![Platform Developer 1 (PDI) Certification Guide &amp; Tips [Updated 2021] |  Salesforce Ben]()****

**PROFESSIONAL SUMMARY:**

**Achutha Telluri**

achutha.rami.devcare@gmail.com

**Employer:**

Email: **lazargnaniya@devcare.com**

**Phone: (614) 494-0022**

* Results-driven **Salesforce Developer** with **6+ years** of experience specializing in the **design**, **development**,

**Integration**, **deployment,** and **implementation** of **Salesforce solutions.**

* Worked with different clouds such **as Sales, service, Experience (Community) and CPQ, OmniStudio** by using the **Apex** and **LWC** development.
* Designed and developed and enhanced Service Cloud functionality using Salesforce technologies such **as Lightning Web Components (LWC), Apex, Visualforce, and SOQL/SOSL**. Implement customizations, workflows, and automation to optimize customer service processes.
* Demonstrated expertise in configuring, customizing, and integrating **CPQ applications** to streamline sales processes and enhance **revenue generation**.
* Proficient in Salesforce **CPQ administration**, product configuration, pricing rules, quoting, and contract management. Strong understanding of the **Salesforce platform**, **Apex**, and some Lightning components.
* Developed **API-led** connectivity architectures using MuleSoft to integrate Salesforce with various applications, enabling seamless data exchange and enhancing overall business processes.
* Demonstrated proficiency in creating **Integrations** with Salesforce, leveraging Salesforce Connectors**, REST/SOAP APIs**, and Platform Events for real-time data synchronization and event-driven architectures.
* Engineered custom integration solutions using **MuleSoft Anypoint Platform** to orchestrate complex **data transformations**, ensuring interoperability between Salesforce CRM and other **enterprise systems.**
* Implemented robust **data mapping** and transformation processes within MuleSoft to reconcile data disparities between Salesforce and external systems, adhering to business logic and **data governance** standards.
* Proficient in using **Git for version control (GitHub)** and Experience in **CI/CD** (**Continuous Integration/Continuous Deployment**) environments.
* Developed and implemented strategies for integrating **Salesforce with GCP services** to enhance **functionality**, **scalability**, and **performance**.
* Utilize **GCP tools (such as BigQuery, Cloud Storage, and Cloud SQL**) to manage and analyze large datasets, ensuring seamless data flow between Salesforce and GCP.
* Designed and managed **cloud infrastructure** on GCP to support Salesforce applications, including provisioning resources, **optimizing performance**, and **ensuring security.**
* Extensive Knowledge on **AWS Services** like **EC2**, **IAM**, Amazon S3, Security Service and Databases.
* Effectively managed multiple different **workstreams** concurrently, including investigation, problem-solving, and troubleshooting.
* Provided support in the rollout and **maintenance** of the new Salesforce Lightning instance.
* Coordinated closely with team members to implement and maintain **current features**.
* Successfully juggled responsibilities across multiple different workstreams, optimizing **productivity** and results.
* Highly skilled and experienced **Service Cloud Developer** with a proven track record in designing and implementing robust customer service solutions using Salesforce Service Cloud. Strong expertise in developing custom functionality, **integrating with external systems**, and **optimizing service processes** to enhance **customer** **satisfaction** and **agent** **productivity**.
* Customized and configured Service Cloud objects, fields, page layouts, record types, validation rules, **assignment rules, escalation rules, and entitlement processes**. Implement features like Service **Console, Knowledge Base, Email-to-Case, Web-to-Case, and Live Agent**.
* Integrated Service Cloud with other systems, such as CRM systems, telephony systems, or external data sources. Develop integrations using **REST/SOAP APIs,** Apex, and middleware platforms to ensure seamless data exchange and process automation.
* Developed and deployed applications or services on **GCP** that integrate with Salesforce.
* Written and managed **Google Cloud** Functions or other serverless components to handle data processing.
* Managed and organized the content within the **Experience Cloud community**. includes creating and **maintaining knowledge articles, discussion forums, librarie**s, and other relevant content types.
* Promoted community engagement by configuring features such as **gamification**, **badges**, and **reputation** points. Encourage user participation and interaction through features like **comments**, **likes, and shares**.
* Integrated social media functionality Experience Cloud using HTML, CSS, and JavaScript. Implemented **social sharing buttons**, **social media feeds**, and **user authentication** via social media platforms.
* Highly expertise in **VS Code with** **Core Java, Apex, SQL,** and **LWC**, predominantly worked mostly in the development part.
* Adept at collaborating with **cross-functional teams** to gather requirements, design effective solutions, and deliver high-quality results.
* Proven track record of successfully delivering complex **CPQ projects** on time and within budget. Committed to staying updated with the latest Salesforce CPQ advancements and continuously enhancing skills to drive business growth and optimize sales operations.
* Proficient in all aspects of **Salesforce administration**, including user management, security settings, data management, workflow automation, **flows,** and report generation.
* Implemented the authentication and authorization mechanisms required for secure access to external systems. Configured **OAuth**, **API** **keys**, or other authentication protocols to establish a trusted connection.
* Expertise with version control systems like **GitHub**, and **Bitbucket**.
* Skilled in gathering and translating **business requirements** into scalable solutions to enhance sales processes and drive productivity.
* Proficient comprehension of Salesforce.com **Governor Limits** and the capacity to optimize code to adhere to those restrictions Working knowledge of client-specific solutions such as Salesforce.com Sandbox deployments, Force.com IDE, Eclipse IDE, VS Code, **SOQL**, and SOSL, as well as the ability to effectively analyze and interpret data using Salesforce.
* Strong knowledge of Salesforce customization using declarative tools, such as workflows, validation rules, flows, and process builders.
* Experienced in data migration and **data quality management** to ensure accurate and reliable information within the system.
* Collaborative team player with excellent **communication** and **problem-solving skills**, able to work effectively with stakeholders at all levels.
* Committed to staying abreast of the latest **Salesforce updates** and best practices to deliver continuous improvement and maximize the value of the Salesforce platform for the organization.
* Experience in Implementing Pick lists, dependent pick lists, lookups, junction objects, master-detail relationships, and formula fields to custom objects.
* Worked on **record data** and metadata deployment using **Fusekit** and **Copado** respectively. Strong reporting background using standard **Salesforce.com** functionality.
* **Daily administration** and support of the Salesforce implementation, including User and Group configuration.

**Certifications:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Platform App Builder Certification
* Salesforce Certified Administrator (SCA)
* COPADO CERTIFIED FUNDAMENTALS 1
* Salesforce Certified Advanced Administrator (SCAA)
* Salesforce Certified identity and access management Architect

|  |
| --- |
| **TECHNICAL SKILLS:** |
|  | **Salesforce and Other Clouds** | Sales, Service, Experience, CPQ, and OmniStudio, AWS, ServiceNow, GCP |
| **Coding Languages** | Apex, LWC, SOQL, JAVA, Python, C, SQL, HTML, CSS,JavaScript |
|  | **Data Migration Tools** | Data Loader, Data Import Wizard, Jitter Bit DataLoader, DataLoader.io, Salesforce Inspector |
|  | **Data Integration** | Rest API, Soap API, XML, JSON, MuleSoft |
|  | **Integrated Development Environments****(IDEs)** | Visual Studio Code, Eclipse |
|  | **Deployment Tools** | Change Sets, Copado, Fuse-Kit, ANT Migration |
|  | **Third-Party Products** | Conga |
|  | **Others**  | Salesforce Work Bench, Git Hub, Bit-Bucket, AgileMethodology |

**PROFESSIONAL EXPERIENCE:**

**Client: State of OHIO (Attorney General Office) - Columbus, OH January 2024 to Present**

**Senior / Lead Salesforce Developer**

**Roles and Responsibilities:**

* + Oversaw the **full development lifecycle** from requirements gathering to deployment, ensuring **high-quality deliverables** that met client needs.
	+ Implemented **LWC Components**, **Apex classes**, **triggers**, and **controllers** to implement complex business logic, data **manipulation**, and **automation** within the **Experience Cloud platform**. **Handle data validation**, implement custom data import/export processes, and integrate with external systems.
	+ Customized and configured **Experience Cloud communities**, including **branding**, **themes**, **templates**, and **navigation menus**, to align with business objectives and user experience requirements.
	+ Setting up **community access** and **security settings**, **user registration**, and **authentication methods**.
	+ Implemented security measures to protect the community and its data. **Configure login** and authentication settings, enforce **password policies,** and **manage session** settings to ensure a secure user experience.
	+ Managed and organized the content within the Experience Cloud community. includes creating and maintaining **knowledge articles**, **discussion forums**, **libraries**, and other relevant content types.
	+ Promoted community engagement by configuring features such as **gamification**, **badges**, and **reputation points**. Encourage user participation and interaction through features like **comments**, **likes**, and **shares**.
	+ Monitored and analyzed **community usage**, **engagement**, and **performance** using built-in analytics tools or third-party integrations. Generated **reports** and **dashboards** to gain insights into user **behavior**, **content popularity**, and **community health**.
	+ Moderated user-generated content within the community to **ensure compliance** with **guidelines** and **policies**. **Monitor discussions**, **address reported issues**, and take appropriate action against violations.
	+ Collaborated with stakeholders, **business owners**, and **community managers** to understand their requirements and align the community's configuration and features accordingly. Acted as a liaison between users and technical teams to address feedback and implement enhancements.
	+ Created custom navigation menus using HTML, CSS, and JavaScript to enhance the navigation experience for users in your Experience Cloud community. Designed responsive **menus**, **dropdowns**, and **mega menus** to facilitate easy access to different sections and content.
	+ Enhanced the search capabilities of your Experience Cloud community using HTML, CSS, and JavaScript. Implemented **advanced search filters**, **autocomplete suggestions**, and **real-time** search results to improve the user experience.
	+ Developed custom notifications and alerts using HTML, CSS, and JavaScript to provide important **updates** and **notifications** to users in your Experience Cloud community. includes **success messages**, **error alerts**, and **informational notifications**.
	+ Written unit tests and performed **debugging** to ensure the reliability and stability of the Salesforce applications and **integrations**. This includes identifying and fixing issues, **optimizing performance**, and ensuring code quality through proper testing methodologies.
	+ Enabled the measurement and tracking of **key performance metrics**, such as sales revenue, **win rates**, and average deal size. Helped sales managers **monitor individual** and **team performance**, identify areas for improvement, and provide coaching and support.
	+ Offered **mobile applications** that allow sales professionals to access customer data, **update records**, and manage their tasks on the go. mobility enhances productivity and responsiveness, even when sales reps are away from their desks.
	+ Ensured that the Experience Cloud community is fully responsive and optimized for **different devices** and screen sizes using HTML, CSS, and JavaScript.

**Environment:** Saleforce.com platform, Experience Cloud, Apex Language, LWC, Triggers, Chatter, Data loader, Salesforce .com Data Loader, Force.com Communities, Sites, Sales Cloud, lightning, service cloud, GitHub, API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Integrations, Rest API, Custom Tabs, Security Controls, Windows XP, ServiceNow.

**Client: Eficens Systems - Dallas, TX July 2022 to December 2023**

**Salesforce Developer**

# Roles and Responsibilities:

* + Worked Created multiple Lightning Web Components, Aura added CSS and Design Parameters from LDS (Lightning Design System) that make Lightning component looks and feel better.
	+ Experience in Force.com Apex Classes, Apex triggers Integration, Visualforce and Force.com API.
	+ Customized and fully automated operations for Leads, Contacts, User Assignment Queuing, web services and batch processing.
	+ Designed scalable and resilient integration architectures using MuleSoft's Anypoint Platform, incorporating features like error handling, retry mechanisms, and performance tuning to ensure reliability and high availability.
	+ Implemented security best practices by integrating OAuth, encryption mechanisms, and role- based access control (RBAC) to safeguard sensitive data during the integration process, ensuring compliance with industry standards.
	+ Created and managed custom objects, fields, formulas, validation rules, custom workflow, approval processes, Apex Triggers and Apex Classes using complex logic.
	+ Hands-on configuration and maintenance of community cloud customer portal case management for automating business processes.
	+ Implemented lookups, master-detail relationships, validation, and formula fields to custom objects.
	+ Performed the role of SFDC Developer, and Lightning Developer and interacted with various business user groups for gathering requirements for salesforce.com, Lightning and CRM implementation.
	+ Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
	+ Closely worked with Salesforce.com consultants to implement business solutions for their client requirements, using CPQ within exclusively developed framework.
	+ Designed and customized visual force pages using controller extensions, custom controllers, and standard controllers.
	+ Involved in CPQ (Configure, Price & Quote) design, mapped to Salesforce custom objects, and involved in CPQ Advanced Workflow Approvals.
	+ Automated business processes by developing batch processes using APEX programming language.
	+ Created Lead/Case Management System using Lightning Components, Controllers, Helper Methods, CSS and JavaScript.
	+ Executed Workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
	+ Experience with Salesforce CPQ for subscription, billing, and invoicing control of sales process from Quote to Cash.
	+ Developed code in the command-line interface (CLI) environment in salesforce.com for integrating with other developer tools through Visual Studio (VS) code.
	+ Implemented Data Loader through Command Line Interface (CLI) to extract data from the database.
	+ Managed client applications through web services with SOAP protocol and REST architectural style.

**Client: Cognizant - Dallas, TX November 2020 to December 2021**

**Salesforce Admin & Developer**

# Roles and Responsibilities:

* + Worked with developers, project managers and others to help ensure high quality and timely software delivery on multiple implementation projects of varying sizes and complexities.
	+ Implemented Pick lists, dependent picklists, lookup, junction objects, master detail relationships, formula fields to custom objects.
	+ Worked with advanced approval rules, approval conditions, variables to match business requirements.
	+ Worked with native Salesforce quote-to-cash functionality such as Opportunities, Product configurations, Product rules, Price rules, Quotes, Orders and contracts, Lead-to-Cash business processes.
	+ Implemented monitoring and analytics tools within MuleSoft for proactive issue identification, performance optimization, and continuous improvement of integration workflows, ensuring optimal system performance.
	+ Reviewed and analyzed the effectiveness and efficiency of existing systems and developed strategies for improving the application under test.
	+ Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer engagements and process purchase orders.
	+ Built and maintained dashboards focused on pipeline, bookings, risk, account performance and Sales Rep performance.
	+ Provided Production support for Sales rep team. Performing ongoing Sandbox refresh after monthly releases.
	+ Provided day-to-day end user support and assist users with best practices to improve and increase Salesforce knowledge.
	+ Utilized JIRA, to track assigned tickets and triage the bugs for monthly product releases. Performed testing and customization of objects, fields, record types, page layouts, workflow and validation rules in salesforce.
	+ Optimized end-to-end workflow efficiency related to Sales, Logistics and Finance transactions between Salesforce and integrated business applications.
	+ Provided support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
	+ Analyzed key performance indicators to measure sales productivity and prepare reporting packages on monthly and quarterly results to executive management.
	+ Reviewed internal systems and organized training plans to address areas in need of improvement.

 **Environment:** Saleforce.com platform, Apex Language, Triggers, Chatter, Data loader, Salesforce

.com Data Loader, Force.com Communities, Sites, Sales Cloud, lightning, service cloud, GitHub, API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Security Controls, Windows XP.

**Company: InfoLogi Tech June 2019 to October 2020**

**Salesforce Admin and Developer**

# Roles and Responsibilities:

* + Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
	+ Created and deployed Several Reports using salesforce.com Platform. Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in application.
	+ Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as sales tool and configured various Reports for different user profiles based on organization's need.
	+ Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.
	+ Designed service cloud having defined case management, defining email to cases with 2 cases and created case assignment rules, case escalation rules and mapped with Knowledge articles and have implemented service cloud console and case merge functionality.
	+ Expertise in developing SOAP and REST apex web services classes and tested using tools like SOAPUI and Workbench.
	+ Developed and deployed workflows and approval processes for opportunities and products/ assets management. Involved in Salesforce.com application setup activities and customized apps to match functional needs of organization.
	+ Developed UI using CSS, HTML tags, and VisualForce components and used JavaScript for frontend validation.
	+ Performed roles of Salesforce.com Administrator and Developer in the organization Developed various Custom Objects, Tabs, Visualforce Pages and Controllers Implemented requirements on Salesforce.com Platform and Force.com IDE Plug-in using Eclipse.
	+ Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
	+ Involved in Data mapping specifications to create and execute detailed system test plans Created and used Email templates in HTML and Visual force Used sandbox for testing and migrated code to the deployment instance after testing.
	+ Worked Created multiple Lightning Web Components, Aura added CSS and Design Parameters from LDS (Lightning Design System) that make Lightning component looks and feel better.
	+ Experience in Force.com Apex Classes, Apex triggers Integration, Visualforce and Force.com API.
	+ Customized and fully automated operations for Leads, Contacts, User Assignment Queuing, web services and batch processing.
	+ Created and managed custom objects, fields, formulas, validation rules, custom workflow, approval processes, Apex Triggers and Apex Classes using complex logic.
	+ Hands-on configuration and maintenance of community cloud customer portal case management for automating business processes.
	+ Implemented lookups, master-detail relationships, validation, and formula fields to custom objects.
	+ Performed the role of SFDC Developer, and Lightning Developer and interacted with various business user groups for gathering requirements for salesforce.com, Lightning and CRM implementation.
	+ Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

**Environment:** Saleforce.com platform, Apex, Visualforce, Service Cloud, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.