**VIJAYA GANGUMOLU**

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## Profile Overview

**EXPERIENCE 10 + YEARS**

A highly technical and having 10 + Years of experience on Salesforce.com & 6X professional salesforce certified in the salesforce.com CRM platform both administrator and developer. In configuring, customizing Salesforce Sales, Service, Marketing, Field Service Lightning(FSL), Salesforce CPQ, Vlocity and Mulesoft. Proven ability to analyse, design and optimize business processes with hands-on experience implementing change, increasing user adoption, and driving best practice.

## Certifications

▶ Salesforce Certified Platform Developer (PD1)

▶ Salesforce Certified Administrator

▶ Salesforce Certified Advanced Administrator

▶ Salesforce Certified Service Cloud Consultant

▶ Salesforce Certified Field Service Consultant

▶ Salesforce Certified Associate

## Profile Summary

Experience working across various SFDC implementations **covering Sales Cloud, Service Cloud, Health Cloud,** Marketing Cloud, **FSL , Salesforce CPQ,** Velocity and Mulesoft.

▶ Experience in performing administrative tasks in Salesforce, **such as user management, security configuration, data import/export, workflow automation, and customization of objects and fields**.

▶ Extensive experience in Salesforce.com administration, including **creating roles, profiles, and page layouts to configure user access, permissions**, and optimize user interface for efficient data management.

▶ Experience in developing **Batch Apex, Future methods, Scheduled Apex, and Queueable Apex** in Salesforce for processing large data volumes, asynchronous operations, scheduled tasks, and chaining multiple asynchronous jobs, respectively.

▶ Experience in designing and implementing **workflow rules and process builder** in Salesforce to automate business processes and streamline data updates and record actions.

▶ Handling Customer inquiries and interactions across multiple channels and Maintaining an up to date availability status and skill set in the **Omni-Channel system**

▶ Experience in using **Lightning and Visualforce pages** in Salesforce to create dynamic and interactive user interfaces, custom functionality, and seamless user experiences.

▶ Experience in creating and **configuring flows** in Salesforce to build interactive and guided user experiences, automate complex business processes, and streamline data entry and updates. Mentored junior team members and provided guidance on data operations and campaign execution.

▶ Experience in developing **Force.com Apex classes and Apex triggers**, which are key components of the Salesforce platform for implementing custom business logic and automation

▶ Customized and extend the Vlocity functionality using Vlocity's declarative tools and Apex code. Configures and maintains the Salesforce platform, including OmniStudio components. Implements business logic and validation rules within OmniScripts.

▶ Experience in integrating external systems with Salesforce using various integration methods like **REST, SOAP,** and platform- specific APIs.

▶ Experience in writing **Lightning Web Components (LWC)** to build interactive and responsive user interfaces in Salesforce.

▶ Experience in deploying Salesforce applications using Continuous **Integration/Continuous Deployment (CI/CD)** methodologies to automate the release process and ensure efficient and reliable deployments.

▶ Experience using **changesets** in Salesforce to package and deploy configuration changes between different Salesforce orgs in a simple and straightforward manner.

▶ Experience in configuring and **customizing Salesforce CPQ (Configure, Price, Quote)** to automate and streamline the quoting and proposal generation process for complex products and services.

▶ Designing and configuring Salesforce Field Service Lightning solutions based on the gathered requirements. This involves defining work orders, service territories**, scheduling policies, appointment booking flows**, mobile workforce management, and other relevant functionalities.

▶ Providing user training and support to field **service technicians, dispatchers, and other system users**. Creating training materials, conducting workshops, and assisting users in adopting and leveraging **the Field Service Lightning solution** effectively.

▶ Configured **Queue based** routing and skill based case routing with the help of Apex programming, it helps right **Service agents** get assigned with the right case for quickly providing resolution without escalation.

▶ This empowers agents to provide accurate and consistent information to customers, resulting in faster issue resolution.

## Technical Expertise

Salesforce CPQ, REST Integration, Lightning Web Components (LWC), Apex Programming, JavaScript. Salesforce Administration, Workflow & Approvals, APEX Data Loader, workbench, Field Service Lightning(FSL),Sites.com, Force.com Sales Cloud, Service Cloud, Health Cloud, Salesforce Vlocity, Process Automation Flows, Salesforce configuration, Security Setup, Data Migration, Mulesoft, Deployments.

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| --- | --- |
| **Language:** | Apex, Java, C++, SOQL, SOSL |
| **Operating Systems:** | UNIX, Windows XP / 2000/ 2003 |
| **Web Technologies:** | HTML, CSS and JavaScript, JSON, jQuery and LWC |
| **WebServices:** | SOAP, WSDL, XML, REST, JSON |
| **Integrations:** | Trade-In Experience System to Salesforce |
| **Packaging and Deployment tools:** | Bit bucket, Git Hub, Change Sets, VS Code, ANT Tool, Force.com |

## Academics

▶ Master of Computer Application from ANU Andhrapradesh, India.

## Experience

# Airsculpt,USA | Jeevan Technologies USA| Salesforce Tech Lead Aug 2023 – Dec 2023

# Tax-2290,USA | Jeevan Technologies USA| Salesforce Tech Lead Mar 2023 – June 2023

# Novelis | Capgemini Technologies | Salesforce Tech Lead Aug 2022 - Jan 2023

Nationalgrid | Capgemini Technologies | **Senior Salesforce Developer** **Jan 2020 – July 2022**

# TIX- GE Health Care | Capgemini Technologies | Salesforce Developer Jan 2017 - Jan 2019

# Vehicle Management Sys, Element | Capgemini Technologies| Salesforce Developer Jun 2016 - Jan 2017

# UOMP- Honeywell Materials & Tech| Vivotex Ind| Salesforce Developer /Admin Dec 2015 - April 2016

# Bluestar | Jeevan Technologies Ind| Salesforce Developer / Admin Jan 2013 - Nov 2015

## Project

**EXPERIENCE**

# Airsculpt,USA | Jeevan Technologies USA| Salesforce Tech Lead Aug 2023 – Dec 2023

**Description:**

Elite Body Sculpture is a company that provides liposuction and other body enhancements. It is the exclusive provider of AirSculpt. It will help to remove the fat in our body areas – lower back, back bra roll, legs and Power BBL.

**Roles & Responsibilities:**

▶ I have created **pricing models and rules**, **Price conditions, Lookup Queries and price actions** **and Product rules** to calculate prices for products and services. I will calculate the pricing automatically and it will provide accurate Net amount, customer Target amount, Total amount and created price rules for adding TAX amount to quote’s final amount.

▶ I have created **promotions / seasonal promotions on Quote** with user friendly, user can choose the interested coupon code (Apply Discounts % /Amount) and reduce the customer amount.

▶ I have worked on single **products /bundle products** configuration and update custom / standard **list price** on Pricebook Entities(Standard / Custom).

▶ I have created Screen Flow, **Record Trigger Flow Synchronously and asynchronously** and Schedule paths to trigger actions on certain time. And worked on quoting, quickly generate **professional – looking quotes** and proposal within the salesforce, worked on dynamic quote fields population on quote template.

▶ I have implemented **Inbound Email handler** and created tasks for contacts and Leads and called in Email service. And worked on salesforce workflows outbound messages and configured URLS and **created outbound Flows**.

▶ I have created batch apex class and scheduled at **batch apex scheduler** app. Created Test classes and increase the code coverage.

▶ I have worked on patient management, how Patient Liaison book the appointments and assign to PCC, PM and Surgical management and schedule jobs and complete the jobs in salesforce.

▶ I have worked on salesforce configuration like user creation, profile, permission sets, permission set Groups, Data migration, VLookup, Public Groups, formula fields, validation rules, Reports, Dashboards and workflow outbound messages.

▶ I have created Custom Labels, Custom Metadata, and Named Credentials in Salesforce to efficiently store and manage endpoint URLs and other configurable data for enhanced flexibility and scalability.

▶ Developed and delivered training programs for CPQ users

**Environment**: SalesForce.com CRM Application Platform, Apex Flows, Salesforce CPQ, health cloud, Inbound Email, Dashboards, Reports, Batch apex Scheduler, Ring Central, Patient management, Sandbox, GitLab, Production environment, Skedulo app.

# Tax-2290,USA | Jeevan Technologies USA| Salesforce Tech Lead Mar 2023 – June 2023

**Description:**

Working on our own proprietary Tax Products (www.TruckDues.com & www.Taxgarden.com) which have been certified for use by the IRS. It is an IRS Authorized Electronic Filing Service Provider for Federal Heavy Highway Vehicle Use Tax Form 2290.**TruckDues.com** is an online web application for American Truckers to prepare and report the Federal Heavy Vehicle Use Tax Form 2290**.**

**Roles & Responsibilities:**

▶ I have implemented REST API integration between Salesforce system and .Net systems, including the design, development, and testing phases, to enable seamless data exchange and synchronization between the two systems.

▶ In Destination .Net System, I have created Journey Builder Data Extensions using API event definition keys, enabling the integration of external systems and triggering personalized journeys based on API events

▶ Subscriber Id generation and Policy Creation Developing LWC Flex Cards, LWC Omni Scripts, Integration Procedures, Data Raptors, Community Portal components.

▶ I have created Custom Labels, Custom Metadata, and Named Credentials in Salesforce to efficiently store and manage endpoint URLs and other configurable data for enhanced flexibility and scalability.

▶ I have written Apex classes, triggers, Batch Apex, REST services, and utilized the Apex coding model in Salesforce to deliver custom functionality, data processing, and integrations with external systems.

▶ I have designed and developed Omni scripts, created Integration Procedure(IP) and connected external system, validation rules, customizations within Salesforce to automate business processes, enforce data integrity, and enhance user experience.

▶ I have worked closely with clients, serving as the primary escalation point for technical inquiries and delivering solutions for existing and new Salesforce enhancements, ensuring client satisfaction and successful project outcomes.

▶ I have managed data operations (data cleansing, segmentation, personalization) and analysed marketing campaigns to business process. And Created reports and dashboards using Google Analytics and Salesforce Reporting to track campaign performance and generate insights for business stakeholders.

▶ I have been responsible for conducting code reviews, ensuring code quality, adherence to best practices, and driving continuous improvement in development processes for Salesforce projects

▶ I have designed and developed flows, validation rules, approval processes, and customizations within Salesforce to automate business processes, enforce data integrity, and enhance user experience.

▶ I have managed data operations (data cleansing, segmentation, personalization) and analyzed marketing campaigns to business process. And Created reports and dashboards using Google Analytics and Salesforce Reporting to track campaign performance and generate insights for business stakeholders.

▶ I have utilized sandboxes for testing purposes and successfully migrated the tested code to the deployment instance, ensuring smooth and reliable deployments in Salesforce. Conducted A/B testing and optimization of campaigns to improve performance and achieve business goals.

▶ Managed relationships with stakeholders and cross-functional teams to ensure campaign success.

▶ I have created Change Sets and successfully deployed them in production organizations, facilitating the seamless transfer of configuration changes and customizations in Salesforce.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, REST API, Flows, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, flows, Approval Processes, Email Templates, Vlocity, Messaging, Dashboards, Reports, Sandbox, Production environment

# Novelis | Capgemini Technologies | Salesforce Tech Lead Aug 2022 - Jan 2023

**Description:**

The Unified Order Management (UOM) application is to provide a centralized platform for Novelis customer orders entered in the following backend applications: ABERON, PRMS, MOVEX, CONCAST, MFGPRO, and ORACLE EBS. The main aim of this project is to improve the account management specialist and customer interaction experience by providing a unified order management solution with automated interfaces across all legacy systems.

**Roles & Responsibilities:**

▶ I have been responsible for writing Apex Triggers and Apex Classes in Salesforce to implement custom business logic, data processing, and automation to meet specific requirements.

▶ I have been responsible for creating Fields, Objects, Tabs, Page Layouts, Field Level Security, Record Types, Relationships, and Custom Settings in Salesforce to configure and customize the data model, user interface, security, and functionality of the system.

▶ I have customized REST API integration between Salesforce system and Mulesoft systems systems, including the design, development, and testing phases, to enable seamless data exchange and synchronization between the two systems.

▶ I have been responsible for data from Oracle, MOVEX, PRMS and MFGPRO systems through Mulesoft Salesforce.

▶ I have been schedule the APIs for bulk data load inserts and upserts into the required systems (Salesforce.com) maintain the APIs. Used Data Mapper as well as Data Weave for data transformations and data validations within flows & sub flows.

▶ I have been responsible for creating Users, Profiles, Roles, and Sharing Settings to manage user access and permissions in Salesforce. Additionally, I have created Validation Rules, Workflows, and Approval Processes to enforce data integrity and automate business processes.

▶ I have been responsible for performing operations such as Insert, Update, Upsert, Delete, and Export using the Data Loader tool in Salesforce.com, ensuring efficient data management and data integration processes.

▶ I have been responsible for creating and customizing Reports, Dashboards, and Visualforce Pages in Salesforce to provide insightful data analysis, real-time monitoring, and customized user interfaces for enhanced user experience.

▶ I have utilized sandboxes for testing purposes and successfully migrated the tested code to the deployment instance, ensuring smooth and reliable deployments in Salesforce.

▶ I have created Change Sets and successfully deployed them in production organizations, facilitating the seamless transfer of configuration changes and customizations in Salesforce.

▶ I have managed code repositories and test classes, adhering to the Department's continuous integration processes, utilizing tools like Bitbucket and Jenkins for efficient version control and automated testing in Salesforce development.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Flows, HTML, JavaScript, CustomObjects, Tabs, Page Layouts, Workflows, Sandbox, Production environment.

Nationalgrid | Capgemini Technologies | Senior Salesforce Developer Jan 2020 – July 2022

**Description:**

Create and validate Customers and providing UNY, MA, RI jurisdictions with Gas, Electric services to home & business addresses. And solving Gas leak & repair problems.NG is providing Turn on / Turn off connections to old and new customers.

**Roles & Responsibilities:**

▶ I have implemented apex Flows and logged with Technician and execute **workorder** in Field Service Lightning(FSL) mobile application.

▶ Implemented Lightning App Page for the existing application as part of this app we have created 8 components which will communicate to each other using parent child relationship and child to parent relationship.

▶ Experience on Basic and OAuth Authentication mechanisms to consume REST API’s.

▶ I have used @track, @api, and @wire services in Salesforce Lightning web components to manage component state, expose properties for parent-child communication, and fetch data from Apex methods or wire adapters.

▶ I have utilized Lightning Data Service for data management, Lightning Base Components for UI building blocks, and @AuraEnabled methods for server-side communication in Salesforce Lightning components.

▶ I have implemented parent-to-child communication using @api decorators and child-to-parent communication using custom events to establish bidirectional communication between components in Salesforce Lightning.

▶ Designing and configuring Salesforce Field Service Lightning solutions based on the gathered requirements. This involves defining work orders, service territories**, scheduling policies, appointment booking flows**, mobile workforce management, and other relevant functionalities.

▶ Followed standardized processes for configuring, pricing and quoting and worked for accurate pricing and contract terms.

▶ Providing user training and support to field service technicians, dispatchers, and other system users. Creating training materials, conducting workshops, and assisting users in adopting and leveraging the Field Service Lightning solution effectively.

▶ I have utilized the Navigation Service in Salesforce Lightning to navigate dynamically to record pages, home pages, and app pages based on specific requirements and user interactions.

▶ As part of this project, I have leveraged advanced JavaScript features such as if: true directive, template tags like for: each and iterated, spread operators, arrow functions, and promises to enhance functionality and efficiency in Salesforce Lightning components.

**Environment**: SalesForce.com CRM Application Platform, Field Service Lightning(FSL) ,CPQ, Lightning Web Component, Apex Language, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Dispatcher Console, Sandbox, Production environment.

# TIX- GE Health Care | Capgemini Technologies | Salesforce Developer Jan 2017 - Jan 2019

**Description:**

This application is used to accumulated machines from GE health care with invoice details and provide estimated Quote & orders to opportunity products.

**Roles & Responsibilities:**

▶ I have been responsible for writing Apex Triggers and Apex Classes in Salesforce to implement custom business logic, data processing, and automation to meet specific requirements.

▶ I have been responsible for creating Fields, Objects, Tabs, Page Layouts, Field Level Security, Record Types, Relationships, and Custom Settings in Salesforce to configure and customize the data model, user interface, security, and functionality of the system.

▶ I have been responsible for creating Users, Profiles, Roles, and Sharing Settings to manage user access and permissions in Salesforce. Additionally, I have created Validation Rules, Workflows, and Approval Processes to enforce data integrity and automate business processes.

▶ I have been responsible for performing operations such as Insert, Update, Upsert, Delete, and Export using the Data Loader tool in Salesforce.com, ensuring efficient data management and data integration processes.

▶ I have been responsible for creating and customizing Reports, Dashboards, and Visualforce Pages in Salesforce to provide insightful data analysis, real-time monitoring, and customized user interfaces for enhanced user experience.

▶ I have utilized sandboxes for testing purposes and successfully migrated the tested code to the deployment instance, ensuring smooth and reliable deployments in Salesforce.

▶ I have created Change Sets and successfully deployed them in production organizations, facilitating the seamless transfer of configuration changes and customizations in Salesforce.

▶ I have managed code repositories and test classes, adhering to the Department's continuous integration processes, utilizing tools like Bitbucket and Jenkins for efficient version control and automated testing in Salesforce development.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Flows, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Sandbox, Production environment.

# Vehicle Management Sys,Element | Capgemini Technologies| Salesforce Developer Jun 2016 - Jan 2017

**Description:**

This application is used to provide the vehicles like cars / trucks to vendors / suppliers and maintaining vehicle financing, customer data, fuel, drivers & speed management.

**Roles & Responsibilities:**

▶ Implemented Sales Cloud and Service Cloud features for Element Company in the retail business, enabling efficient sales management and customer service operations within Salesforce.

▶ I have implemented order generation automation using Apex triggers, Workflow rules, and Process Builder in Salesforce, streamlining the order management process for improved efficiency and accuracy.

▶ Implemented a custom Apex exception handling framework in Salesforce for storing runtime exceptions, facilitating efficient debugging and error handling during development and production.

▶ I have collaborated with Architects and Business Analysts to analyze business requirements and transform them into tailored solutions leveraging the Salesforce platform, ensuring alignment between business needs and technical implementations.

▶ I have designed and implemented custom business objects, entity-relationship data models, page layouts, custom tabs, and components in Salesforce to tailor the application according to specific requirements and optimize user experience I have successfully created Change Sets and deployed them in production organizations, ensuring smooth and controlled deployments of configuration changes and customizations in Salesforce.

▶ I have managed code repositories and test classes, adhering to the Department's continuous integration processes, utilizing tools like Bitbucket and Jenkins for efficient version control and automated testing in Salesforce development.

**Environment**: SalesForce.com CRM Application Platform, Time Dependent Workflows, Apex Language, Visual Force, Aura components, Flows, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Sandbox, Production environment

# UOMP- Honeywell Materials & Tech| Vivotex Ind| Salesforce Developer / Admin Dec 2015 - April 2016

**Description:**

Providing support, maintenance for Material Forecasting Plant Values to the Salesforce Instance used by Honeywell Advanced Materials (AM) and UOP businesses through XI Interface

**Roles & Responsibilities:**

▶ I have implemented Service Cloud features for Synovus Financial Corporation, streamlining customer support processes and optimizing service delivery within Salesforce.

▶ I have implemented Salesforce case management **using Web-to-Case and Email-to-Case features,** and designed case assignment using assignment rules, escalation rules, queues, and groups for efficient handling and resolution of customer cases.

▶ Configured Queue based routing and skill based case routing with the help of Apex programming, it helps right Service agents get assigned with right case for quickly providing resolution without escalation.

▶ **I have created data validation rules and formulas in Salesforce based on business requirements to enforce data integrity and ensure accurate data entry and management**.

▶ Maintained user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).

▶ used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents.

▶ I have developed Visualforce pages, Apex classes, Apex components, and Apex triggers in Salesforce to deliver customized user interfaces, implement business logic, and automate processes for enhanced functionality and productivity.

▶ I have utilized picklists, dependent picklists, and record types in Salesforce to enforce data quality, streamline data entry, and ensure accurate categorization and segmentation of records.

▶ I have written SOQL queries and test cases in Salesforce and achieved more than 90% code coverage to ensure comprehensive testing and quality assurance of the developed code.

**Environment**: SalesForce.com CRM Application Platform, Time Dependent Workflows, Apex Language, Visual Force, Aura components, Flows, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Sandbox, Production environment.

# Bluestar | Jeevan Technologies Ind| Salesforce Developer / Admin January 2013 - Nov 2015

**Description:**

This Customer care is the provision for serving the customers to continue using the product. Customer care plays an important role in an organization's ability to generate income and revenue. Customer support is a range of services to assist customers in making correct use of a product. The interface is very User-Friendly. The data are well protected for personal use and makes the data processing very fast.

**Roles & Responsibilities:**

▶ I have worked on Salesforce.com customizations utilizing Apex (classes, triggers) and Visualforce to deliver tailored solutions and enhance functionality within the platform.

▶ Utilized SOQL and SOSL statements effectively within custom controllers, extensions, and triggers in Salesforce to optimize performance and stay within Governor Limits.

▶ I have created user roles and profiles in Salesforce, assigning security controls and configuring sharing settings to ensure appropriate data access and security for users within the organization.

▶ Designed and developed workflow rules and approval processes in Salesforce, incorporating custom formulas, task assignments, and email alerts to automate business processes and streamline approval workflows according to specific requirements

▶ Developed custom reports and report folders in Salesforce to empower managers with actionable insights and ensure appropriate accessibility of reports to relevant personnel for informed decision-making.

**Environment**: SalesForce.com CRM Application Platform, Time Dependent Workflows, Apex Language, Visual Force, Aura components, Flows, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Sandbox, Production environment

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