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### **Profile**

* 13+ Years of IT Industry experience encompassing a wide range of skill set in Salesforce and Siebel CRM.
* 5+ Years of experience working with Salesforce CRM.
* Extensive experience with analysis, design, development, customizations and implementation of software applications using Siebel & Salesforce CRM.
* Proficient in analyzing and translating business requirements to technical requirements and architecture.
* Experience in leading teams. Handled multiple roles – Developer, Requirement Analyst and Coordinator.
* Good communication skills, interpersonal skills, self-motivated, quick learner, team player.

### **Skill Set**

**CRM: Salesforce & Siebel**

**Technologies:** Salesforce:

Salesforce Administration, Salesforce Objects Configuration, Apex, Salesforce Triggers, Sales force Classes, SOQL, SOSL, Visual Force, Java Script Batch/Scheduled/Queue able Apex, Workflows, Process Builder, Flow, REST API, SOAP API, Lightning

Siebel:

Siebel Administration, Siebel EAI, Siebel Configuration, Siebel e-Script, Siebel Workflows /Work flow Policies, Siebel BIP Reports, Siebel EIM and Siebel Task Based UI, Siebel Assignment Manager, Informatica Power Center 8x, Java Script, JQuery, HTML, CSS, AJAX

**Functional Modules:** Salesforce:

Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud.

Siebel:

Siebel Call Center, Siebel Sales, Siebel Field Services, Siebel CG (Consumer Goods), Siebel e-hospitality, Siebel e-Pharma, Siebel eService, Siebel Public Sector.

**RDBMS:** Oracle, SQL Server, MS Access 2000

**Languages:** C, C++, Visual Basic, Oracle SQL, Apex, Java

**Tools:** HP ALM, JIRA, Eclipse IDE, SVN, GIT, Workbench, ANT

### **Professional Experience:**

June 2018 - Till Date Senior Salesforce Developer KPMG- SACRAMENTO, CA

DHS maintains the member benefits on the Service Cloud serving the customers to store their cases raised for medical benefits.

Responsibilities:

* Understand the business requirements, Design, Develop and Deliver by the end of each sprint.
* Worked in Agile delivery model and work with different teams business, release management and testing teams for a successful delivery of the sprint.
* Review Apex Code to make sure that the code is developed as per best practices and document the review comments.
* Create / Modify Triggers as per the new business enhancements.
* Modified existing SOAP API based inbound integrations to include new attributes by customizing the underlying Apex Classes.
* Developed New Outbound Batch Apex REST API to verify the local presence of the contacts created in the system on a daily basis.
* Created new Objects, Relationships, Validations, and Page Layouts for the new enhancements as per enhancements.
* Developed Apex classes and test classes during unit testing phase to achieve 100% code coverage.
* Resolved critical issues with the Batch Apex I.e. fine tuning the batch to avoid Job being stuck in the Queued State.
* Resolved all defects raised in the HP Application Life Management defect tracking tool before the spring release.

Jan 2018 - June 2018 Senior Salesforce Developer/Business Analyst STERIS, Mentor OH

STERIS is a leading provider of infection prevention and other procedural products and services. The company is focused primarily on healthcare, pharmaceutical and medical device Customers

Responsibilities:

* Work with Client to gather requirements, design and work with offshore team to map and deliver the requirements based on release.
* Prepare design documents and work with offshore to prepare Technical design documents.
* Create ORD (Object relationship diagrams) and share it with the stake holders.
* Create Workflows, Process builder and Flows as required to automate the process as per the business requirements.
* Create & Schedule Reports and Dashboards as per the business requirements.
* Review code and perform Unit Tests for the code delivered by offshore.
* Create Users, Profiles, Permission Sets, Roles and OWD rules as per the business requirements.
* Create Field Dependencies, Record Types, and Page Layouts as per the business visibility rules.
* Mentor junior developer and guide them in designing Visualforce pages and Controller Classes.
* Develop Test Classes for Unit Testing to make sure that all the scenarios are covered with 100% code coverage.
* Design and develop Data migration processes for the huge imports and updates in to the org.
* Design and build lightning components.

Feb 2016 – Jan 2018 Salesforce Developer Conduent, Germantown MD

Florida Electronic Toll Collection (ETC) has evolved to support the digital age with technologies that safeguard toll revenues. Beyond replacing cash collections to improve revenue accountability, Florida ETC provides an enhanced customer experience by improving mobility, increasing safety and adding convenience.

Responsibilities:

* Created custom objects, validations, formula fields, Field Dependencies, Page Layouts etc.
* Develop apex classes, apex triggers, workflow rules automation etc. to perform business automation and validations.
* Design and develop Data Model as per the business requirements.
* Created batch apex and scheduled apex for org integrations with legacy systems as per the business requirements.
* Created visual force wizards to help users with guided navigation.
* Create Users, Profiles, Permission sets, Role Hierarchies, Queues as required by business.
* Work with end Client and offshore team to meet the requirements.
* Create Visual Force Page Wizards to help user with the guided navigation.
* Fix defects logged in JIRA after each mile stone.
* Design and build SOAP and REST based integrations to Salesforce Org.
* Worked on the complex issues and provided alternative solutions.
* Check and install App Exchange packages into the salesforce org.

Sep 2015 – Feb 2016 Salesforce Developer/Solution Architect Runner Tech, Boca Raton FL

CLEAN\_Address is the integrated address verification solution that corrects and standardizes postal addresses within Oracle, Ellucian and other enterprise systems (ERP, SIS, HCM, CRM, and MDM). The seamless integration provides address correction in real-time at the point of entry and for existing data via batch and change of address processing.

Responsibilities:

* Single point of contact for all Salesforce CRM Technical queries in the organization.
* Interacted with different customers on a regular basis to integrate CLEAN\_ADDRESS solution into the customer Org.
* Created Visualforce pages with standard and extension controllers to validate Address via CLEAN\_ADDRESS REST API before Address is saved into the Database.
* Provide Support and Maintenance on the enhancements and issues around CLEAN Address validation.
* Developed Batch Apex to call CLEAN\_ADDRESS REST API to clean the existing Address in the Salesforce Organization.
* Develop Unit Test Apex Classes.

May 2015 – Sep 2015 Siebel Open UI Architect State of Michigan (SOM) – Lansing, MI

State of Michigan (SOM) has decided to transform their Marihuana paper application process to online application process with Siebel Open UI IP2014 eService as the customer facing application and Siebel Open UI IP 2014 Public Sector for the internal employees.

Responsibilities:

* Being the single point of contact for the Siebel Open UI and Design the UI for customer facing application.
* Develop custom theme using css to change the appearance of the customer facing application.
* Writing Java script files for PM and PR to meet the requirements.
* Changing Siebel out of the box error messages to customer specific error messages with JavaScript files.
* Design and build MMP application processes using Siebel Task Based User Interface.
* Design and build Integration using Siebel EAI technologies to check the back ground of the applicant.
* Design and build BIP Reports to display the status and details of the customer MMP application.

Mar 2013 – May 2015 Salesforce Developer/ Solution Architect BCBS – Newark - NJ

Horizon Blue Cross Blue Shield of New Jersey (Horizon BCBNJ) is the state's largest health insurance company, serving over 3.6 million members.

Responsibilities:

* The Project is based on Sales cloud built to capture Leads and Opportunities and push them to downstream systems.
* Worked closed with Business Team to understand the requirements and map them to Salesforce Data/Object Model.
* Customized standard objects and created custom objects & created Page Layouts, Field Dependencies, Formula Fields, Record Types, Look up & Master detail Relationships.
* Created Workflows, Validation rules, Apex triggers, Apex Classes, Test Classes.
* Created Reports and Dashboards as per the business requirements.
* Designed and developed SOAP based outbound integration to Siebel.

Sep 2010 – Feb 2013. Siebel CRM Team Lead IBM– Hyderabad, India

Starwood Integrated Sales and Catering (ISAC) is designed to improve the sales processes, deploy globally consistent and integrated sales and catering processes, and allow Starwood’s sales organization to transform itself by introducing the ability to book inventory from anywhere

Responsibilities:

* Analyzing requirements related to Sales and Event management entities. Discuss requirements with the client to understand the process, finding gaps and fulfill them. Streamlining the process by fixing process gaps and rewriting the requirements based on the discussions.
* Working on impact analysis for new requirements from IBM Clear Quest and also working on estimation and technical feasibility
* Providing Technical solutions for the complex requirements with best possible approach and implementing them by following best practices defined by Siebel and Oracle.
* Taking ownership on Event management deliverables form end to end and performing unit testing by consider possible scenarios and fixing the issues found during the process. Also providing technical solutions by considering the system performance and future enhancements.
* Working on Sales side entities to making sure our deliverables are meeting client requirements and completing them on schedule with best quality.

Aug 09 – Sep10, Senior Siebel Developer Patni – Bangalore, India

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. They use Siebel to track the business in a timely manner and also to minimize the manual paper work involved in various activities they perform day-in/day out.

Responsibilities:

* Lead a team of 3 and make sure that the delivery deadlines are met.
* Preparing module wise status report on a weekly basis.
* Preparing HLD and LLD documents for Configuration requirements.
* Designed and developed solutions customizing Siebel Field Services Service Request, Activity, Agreements and Entitlement entities.
* Designed and developed Service Center Dispatcher and Scheduler as per the business requirements and worked on ABS.
* Designed and developed configuration requirements for Product and Asset entities.
* Involved and utilized Product configuration module to deliver the solutions.
* Configured and Customized Promotion entity to deliver complex requirements.

July 08 – Aug 09 Senior Siebel Developer Accenture - Bangalore, India

Telefonica is a leading private company in the global telecommunications market, with headquarters in Spain. It has more than 52.9 billion euros in revenue.

Responsibilities:

* Configured Quotes and Orders entities from scratch.
* Worked on the Business Services to implement custom logic based on client requirements.
* Configured UI elements of Telefonica Siebel Application.
* Understand the Functional documents to come up with the strategy (Detail Design) of Initial Migration and EIM-Base table Data Mapping sheet.
* Extracting and loading of data Legacy systems to Siebel Interface tables using transformations and mappings.
* Co-ordinate with different groups/teams to prepare object data dictionary
* Implemented EAI solution for Service Agreement Outbound using JMS as middleware
* Implement EAI solution Import Quote Line Item – Product structure configured in External Product Configuration
* Developed Integration workflows & worked with EAI vanilla business services
* Developed custom business services for various requirements.

Feb 06 – Jul 08, Siebel Developer GE/GENPACT- Hyderabad, India

GE uses Siebel Call center Application for supporting its customers. The various GE businesses like VFS, CEF, EEF and HFS are using it. This application had users across most of the part of the globe like USA, UK, and Australia etc.

Responsibilities:

* Configured BC, BC User Properties, BC Links as per Business Requirements.
* Configured Applets, Views, Screens.
* Developed e-scripts for complex requirements.
* Configured MVGs, MVG applets, Static and Dynamic Picklists,
* Configured Symbolic URLs to display external applications in Siebel UI.
* Data Imports/Updates/Exports for Production & UAT (User Acceptance Test) Environments.
* Involved in EIM process for Party Entities like Accounts, Contacts etc. and Nonparty entities like Opportunities, Activities, Products etc.