
* Have been part of discussions with business stakeholders in planning to move from Classic to Lightening experience.
* Have worked on a Batch job to delete all the roles with inactive users associated with it.
* Developed **Process builder, custom validation rules, workflow rules** to support business processes.
* Worked on test classes to improve the org wide coverage.

**Client : Concur, Bellevue, WA – Remote Project**

**Designation : Salesforce Developer**

**Duration : April 2016 to Jan 2017**

**Concur Technologies** is an American travel management company, providing travel and expense management services to businesses. It is headquartered in Bellevue, WA. Concur provides web and mobile solutions for travel and expense management. It includes corporate travel booking, expense report automation, reimbursement, audit, and business intelligence, and corporate card integration.

**Responsibilities:**

* Help development team on functionality that requires custom logic to meet the   requirements, demonstrate solution functionality to business stakeholders as needed.
* Involved in Salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Worked on integrations by consuming 2 webservices, **SOAP** and **REST**. **SOAP** webservice is used to make a callout to **Docusign** **API**. **REST** is used to make a web callout for adding and updating the debit account to the internal application named "**ConcurPay**" which sends a token back as response.
* Encrypted and de-crypted the credentials of Docusign user by implementing methods of "**Crypto**" class.
* Developed complex triggers to populate field on USER upon update of Account.
* Have setup the **SSO** connection where Salesforce Customer portal acts as an **Identity provider** and Biller Direct (SAP) as **Service provider** by making use of **SAML 2.0**
* Moved number of existing Custom Settings to **Custom Metadata Types** to bring down the future development/deployment time.
* Have built integration "Escalate to Jira" where a new case is created in Jira upon clicking of a button on Cases.
* Used **Dataloader** to load 25,000 values of business partner Id's onto Account records.
* Refined the business process for **Case management** by creating a new set of case types, case sub-types as requested by business.
* Imported the knowledge article translations for 4 different languages into Salesforce.
* Installed managed packages like **Directly**, **SUMO Scheduler**, **Gainsight** and **inContact Agent**.
* Modified entire case routing mechanism by creating new set of **Queues** and **Case Assignment rules**.
* Developed number of custom **visualforce** pages to re-direct all the site errors to the newly developed pages.
* Modified the existing UI on the "Billing" page in customer portal to accommodate the new billing process.
* Developed the "**DynamicSearch**" functionality in customer portal where it searches through all the related content (Case, articles, document etc) and shows up the appropriate results.
* Have been part of complex deployments and tight deadlines.

Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Source Revision Control (SVN), Windows XP.

**Client : BBVA Compass, Birmingham, AL**

**Designation : Salesforce Developer**

**Duration : Jan 2015 to March 2016**

BBVA Compass is one of the midsize financial service industries providing mortgage, credit card, loan, payment process and investment service to over 10 million customers across the country and overseas. Customers and Customer service is critical to all the lines of Business. Enhancements to the application are a major factor in addressing the growing customer needs.

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**.
* Interacted with various Business users for requirements gathering.
* Implemented **Approval process** and **workflow rules** to automate existing business processes.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **master detail relationships**, **validation,** and formula fields to the **custom objects**.
* Debug **Apex scripts** using **Debug Logs** and **System Log** Console to catch Exceptions and execute Governors and Limits.
* Worked with **Standard Controllers** and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested **Visual force** pages.
* Created a **Custom wizard** for users to create a Case related to Account and contact.
* Created workflow rules and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Developed **Custom Objects, Custom Reports** to dump the data on regular basis for the sales performance and lead generation statistics.
* Implemented Field Level security for sensitive data holder fields.
* Worked on **Bulk Triggers**, **Nested Queries** and had written code for **Future methods** by calling it from triggers.
* Created **batch classes**, which can be invoked programmatically at runtime using **APEX**.
* Created **Custom Reports** (**Matrix** and **Summary** reports) and built dashboards for organization-wide presentations.
* Integrated applications using **web services** by consuming the WSDL files for extracting the data from the external systems.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions, and triggers.
* Have worked in a strict **agile** environment with day to day stand up meetings and status reports.

Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Source Revision Control (SVN), Windows XP.

**Client : AT&T, Plano, TX,**

**Designation : Salesforce Developer**

**Duration : Nov 2013 to Dec 2014**

AT&T is one of the largest telecommunications companies. The company makes Mobile Broadband connections, and Broadband subscription television devices used in servers, cloud computing data centers. The company sells to manufacturers and through retailers and distributors. Credit and Validation includes credit check and address validation functions providing query capability for pre-order and order preparation business functions. AT&T is the 20th largest mobile telecom operator in the world.

**Responsibilities:**

* Created both Managed and Unmanaged Packages with deprecated annotations to be available for partner Sales force users and other external users.
* 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.
* Implemented **case management automation** (on **Case Object**) to track and solve customer’s issues. Implemented **Web-to-Case** entry and **manual case entry** for entering customer’s cases.
* Created **Visual force** pages that could be rendered as PDF's, build dashboard components and define email templates.
* Maintained an E-mail to Case system with auto-notifications sent to users when a case is created for their respective departments.
* Implemented **Wrapper classes** for better **visual force** pages’ management and smooth Functioning.
* Created **sharing rules** for providing cross functional teams of the organization access to records which they do not own.
* Created **Custom controllers** implementing complex code for Sales Force, VF pages, also integrating force.com application on mobile platform like I-phone, Blackberry and Android.
* Extracted the Sales force CRM information using **Cast-Iron** to provide integration with the legacy System.
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customer’s complaints.
* Implemented **relationship fields** for proper data loading and maintaining the quality of the data.
* Handled **SOAP/Restful** **Web services** consumption for fetching content from the Internal Web server.
* Used **SOQL & SOSL with in Governor Limits for data manipulation** needs of the application using **Force.com Explorer**.
* Migrated complex **Excel validation rules** in regular expression into Salesforce validation rules.
* Performed **Unit Testing** for every written code and wrote **test methods** with code coverage of 75% minimum.
* Implemented application on an **iOS mobile platform** by building a page for directory search using SDK provided by iOS development So helped in building a mobile application eventually.
* Followed **Agile** methodology for the execution of day to day work related activities.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, Visualforce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.