

Ravivarma P – Programmer Analyst Trainee

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Executive Summary

Salesforce Developer with hands-on experience in administration, development, and Vlocity (OmniStudio) solutions. Proficient in configuring user access through profiles, permission sets, and sharing rules, and skilled in building scalable automation using Flows and Apex. Adept at designing dynamic, responsive interfaces with Lightning Web Components and OmniScripts. Actively engaged in continuous learning on Agentforce, with multiple Trailhead badges earned to deepen platform knowledge and stay current with Salesforce innovations.



Technical Expertise

- CRM & Administration
- LWC and Apex
- Agentforce
- Omnistudio(Omniscript ,Data Raptors,IP and Flexcard)

Certifications

- Omnistudio Developer
- Salesforce Admin
- Agentforce Specialist

Tools:

- Salesforce
- VS Code
- Data Loader

Methodologies & Framework:

- Agile
- Scrum

Roles & Responsibilities:

- **OmniStudio Mastery:** Built and tested complex **OmniScripts** and **FlexCards** to replace standard page layouts with guided processes.
- **Custom UI Development:** Created specialized **Lightning Web Components** to handle custom actions (like record deletion and navigation) that weren't possible with out-of-the-box tools.
- **Backend Integration:** Configured **DataRaptors** and **Integration Procedures** to efficiently fetch and transform data from Financial Services Cloud.
- **Quality Assurance:** Collaborated with the testing team to identify and fix UI regressions and backend Apex logic errors.
- **Design and manage parts of the system (Agentforce)** that handle important workflows like bringing on new agents, organizing the team structure, and running marketing campaigns.

Relevant Experience:

- Liberty Mutual (Insurance Domain Modernization)

Project Description

Liberty Mutual’s **Digital Evolution Initiative** focused on transitioning from legacy Sales Cloud to **Financial Services Cloud (FSC)** to streamline the insurance lifecycle. Leveraged **OmniStudio (OmniScript, FlexCards, DataRaptors, and Integration Procedures)** and **Lightning Web Components (LWC)** to build a dynamic, user-centric interface for preference management and policy tracking. Developed **Apex controllers** to handle complex backend logic and record lifecycle management. Enhanced system reliability by debugging multi-step OmniScripts and resolving UI/UX defects, ensuring a seamless and high-performance experience for insurance agents.