**TRINATH KANNEGANTI**

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PROFESSIONAL SUMMARY:

* Over 9+ years of strong experience in Salesforce.com (SFDC) as a Salesforce DevOps Engineer and Administrator for various business domains like Insurance, Manufacturing, Retail and Consulting.
* Collaborated with business analysts to gather and analyze requirements, creating detailed High-Level Designs (HLD) for Salesforce solutions.
* Developed comprehensive Low-Level Designs (LLD) from HLD, detailing technical specifications and implementation steps.
* Experience with Salesforce DevOps life cycle including analysis, application design patterns, integration patterns, CI/CD pipelines, deployment and release planning.
* Implemented end-to-end fully automated CI/CD pipelines using Jenkins for validation and deployment of the Salesforce metadata components to sandboxes and production environments.
* Created the fully automated CI/CD pipelines for salesforce metadata validations and deployments using Microsoft Azure DevOps Process.
* Proficient in Git version control system and Git workflows (e.g., Gitflow)
* Experience with Flosum and Prodly for Salesforce release management.
* Skilled in using change sets to deploy metadata between Salesforce environments.
* Effectively monitored tasks, email, meetings, and calls using Opportunity management.
* Experience in developing Lightning Components - both within the salesforce Lightning design system and by writing custom Lightning Components in Aura and LWC.
* Design, develop, and implement custom solutions using LWC, Apex, Visualforce, and other Salesforce development tools
* Manage opportunities easily through dashboards with easy drag-and-drop components using Opportunity management.
* Involved in requirement discussions with business team.
* Worked with the ETL team for data transformation.
* Managed the end-to-end implementation of DocuSign CLM, integrating it with Salesforce to streamline contract management processes.
* Developed and implemented a Salesforce-based solution integrated with DocuSign CLM to automate contract lifecycle management.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Responsible to test and debug code to ensure that production systems continue to meet user needs Support QA ,PROD deployment and Post PROD support.
* Expertise in Sales force technologies that is, APEX, Visual force, Web services, and APIs.
* Have experience in Siebel to Sales force integration.
* Experience in web technologies like HTML, XML, CSS, SOAP, REST, BULK and METADATA API.

TECHNICAL SKILLS:

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| **Sales Force** | Salesforce CRM, Service cloud, Lightning Application, Sales Force CRM, Sales Force SFA, Apex Custom Controllers, Apex Classes, Apex triggers, Visual force Pages/Components, Apex Web Services, SOQL, SOSL,Workflow & Approvals, Reports, Dashboards and Custom Objects. |
| **Sales Force Tools** | Salesforce CRM, Lightning Application, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Data Loader, Force.com, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Apex Explorer, Force.com Migration Tool |
| **Integrating Tool** | Apex Data Loader, Visual Studio Code,ETL |
| **Programming** | Apex, C, C++, Java, AMP Scripting |
| **Operating systems** | Microsoft Windows 98/2000/NT/XP/7/8/10, Linux, Unix, Apache Mac |
| **Other tools** | Eclipse, Visual Studio, MavensMate |

CERTIFICATION

* **Salesforce.com Certified Force.com Administrator**
* **Salesforce.com Certified Force.com Platform Developer**

EDUCATION:

* **2012 – Bachelor of science in Electrical Engineering/JNTU**

PROFESSIONAL EXPERIENCE:

**Client: Exabeam Inc, CA**

**Role: Salesforce Lead Developer Oct 2021 to Present**

**Project Description:**

Led the end-to-end implementation of Salesforce CPQ and DocuSign CLM to streamline contract management and automate lifecycle processes. Developed and integrated custom Salesforce solutions using Apex, LWC, and Visualforce, including a response timer and case escalation features. Managed data migrations with Prodly and deployed metadata using change sets, ensuring consistency across environments. Designed and documented comprehensive Salesforce solutions, including high-level and low-level designs, and handled administrative tasks like role creation and custom object management. Facilitated case management via Email-to-Case, Web-to-Case, and community solutions, enhancing customer interactions.

**Responsibilities:**

* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ).
* Managed the end-to-end implementation of DocuSign CLM, integrating it with Salesforce to streamline contract management processes.
* Developed and implemented a Salesforce-based solution integrated with DocuSign CLM to automate contract lifecycle management.
* Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
* Familiar with Prodly for data migrations and deployments on Salesforce
* Deployed metadata between Salesforce environments using change sets, ensuring consistent configuration and functionality across different environments
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience working with Salesforce.com sandbox and production environments, also with change-sets and eclipse deployment.
* Lead the design and development of comprehensive Salesforce solutions including both HLD and LLD.
* Created detailed LLD documents based on HLD for Salesforce implementations.
* Design, develop, and implement custom solutions using LWC, Apex, Visualforce, and other Salesforce development tools.
* Developed a custom timer for updating a response time based on the comment received by the customer and set a timer for sending a reply by the agent using the LWC component.
* Developed an LWC component for the community to Escalate a case for the customer.
* Import functionality implemented using apex classes using file. Parsing the data and inserting into the required object.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.
* Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Custom objects, Triggers, etc.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Experience in developing Lightning Components - both within the salesforce Lightning design system and by writing custom Lightning Components in Aura and LWC.
* Experience in developing Apex Classes, Standard and Custom Controllers, Controller Extensions, and Test Classes.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.

**Environment:** Salesforce CPQ, DocuSign CLM, Apex, LWC, Visualforce, Prodly, change sets, SOQL, SOSL, Email-to-Case, Web-to-Case, Salesforce Lightning, and Salesforce CRM.

**Client: Nationwide Pet Insurance, CA**

**Role: Salesforce Lead Developer Oct 2018 to Oct 2021**

**Project Description:**

Developed a Product Recommendation Engine using Einstein Analytics and enhanced automated email systems with the Service Cloud team. Managed Salesforce release cycles with Flosum and Prodly, and implemented CI/CD pipelines with Azure DevOps. Integrated Five9 call center and payment systems into Salesforce, and collaborated with Chase Payment Tech for tokenization. Redesigned quoting tools, implemented SSO, and migrated to Salesforce Lightning, while continuously working with business teams to refine data and user interfaces.

**Responsibilities:**

* Worked on Einstien Analytics which utilizes the customers previous data reports to create a Product recommendation Engine.
* Worked with the service cloud team to enhance the way emails are being sent and modified the structure of the automated email system.
* Utilized Flosum and Prodly for Salesforce release management, including creating and managing releases, promoting releases, and rolling back releases if necessary.
* Managed code repositories using Git, including branching, merging, and resolving conflicts.
* Conducted code reviews and provided feedback to team members using Git.
* Was actively working on implementing CICD
* Collaborated with business analysts to gather and analyze requirements, creating detailed High-Level Designs (HLD) for Salesforce solutions.
* Developed comprehensive Low-Level Designs (LLD) from HLD, detailing technical specifications and implementation steps.
* Worked on Azure DEV ops to build the pipeline and implemented CICD
* Integrated Five-9 call center with PET salesforce Instance which handles 70000 calls a day.
* Integrated the Five-9 payment system (Secure Pay) to take in payments for the pets registered.
* Worked with Experian Tools to implement a Lightning Component that searches the address for a customer’s account.
* Implemented Quoting tool redesign and added products which have a million combinations.
* Implemented Tokenization for Salesforce while collaborating with Chase Payment Tech teams.
* Integrated the Semafone Iframe to salesforce for processing payments as a Third-party system.
* Developed custom Salesforce lightning pages for PET team.
* Initiated the Salesforce Lightning Migration from Classic.
* Worked on implementing SSO for entire PET salesforce Instance.
* Closely worked with business to modify and update data and pages with regards to their requirements.
* Involved in requirement discussions with business team to create a better working platform.

**Environment:** Einstein Analytics, Service Cloud, Flosum, Prodly, Git, Azure DevOps, Five9, Secure Pay, Experian Tools, Salesforce Lightning, SSO, and Semafone.

**Client: IHS Markit, Denver, CO**

**Role: Salesforce Developer/Admin Nov 2016 to Oct 2018**

**Project Description:**

Enhanced and supported Salesforce applications by configuring dashboards and Opportunity management features. Managed code repositories using Git, implemented Git workflows, and developed custom solutions with Apex, Visualforce, and Lightning Web Components. Configured security, page layouts, and reports, and handled data migration with Apex Data Loader. Collaborated with business teams to gather and document requirements, and built Lightning Component Tabs for custom applications. Utilized Salesforce tools and technologies including Data Loader, Informatica, and SFDC Sandbox.

**Responsibilities:**

* Worked on enhancing and supporting the application.
* Effectively monitored tasks, email, meetings, and calls using Opportunity management.
* Manage opportunities easily through dashboards with easy drag-and-drop components using Opportunity management.
* Involved in requirement discussions with business team.
* Managed code repositories using Git and implemented Git workflows (e.g., Gitflow) to streamline development processes
* Worked with team members to troubleshoot and resolve Salesforce development issues using best practices and industry standards
* Developed and maintained custom Salesforce solutions using Apex, Visualforce, and Lightning Web Components
* Configured security and organizational hierarchy for sales for salesforce implementation.
* Customized page layouts for Salesforce standard and custom objects.
* Configured Reports for custom objects and associated them to Dashboard.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Created user Roles and Profiles and sharing settings.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Involved in migration of business data to Sales force based on External ID’s using the Apex Data Loader.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience
* Worked on various Force.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Created Page Layouts, Search Layouts to organize Fields, Custom Links, Related Lists and other components on a record detail and edit pages.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Informatica, HTML, Web Services, WSDL, SFDC Sandbox, Eclipse.

**Client: Cigna, Hartford, CT**

**Role: Salesforce Developer/Admin Nov 2014 to Nov 2016**

**Project Description:**

Developed modern Enterprise Lightning Apps using Lightning Design System, App Builder, and Components, integrating third-party APIs and deploying from Sandbox to Production. Created and tested Visualforce pages, configured UI elements, and implemented REST APIs for dynamic content retrieval. Collaborated with ETL teams and handled custom integration, including outbound messages and data security. Managed APEX triggers, classes, and Visualforce pages, and customized Salesforce features like objects, workflows, and reports to meet business needs. Documented project details and performed mass data activities to streamline organizational processes.

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Worked with the ETL team to parse and send data to a 3rd party service
* Implemented REST API to retrieve the recent items on the customer portal VF page.
* Prepared the Visual force pages with the needed UI designs.
* Performing the UI related activities including Page layout configuration.
* Worked on the Web Services for enabling the data to be used outside the domain.
* Made the configurations in the applications time to time as per the requirement gathering.
* Worked extensively on APEX Triggers, APEX Classes, Apex Test Classes, Visual force pages to fulfill various business requirements.
* Created and deployed various Triggers, Apex classes and Visual force pages as part of the implementation.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in Working with Standard Sales force features like Objects, Workflows, Record Types, Page layouts, Work flow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
* Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services Security Controls, App Exchange Package & Custom Application, Sandbox data loading.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Preparing the documentation of the project.
* Performing the mass data activities in the organization.
* Programmed the various automated functionalities using the triggers in the combination if the related classes.

**Environment:** Lightning Design System, App Builder, Lightning Components, Visualforce, REST APIs, APEX, SOQL, SOSL, ETL, Web Services, Salesforce Objects, Workflows, and Data Loader.

**Virtusa, Hyderabad, India**

**Role: Salesforce Admin Jan, 2012 – Nov, 2013**

**Project Description:**

Re-engineered Salesforce objects for Accounts, Contacts, and Opportunities, implementing features such as Web-to-Case and Email-to-Case. Developed auto-response emails and created workflow rules for automated tasks. Utilized Force.com IDE with Eclipse for development and testing, and migrated code using sandboxes. Designed and built Apex classes, controllers, and custom objects while working on standard Salesforce objects and creating custom triggers. Leveraged Salesforce CRM, Lightning, and various development tools to enhance functionality and streamline processes.

**Responsibilities:**

* Involved in the re-engineering process of the Account, Contact and Opportunity object.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented Web to case and Email to case features.
* Created auto response emails including suggested solutions for cases raised via email and web-to- case
* Used the sandbox for development, testing and code migration to Production.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Designed and developed Apex Classes, Controllers and Controller extensions for various functional needs in the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities and Reports.
* Created new custom objects, custom fields, designed page layouts, developed triggers and conducted unit testing.

**Environment:** Salesforce CRM, Lightning, Saleforce.com platform, Apex Visualforce, Workflow & Approvals, Controllers and Extensions, Custom Objects, Custom Tabs, Email Services, Lightning App Builder, Force.com IDE, MS Access.