**Satish Kumar Doddi**

**Contact: 469-343-4121**

**Email:** **doddi.satiskumar07@gmail.com**

**LinkedIn:** <https://www.linkedin.com/in/satish-kumar-3b717010a/>

**Trailhead Link:** <https://trailblazer.me/id/skumar9073>

**PROFESSIONAL SUMMARY:**

* 8 years of experience IT Industry and specialized as a **Certified Salesforce.com Platform Developer and Administrator** with **Ranger ranker in Trailhead**, holding Bachelor’s in Computer Science.
* Extensive expertise in the Salesforce.com development life cycle, application design patterns, integration patterns, and deployment planning.
* Skilled in **cross-functional** teamwork, business requirements identification, and sales/marketing support.
* Proficient in **APEX Classes, Triggers, Visualforce pages**, and Force.com IDE for SFDC development.
* In-depth knowledge of CRM business processes such as **Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.**
* Experience with Email to case, web to case, and customer case management through community setup.
* Familiarity with **Pardot functionality**, including A/B Testing, Autoresponder email, and email rendering.
* Proficiency in **sales, service, marketing, community, custom and analytics** clouds.
* Strong understanding of SFDC Service Console, customer portal, case management, knowledge base, customer communities, and service account management.
* Expertise in **Agile methodology**, Scrum and waterfall model.
* Proven ability to create test scenarios, conduct testing, and ensure code coverage and quality.
* Skilled in UI customization using **Visualforce** and personalized email content using **HTML, CSS, and Ampscript**.
* Proficient in working with web services such as **XML, WSDL, SOAP, and REST**.
* Strong experience in customizing standard objects, creating relationships, advanced fields, approval processes, and sharing rules.
* Excellent Salesforce administrative skills, including profile and role creation, access control, user management, and email services.
* Knowledge of **Salesforce Shield** security tools, including platform encryption, event monitoring, and field audit trails.
* Proficiency in **Field Service Lightning (FSL)** for service resource and crew management.
* Exposure to **Apptus** and **SteelBrick CPQ** for efficient sales processes and revenue recognition.
* Strong communication and interpersonal skills, with the ability to work effectively in both large and small team environments.
* Proven experience in Salesforce.com development and implementation of lightning applications.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, component and Controllers), ETL, S-Controls, Triggers, Custom Objects, Web Services, Validation Rules, Work Flows, Dashboards, Reports, Salesforce CRM, Salesforce Platform, Salesforce Lightning, APP Cloud, Service Cloud, Sales Cloud, Community Cloud, Salesforce AppExchange, Lightning Web Components (LWC), Salesforce API’s, MVC, Data Utilities, Ampscript, FSL. |
| **Tools** | Salesforce Lightning, Apex Explorer, Salesforce Data Loader, Workbench, Salesforce Inspector, Salesforce DX, Salesforce AppExchange, Automation studio, Trailheads, Salesforce Shield, Data.Com, Google Analytics, Pardot, GitHub, Copado SFDX, VS Code, Data loading.Force.com, Eclipse IDE Plug-in, Force.com Migration Tool, Single Sign On, Force.com Platform (Sandbox and Production). |
| **Programming Languages** | Java, JavaScript, Web Services, HTML, HTML5, CSS, JQuery, SSJS, XML, DHTML, C, C++ |
| **Databases** | MS SQL Server 2000/2005, PL/SQL, MS Access and MySQL |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista Windows Server 2000 / 2003 / 2008 Linux. |

**PROFESSIONAL EXPERIENCE:**

**Client: Verizon Mar 2023 - Present**

**Role: Senior Salesforce Developer Location: Dallas, TX**

**Responsibilities:**

* Worked on large-scale and complex Salesforce development projects, ensuring seamless integration of data from various systems and repositories.
* Managed all Salesforce CRM licenses required to operate **Cloud Craze**, ensuring optimal performance and user access.
* Prioritized the reliability and scalability of the Salesforce Cloud, ensuring high availability and performance for all users.
* Managed API **integrations and web services**, utilizing both **REST API and SOAP API** for seamless data exchange between Salesforce and external systems.
* Developed robust Salesforce Lightning applications using **Lightning Components, Controllers, and Events,** enhancing the user interface and overall user experience.
* Leveraged the capabilities of **Lightning Web Components** (LWC) to build high-performance, reusable UI components.
* Utilized modern **JavaScript** **(ES6+)** techniques for efficient and modular development of Lightning Web Components.
* Responsible for building a complex Data Model within Salesforce.com, collaborating with various teams to understand business requirements and implement projects end-to-end.
* Conducted regular security audits to ensure compliance with Salesforce security best practices, including Field Level Security, Profile Permissions, Sharing Rules, and Role Hierarchies.
* Worked on analyzing and documenting Apex classes, Apex Triggers, Pages, Standard Objects, Custom Objects, Permission sets, Page layouts, and profiles in the design phase of the Salesforce Single View project.
* Utilized Geolocation field type to calculate and display the nearest properties from a contact's mailing address.
* Actively participated in requirement gathering sessions, analyzed requirements, and attended day-to-day business meetings to ensure alignment with business goals.
* Worked extensively on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports, and Dashboards.
* Enhanced application performance by optimizing SOQL and SOSL queries, ensuring efficient data retrieval.
* Collaborated with the QA team to ensure thorough testing of applications, leading to minimal bugs and a smooth user experience.
* Assisted in data migration and transformation tasks, ensuring data integrity and accuracy.
* Possessed an understanding of **Sales Cloud, Service Cloud and Community Cloud**.
* Provided post-deployment support and training to end-users, facilitating smooth adoption and maximizing the utility of new features and enhancements.

**Environments:** Salesforce.com Platform, CloudCraze, Salesforce Lightning, API Integrations (REST API and SOAP API), Salesforce Security, Data Management, Query Optimization (SOQL and SOSL), Lightning Components.

**Client: ACAMS (Adtalem Global Education) Feb 2021 - Jan 2023**

**Role: Senior Salesforce Developer Location: Chicago**

**Responsibilities:**

* Took measures to address and resolve any **production issues** ensuring the operation of the system.
* Worked collaboratively with Salesforce support to overcome system challenges and find solutions.
* Created **Apex classes, triggers and controller classes** as part of the design and development process.
* Developed custom **objects, fields, workflows and validation rules** that align with business requirements.
* Crafted Visualforce pages that seamlessly integrate with **Field Service Lightning (FSL)** using Lightning Web Components.
* Automated various business processes, through **Quick Actions, Process Builders and Flows.**
* Collaborated on integrating **JIRA** and Salesforce using **Service Rocket tools**.
* Established connections with external systems by utilizing **SOAP and REST APIs.**
* Conducted data cleanup operations while effectively managing data through **SOQL and SOSL** queries.
* Imported data from Excel using **Data Loader or Import Wizard** for data migration processes.
* Configured profiles, permissions and implemented security measures tailored to user roles.
* Implemented **Salesforce Shield** features such as **Platform Encryption, Event Monitoring and Field Audit Trail** for data protection, monitoring and tracking capabilities.
* Successfully deployed **Just-In-Time Single Sign-On** (JIT SSO) on schedule across applications using **Okta SAML 2.0**, enhancing user experience and reducing authentication-related support tickets.
* Leveraged **Google Analytics** to track user behaviour patterns and gain insights, into application traffic dynamics.
* Managed targeted marketing campaigns using Pardot to optimize lead engagement.
* Developed effective pricing. Boosted sales, by sending bulk email alerts.
* Handled Field Service Lightning (FSL) tasks, overseeing service territories, resources and accounts.
* Implemented Service Cloud features such as case management and CTI integration.
* Integrated Salesforce CPQ for streamlining the billing process.
* Played a role in automating tax regulations by integrating Salesforce with Vertex and monitoring any related issues.
* Managed IT service requests, incidents and changes utilizing ServiceNow.
* Collaborated with the automation team to conduct regression and smoke testing.
* Utilized Selenium for automation testing. Integrated automated tests, into CI/CD pipelines.
* Experienced in deploying using tools such, as **Copado SFDX and GitHub.**
* Demonstrated skills in problem solving and provided detailed technical documentation.
* Worked collaboratively with functional teams to drive **SSO integration strategies** and continuous testing initiatives.
* Possessed an understanding of **Sales Cloud, Service Cloud, Marketing Cloud and Community Cloud**.
* Gained experience, with **Snowflake schema** and loading data into the Snowflake Database in the cloud.

**Environments:** Production issue resolution, Problem-solving, Technical documentation, Visualforce pages, SDET, QE, Regression and Smoke Test, JIRA, Workflow automation, Snowflake, Pardot (marketing automation), SOAP and REST APIs, Field Service Lightning (FSL), Case management, Quote-to-Cash (CPQ) implementation, Apex classes, Salesforce Shield (data protection and monitoring), Copado SFDX.

**Client: CVS HEALTH     May 2019 – Jan 2021**

**Role: Salesforce Developer/Vlocity Location: Dallas, Texas**

**Responsibilities:**

* Experienced in creating customized healthcare solutions using Apex, Visualforce, LWC and Aura Components.
* Developed reusable components in Vlocity. Established libraries to support commonly used functionalities.
* Successfully integrated Salesforce with healthcare systems by utilizing the FHIR standard to ensure standardized data exchange.
* My skills include expertise in Omni Channel Integration (OCI) allowing integration of channels such as live chat, email, social media and phone.
* Additionally, I am proficient in web technologies, like HTML, CSS and JavaScript.
* Utilized tools such, as Workbench, Data Loader, Salesforce Inspector and third-party tools to carry out data migrations.
* I had an understanding of Sales Cloud, Service Cloud and Community Cloud.
* Responsible for migrating data from legacy systems while ensuring data integrity and compliance.
* Implemented strategies for data cleaning and deduplication optimizing the runtime of OmniScripts and Data Raptors.
* Utilized Vlocity components and templates specific to industries. Conducted an analysis to identify gaps in Vlocity Insurance Cloud functionality.
* Set up Omni Channel to distribute inquiries and service requests.
* Integrated Google Analytics to track interactions on the portal.
* Using Communities, developed patient portals for managing appointments, treatment history and communication purposes.
* Code integration, testing and deployment purposes I established CI/CD pipelines using Azure DevOps. This involved working with the DevOps team for deployments, rollbacks and release management processes.
* To streamline processes further automation was implemented using Process Builder, Flow and Workflow Rules.
* Responsibilities included working on Email to Case setup as Auto Assignment Rules, Entitlement Process and Milestones implementation.
* Additionally, I wrote Apex Test Classes in collaboration, with QA teams.
* Lastly, I ensured documentation of customizations, integrations and processes.
* Collaborated closely with stakeholders and the product owner, in Jira to collect and analyze project requirements.
* Throughout the process I worked alongside stakeholders, administrators and IT teams, demonstrating teamwork and communication skills.
* Additionally, I made sure to stay up, to date with Salesforce releases and industry best practices while continuously refining my abilities.

**Environments:** Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Data Loader, Azure, Data Migration, SDLS, SOSL, SOQL, Data Cleanup, Proto.io, Git Hub, Apex Triggers, Batch Classes, Workflow Automation.

**CLIENT: State Street Feb 2017 - April 2019**

**Role: Salesforce Admin Developer Location: Texas**

**Responsibilities**:

* Led the team in creating Lightning components, Apex classes, triggers and process builders to maximize Salesforces capabilities.
* Developed an Enterprise Lightning Application that utilizes the Lightning Design System, App Builder and Component features to provide a user-friendly experience.
* Drove the transition, from Salesforce Classic to Lightning Experience resulting in an user interface and improved interactions, for users.
* Developed reusable Vlocity components. Conducted a thorough analysis of the Vlocity Insurance Cloud to ensure everything works optimally and aligns with our processes.
* We seamlessly integrated Omni Channel Integration (OCI) into Salesforce Service Cloud, which has completely transformed how we interact with customers across communication channels and improved customer satisfaction.
* Customized nCino workflows and user interfaces making policy management and claims processing more efficient.
* Our focus, on the Salesforce nCino platform has greatly enhanced the customer experience meeting demands within our industry.
* Experienced working with the Conga CLM platform, which allows us to optimize contract lifecycle stages.
* We utilized eSignature for contract finalization and leverage analytics to evaluate contract management performance.
* Integrating Third Party APIs with Salesforce has allowed us to enrich Lightning components with data effectively.
* By integrating Salesforce CRM with legacy systems, we've successfully bridged the gap between traditional platforms.
* My expertise extends to languages like JavaScript, Bootstrap, HTML, CSS, Ampscript and SSJS.
* Monitored the deployment of Lightning Applications across environments to ensure stability and top performance.
* When manipulating data within Salesforces Governor Limits, I make use of SOQL (Salesforce Object Query Language) and SOSL (Salesforce Object Search Language).
* Managing Managed Packages in Lightning is one of my responsibilities well. For data operations I rely on tools, like Data Loader.
* I created customized Visualforce Pages specifically designed for the Lightning Experience. I utilized tools, like Process Builder flows, Connect API, Chatter and quick actions to create a comprehensive solution, on Salesforce.

**Environments:** APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Salesforce nCino, Visual Force Pages, JavaScript, Bootstrap, HTML, CSS, Workflows, S-controls, HTML, CSS, Ampscript, SJSS, Data raptors.

**Client: Vision Financial Group Aug 2015 - Jan 2017**

**Role: Salesforce Admin Developer Location: San Francisco, CA.**

**Responsibilities:**

* Manage user licenses, profiles, roles and permission sets.
* Ensure the execution of data imports and exports handle data deduplication effectively and maintain data integrity.
* Customize Salesforce, by creating fields, objects, record types and page layouts.
* Implement Salesforce applications using Apex and Visualforce in a way that aligns with business needs.
* Build Lightning components that seamlessly integrate with Salesforce applications.
* Establish workflow rules, validation rules and approval processes for streamlined operations.
* Utilize Apex, Process Builder and Flow to automate business processes efficiently.
* Seamlessly integrate Salesforce with platforms through REST and SOAP APIs to enable real time and batch data flow between systems.
* Manage complex integration scenarios ensuring data flow between systems.
* Design comprehensive Dashboards to provide insights based on data analytics for stake holders’ decision-making process.
* Implement security settings including field level security measures and sharing rules to protect information within the system.
* Conduct regular audits of the system to ensure compliance with security standards is maintained consistently.
* Stay updated with the Salesforce updates/releases to leverage functionalities effectively.
* Refactor code for efficiency while maintaining high maintainability standards.
* Thoroughly test features and functionalities in sandbox environments, before deploying them.
* Collaborate closely with stakeholders to gain an understanding of their business requirements and effectively translate them into solutions.
* Create documentation of system configurations, code, design choices and workflows to serve as a reference and training material.
* Facilitate training sessions, for users. Offer support, for any Salesforce related concerns or challenges they may encounter.
* Work together with functional teams to ensure seamless deployments and updates to the system.

**Environments:** Profiles and permissions sets, Customized dashboards, Visualforce pages, Workflow automation, Custom object development, Validation rules, Security measures, Automation using Quick Actions, Process Builders, and Flows, Batch jobs, Scheduled jobs, Queueable jobs, Page layouts, Search layouts, Profiles, Roles, Data cleanup, SOQL & SOSL queries, Apex classes, Triggers, Controller classes, Sales Cloud, Service Cloud, Data import (Excel),Data Loader, Import Wizard, Deployment using Change sets and Git Hub