**Mounika Chinnala**

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**Professional Summary:**

* **7+** years of experience in the IT industry and around 5+ years of experience as a **Salesforce developer/administrator** and **force.com platform developer**.
* Have extensive knowledge in implementing, customizing and maintaining **Salesforce** solutions.
* Certified Force.com developerfor more than 2 years **(DEV 401 – Certification # 2373945)**
* Extensive experience in developing **Apex Classes, Triggers, Visual force pages, writing Workflows, Integration, Force.com API.**
* Good experience in developing salesforce **Lightning Apps, Components, Controllers and Events**.
* Strong experience in writing, tuning of **SOQL, SOSL queries**, relationship queries in **Apex Triggers, Controllers** and used Statements and Database methods for performing DML operations.
* Strong experience in SFDC administrative tasks like creating **Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks**.
* Good knowledge on **CRM business processes** like Campaign Management, Lead Management, Account Management, Opportunity Management, Knowledge Management, Support Processes and Forecasting.
* Experience in customizing **standard objects Accounts, Contacts, opportunities, Products, Price books, Cases, Leads and Campaigns.**
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects, custom fields, custom page layouts, custom reports, custom tabs, profiles, roles, work flows, validation rules, approval processes, report folders, designing Visual Force pages, master-detail relationships, lookups, dependent pick lists, record types, formula fields and email generation according to application requirements.**
* Used data migration tools such **as Apex Data Loader, Salesforce Import Wizard, and Jitterbit Data Loader.**
* Worked on designing and developing **Lightning Community Builder** and developed Lightning Components using Lightning Design System.
* Experience in using applications from **Salesforce app exchange** and enhancing their features
* Experience in integration of Salesforce.com with external applications by using **Web Services, SOAP, REST API and Governor Limits.**
* Developed and customized the **Salesforce1** application for Salesforce mobile interface.
* Extensively worked on Salesforce.com **Sandbox** and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes **using Eclipse, Force.com Migration Tool and Change set.**
* Experience in creating various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
* Experience in **Sales cloud**, **Service cloud, Custom cloud, Chatter** and **App Exchange** applications.
* A Quick Learner to new concepts like Salesforce Lightning and also Salesforce mobile application, Applications and implemented them in the project.
* Highly experienced in using the salesforce functionalities like **Reports, Dashboards, Approval Process, Workflow rules, Entitlement Process, Process Builder, Sites, Customer Portal, Partner Portal, Communities and Knowledge base articles.**
* Hands on experience working with **HTML, CSS, JQuery, JavaScript, JSON, AJAX and APEX JS**.

**Technical Skills:**

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| Salesforce.com | Apex, Visualforce Pages/Components, SOQL, SOSL, Apex Triggers, Workflows and Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Eclipse, Salesforce.com, Force.com IDE, Apex Data. |
| Salesforce tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production), Jitterbit Data loader |
| Web Technologies | Apex, VisualForce, JavaScript, HTML, XML, WSDL, CSS3, JQuery, JSON, AJAX, C#.Net, ASP.Net. |
| Other | SOQL, SOSL, SQL, ADO.Net, MVC Architecture, Entity Framework. |

**Educational Details:**

* **Bachelor of Technology** in information Technology from JNTU, India.

**Professional Experience:**

**District of Columbia Public Schools – Washington DC Feb 2015 - Till Date Salesforce Developer**

**Responsibilities:**

* Worked on **Salesforce.com** customizations using **Apex** (classes, triggers and web services) and **Visualforce** that consists of several new data integrations and customizations.
* Developed **Visualforce Pages** to customize the view and functionality of the end users as per the requirements.
* Developed **Visualforce templates** that can be reused for other pages.
* Translated customer requirements into an implementable **solution architecture** which minimized technical risks.
* Customized **page layouts**, **search layouts** to organize fields, **custom links, related lists**, and other components on record pages.
* Developed **Workflow Rules**, **Time-Dependent Workflow Actions**, **Email Alerts** and **Field Updates**.
* Written **SOQL, SOSL**, Aggregate queries in apex classes, triggers to retrieve optimized data from sObjects.
* Worked on **release management** while working on different salesforce environments.
* Developed Salesforce **sites** for allowing applicant to schedule their interview by selecting appropriate timeslot.
* Used **Custom Labels and Custom Settings** to store static values to reference in Visualforce pages.
* Worked on creating **Lightening Pages** Inside Lightning Community Builder.
* Written apex classes to make an outbound integration to external application by generating necessary apex stubs from **WSDL** using **WSDL2Apex**.
* Developed apex **REST** web service classes for inbound call to salesforce from external applications accessing.
* Developed rich UI using **Bootstrap**, **CSS3** in Visualforce pages and used **Java Script** for client-side validations.
* Created **Batch APEX, Schedule APEX** classes to calculate the scores for all staff members.
* Worked on Job Science **App Exchange application.**

**Environment:** Salesforce.com, Apex Classes, Triggers, Visualforce pages, Visualforce Components, SOSL, SOQL, Profiles, Roles, Data Loader, Sites, Custom Labels, Custom Settings, Web Services, REST API, Email Templates ,Sales cloud, Approval Process, Workflow Rules, Process Builder, Flows.

**Dental Warranty - Dallas, TX Oct 2012 - Jan 2015**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Coordinated **business process review meetings** with multiple teams to establish standard workflow processes.
* Designed, Implemented and developed the **Custom Objects, Page Layouts, Custom Tabs, and Components** to suit to the needs of the application.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards**.
* Created user **Roles and Profiles, Security Controls and Sharing Settings, Permission Sets**.
* Developed lead collector **mobile application** to collect leads offline
* Created complex reports involving **Matrix** and **Summary** reports.
* Defined **Lookup and Master-Detail** relationships on the standard and custom objects. And created Roll-up Summary fields to aggregate data from child records on the parent.
* Involved in various stages of **Software Development Life Cycle(SDLC)** including analysis , requirement engineering, architecture design, development, enhancements and testing.
* Developed and maintained **SFDC analytical reports** and **dashboards** for management review and planning for accurate forecasting purposes.
* Used **SOQL and SOSL** for data manipulation needs of the application using platform database objects
* Created **triggers** and classes to automate the Opportunity and Quote integration process.
* Used the **Sandbox** for testing and migrated the code to the deployment instance after testing using **change set and Eclipse IDE**.
* Generated Apex Classes using **WSDL** and wrote business logic layer for **integration** with external web services to the system for functional needs.
* Have knowledge in **Application Integration** and implemented integration between salesforce and .Net platform
* Developed **Visual force pages, Apex classes** i.e., Custom Controller, Extension Controller using Force.com IDE.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Day to day **Administration** activities. Salesforce Org involves more than 450 users and 34 Profiles.
* Developed an **Approval Process** with complex logic which tracks the lifecycle of Lead to Opportunity Conversion.
* Used the **Data Loader** to import and export data to and from Salesforce.
* Developed **PDF Reports** using visual force pages and controller involving in logic to send the email to user groups.
* Generated **Enterprise WSDL** and coordinated with the .net application development team to successfully connect to salesforce.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Data Loader, JavaScript, Web Services API.

**Hewlett-Packard (HP) - Austin, Texas. Nov2011 -Oct 2012**

**Salesforce Administrator/ Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Created **Custom Objects and Fields** for capturing business information.
* Designed and deployed **Custom Tabs, Validation Rules, Approval Processes and Assignment Rules** for Leads for automating business logic.
* Involved in Release management, supporting **SIT and UAT** phases by fixing all the bugs and project CR's and migrating them in between instances.
* Created **workflow rules and defined related tasks, email alerts, field updates to implement business logic.**
* Involved in development of **Time-based Workflow Rules, Triggers, Validation Rules**, and other customizations with Salesforce.com.
* Experienced in **Unit Testing**, for the customizations and developments done during the project.
* Designed, developed and deployed **Apex Classes, Triggers, and validation rules** for various functional needs in the application.
* Used **Sales Cloud** in Preparing and getting approval of design, functional and technical specifications from business.
* Designed various Communication **Email Templates**.
* Created **custom cloning feature** for the record by copying certain field sections of the record and creating as a new record after modifications.
* In Administrative function, **created profiles and implemented Object level, field-level and record-level security.**
* Worked on **prioritizing** the records based on the business requirements.
* Responsible for **migration of code** from sandbox to production environment.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component),Jitterbit Data Loader, Reports, Custom Objects, Custom Tabs, Email Services, SOAP API, REST API.

**Prayati Technology Solutions Private Ltd. Jun 2009– Aug 2011**

**Front-end Developer**

**Responsibilities:**

* As a developer involved in **design and developing Web Forms** using ASP.NET and C#.
* All the user interface layers, web pages are created and integrated to maintain the performance of data flow and data integrity using **ASP.NET User Controls**, **Web Server Controls** and ADO.NET.
* Created **Tables, Indexes, Stored Procedures, Triggers**, and Views in Microsoft SQL Server 2005.
* Designed, developed and enhanced the application in .NET Framework 3.5.
* Used **Team Foundation Server** (TFS) for all the source code control among the whole team members.
* Performed both **unit and Integration testing** to achieve quality end product with the QA team.
* Worked on the **agile process** to develop the prototype and gather requirements from the Business Users and developed the Application based on the base and change requirements.
* Involved in designing the **Master pages, Various User Controls** and Custom Controls.
* Used **atlassian JIRA** to manage sprint tasks and track progress and log work.

**Environment**: ASP.NET 3.5, C#.NET, ADO.NET, IIS , T- SQL, HTML, VS 2005, SQL Server 2005, Atlassian JIRA.