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PAVANI

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**Summary**

* Having 7 years of total IT experience as Salesforce.com CRM and Force.com platform with proficiency as developer and administrator and 3 years as Salesforce CPQ Consultant.
* Experience working in Sales cloud, service cloud and Experience cloud.
* Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.
* Worked on enhancement of the existing application from classic Salesforce platform to Lightning.
* Experience on Lightning Web Component which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application of LWC with best practices.
* Developed Lightning Web Component framework to create web applications that run anywhere.
* Worked as an enhancement team member and performed the roles of Salesforce Developer on Lightning Framework.
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Implemented Salesforce Lightning Components to connect to external Cloud based tools using REST API.
* Implemented Lightning Web Tabs as per the business user request which helps them in reducing the clicks and Navigation.
* Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
* Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Strong exposure to Lightning Web Component solutions.
* Worked extensively on Lightning component building, worked on many components to convert existing classic programming work like Visualforce into Lightning components.
* Experience in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as expected by business requirements.
* Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
* Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.
* Participated in all stages of Software Development Life Cycle (SDFC) i.e., System Analysis, Design, Development and Testing Expertise.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
* Experience in creating various Reports (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders.
* Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
* Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
* Attends Agile ceremonies such as daily stand-ups, backlog grooming, sprint planning and provides regular updates to maintain transparency.
* Performs peer code reviews as necessary to ensure consistent quality and adherence to best practices.
* Participates in requirement analysis & design discussions, offering recommendations to make the best use of Salesforce platform and products.
* Collaborates and shares development tasks with external service vendors.
* Provides day-to-day support and troubleshoots production issues ensuring smooth operations and delivery.
* Staying up to date on new releases and functionality. Identified bugs and aligned with requirements during debugging.
* Strong worth ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

**SKILLS**

* **SFDC Technologies**- Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
* **Languages**- A PEX, Visualforce, JavaScript
* **Tools and Technologies**- Force.com Data Loader, Force.com Platform (Sandbox and Production)
* **Operating Systems-** Windows 98/NT/XP/Vista/7/8, Windows CE, Linux

**WORK EXPERIENCE**

**Role- Lightening Salesforce Developer MAR 2023-CURRENT**

**Client-NYSED (New York State Education Department)**

**Location- Albany, NY**

**Responsibilities:**

* Collaborated with cross-functional teams to gather requirements and translate them into technical solutions.
* Followed Agile methodology and used Jira for ticket tracking and confluence page for documentation.
* Actively participated in code review, design review and unit testing. Involved in deployments across environments.
* Post-delivery: worked with client teams in supporting the live application and perform hand-off and knowledge transfer activities, positioning our clients for long term success.
* Worked with Offshore third-party developers.
* Provided technical support for end-users and involved in troubleshooting issues as needed.
* Experience in creating Lightening components and used lightening Design System to convert existing Visualforce pages to lightening components.
* Controlled on Lightening web components (LWC), converted buttons to LWC.
* Involved in using lightening Flows, process builder and workflows. Worked on customization of visual force to have Lightening experience for desktop and mobile applications.
* Created multiple lightening components and Lightening web components to enhance the existing functionalities.
* Enabled Aura framework and added Aura attributes/handlers for events/logic and interactions.
* Administrated and monitored the company’s salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Created relationships among objects using Lookup and Master-detail relationships. Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Developed various Custom Objects, Tabs, validation rules, formula fields, Workflows, process builder and Flows, Apex classes, triggers and written test classes.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on REST and SOAP API integration using JSON and XML.

**Environment:** Sales cloud, Service and Commerce cloud. Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Data loader, Visual Studio, Windows XP, GitHub for deployments and Informatica power center 8.5, Informatica power exchange

**Role -Salesforce Developer and CPQ Admin OCT 2022-MAR 2023**

**Client – Rubrik (Infosys)**

**Location – Palo Alto, California**

**Responsibilities:**

* Interacted with the customer/onsite team to understand the functional requirements and involved in requirement gathering, grooming and created Jira tickets on user stories.
* Performed technical troubleshooting to break down solutions and solve technical problems.
* Lead in Code review and sign off on QA and UAT user stories. Lead onsite and off- shore team on tracking progress on tickets.
* Involved in developing, implementing & testing on the Sandbox environment and provided production support.
* Worked on Price rules, Product rules and product bundle configuration.
* Configured guided selling, Quote Process and process Input for Sales/ Service cloud and resolved quote related issue.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked data migration's using Informatica and Data loader Depending on the use cases.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Used SOQL &SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements and Worked on Lightning Web components (LWC), Converted buttons to LWC
* Created API service for data integration from legacy system to SFDC using MuleSoft ESB.
* Involved in using lightning Flows, Process Builder and Workflows
* Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.

**Environment:** Sales cloud, Service and Commerce cloud B2B. Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Omni scripts, MuleSoft, Oracle 10g, Windows XP, GitHub for deployments

**Role-Salesforce Developer and CPQ consultant MAY 2019 - OCT 2022**

**Client – Pros**

**Customers- (ADP, Office Depot, Staples, WM, Avalara, Air New Zealand)**

**Location - Houston, Texas**

**Responsibilities:**

* Worked with Business users in requirement gathering and documenting user stories.
* Lead grooming calls and Sprint review meeting and created Jira tickets.
* Proactive in Salesforce enhancements and bringing existing code into best practices.
* Worked on installing pros CPQ into customer sandbox and worked on setup complete process.
* Implement Pros CPQ for various customers which helps business in sales efficiency, effectiveness, cost reduction, and risk mitigations by configuring complex products, pricing, generate quotes and agreements and setting up of the template for proposal/Quotes.
* Experience working on Pros catalog and configuring pricing.
* Expertise in SFDC Administrative tasks like creating Profiles, Custom objects, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Process builder, Sharing Rules, Custom Settings, custom metadata type, Validation rules, Reports, Dashboards, Tasks and actions.
* Developed Apex Classes and Apex Triggers for various functional needs in the application and Written test methods and Test cases with code coverage of more than 85%.
* Created various Scheduled and Batch apex jobs/ Logs based on the business requirements and perform unit testing, integration testing, and performance testing of new application functionality.
* Analyze and mitigate issues identified during testing and assisted in performing and executing functional testing.
* Experience using Visual Studio for deployments and handled deployment using changesets and Gitlab.
* Worked on Conga clause types, clauses, Queries, generating solutions, creating template using template builder and DocuSign integration for conga documents for E-signature.

**Environment:** Sales cloud, Service and Commerce cloud. Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Windows XP, Microsoft Dynamics, Visual Studio, Salesforce CPQ, Prodly.

**Role – Salesforce Admin and Developer FEB 2018 - APR 2019**

**Client -Citrix**

**Location - Fort Lauderdale, Florida**

**Responsibilities:**

* Collaborated with client stakeholders to define requirements, deliverables, and set and managed expectations.
* Performed the detailed analysis of functional and technical requirements; designed & deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Worked on environment management, release management, code versioning best practices, and deployment methodologies (devops) and version control systems like Git/GitHub
* Collaborated with cross-functional teams, including administrators, architects, and QA, to coordinate system integration and deployment activities.
* Developed dynamic Salesforce.com Visualforce pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Worked on Salesforce security settings, workflows, and user access controls.
* Built custom reports and dashboards for sales insights. Worked on Custom objects, custom fields, custom page layouts, workflows, validation rules, approval processes, custom tabs, record types and email generation according to application requirements.
* Designed and built reports and dashboards to provide insights into business performance and identify areas for improvement.
* Managed data within Salesforce, including importing, exporting, and updating records from various data sources, and implement duplication rules and additional automation features to ensure data quality and reduce errors.
* Worked with both SQL/SOQL and NoSQL databases as well as JSON format.
* Experience with in SFDC development using Apex classes, Triggers, Visual Force, Force.com and Involved in data migration and integration using Apex Data loader.
* Hands on experience building processes using Process Builder in Salesforce
* Performed regular system audits for data accuracy and efficiency.

**Environment:** Sales cloud, Service cloud, Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script

**Role-Salesforce Admin MAY 2017-JAN 2018**

**Client -First National Bank**

**Location - Omaha, NE**

**Responsibilities:**

* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom Email templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Visual Workflows, Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in

**Education and Training**

**Master of Science**

Computer Science and Programming - Rivier University – Nashua, NH - May 2017

**Bachelors**

Information technology- JNTU - India - May 2015

**Certifications**

Salesforce Developer - Certification 401

Salesforce Admin - Certification 201