

SRIGURUVENKAT S

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SUMMARY OF EXPERIENCE

March 2022 - PRESENT

Associate Software Engineer | Prodapt Solutions Limited

- Implemented Salesforce integration with external systems using Apex REST APIs and Vlocity Integration Procedures.
- Worked with OmniStudio Integration Procedures, DataRaptors, Flexcards and Omniscripts.
- Built custom UI components using Lightning Web Components (LWCs), reducing the time needed by the users to create Work Orders, Service Appointments from about 15 minutes to 2 minutes, improving throughput.
- Customized the Salesforce application using Record Triggered Flows, Scheduled Flows, Validation Rules, increasing task automation.
- Extended and limited the data visibility through OWDs, Sharing rules, Public Groups, Roles, Profiles and Permission Sets, restricting access to records across 3 departments.
- Worked in Experience Cloud to help the client run their business through their partner, improving efficiency without jeopardizing the security of the org.
- Wrote and upgraded Apex classes to automate report email triggering, purging obsolete data, etc cutting the time to do the tasks manually to nearly zero.
- Built forms using Flexcards and Omniscripts, enhancing user experience and simplifying complex tasks, reducing the time taken for users by 25-30%.
- Performed component deployments using Change Set and IDX Workbench from Sandbox to the Production Org, reducing deployment issues by 20%.
- Collaborated with Testers to fix bugs and ensure bug free development, which reduced production incidents by 70%.
- Helped production support team to fix the production issues in a timely manner, reducing downtime significantly and help the team to comply with SLAs, reducing SLAs breaches by 2 times.
- Involved in meetings with Clients for gathering business requirements and present product demos.

TECHNICAL SKILLS

- **Salesforce**
 - Apex, Flows & Other Declarative Processes, Validation Rules, Sharing Settings, OWDs, SOQL, SOSL, Change Sets, Lightning Web Components, Vlocity, OmniStudio, Integration Procedures, Omniscripts, DataRaptors, Flexcards, Field Service Lightning, Experience Cloud, Service Cloud, Sales Cloud.
- **Salesforce Tools**
 - IDX Workbench, Salesforce Inspector, Workbench, Data Loader.
- **Other Skills**

- Java, Spring Boot, GitHub, Python, MS Excel, MySQL, Tomcat, Pandas, Postman.

EDUCATION

- **Bachelor of Engineering – ECE | 8.44 CGPA**
 - Panimalar Engineering College, Chennai (2018-2022).
- **Grade 12 | 73.68%**
 - The Ashram, Chennai (2018).
- **Grade 10 | 69.17%**
 - The Ashram, Chennai (2016).

CERTIFICATIONS

- Salesforce Certified Administrator.
- Salesforce Certified Platform Developer I.
- Salesforce Certified OmniStudio Developer.
- Salesforce Certified Administrator Training -Udemy.
- Salesforce Certified Platform Developer I - Udemy.
- Learn Salesforce OmniStudio | Vlocity – Udemy.

PROFESSIONAL EXPERIENCE

Project: Gigapower – Fiberco

Client: Gigapower LLC

- Gigapower LLC is a joint venture formed between AT&T and BlackRock to create a wholesale fiber optic network provider to focus on building an open-access fiber network to deliver multi-gigabit internet speeds to underserved regions in the United States with initial aim to reach 1.5 million customer locations, with plans to expand further.
- Leveraged Salesforce Field Services, Vlocity, Apex, Lightning Web Components to accelerate the rollout and deployment of Gigapower's products to their customers of AT&T.
- Set up the Integration between Salesforce and multiple external systems for facilitating appointment booking, dispatch, billing of the services offered by the client.
- Involved in gathering and analysing client requirements, ensuring a thorough understanding of project objectives and constraints.
- Applied robust and scalable solutions tailored to meet client needs within Salesforce platform, employing best practices and optimizing for efficiency.
- Executed end-to-end development processes, from conceptualization to implementation, ensuring high-quality deliverables and timely project completion.
- Created OmniScripts, Integration Procedures, DataRaptors for to implement the business processes.
- Put into effect multiple functionalities in Field Service ServiceAppointment lifecycle to enhanced reliability of the services.

- Demonstrated proficiency in Salesforce development, leveraging Apex, OmniStudio, Salesforce Field Services, , and other relevant technologies to build custom solutions aligned with client specifications.

PERSONAL SKILLS

- Demonstrated initiative and collaboration with team to increase productivity.
- Highly agile in diverse work environments and time schedules.
- Demonstrates resilience to overcome challenges.
- Combines creativity with a strong dedication to achieve goals.
- Proficient in English with strong verbal and written skills.
- Quickly adjusts to changing conditions to maintain high productivity.