 

Pavani

**Phone:**+1 (478) 300-4888, **E-Mail:** [jackson@xlsoftek.com](mailto:jackson@xlsoftek.com)

**Summary**

* Having 8+ years of total IT experience, with 8 years as Salesforce.com CRM and Force.com platform with proficiency as developer and administrator and 5 years of Salesforce/Pros CPQ.
* Experience working in Sales cloud, service cloud, commerce cloud and marketing.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, and lookup relationships.
* Experienced in admin modifications like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Strong Salesforce development experience with Apex Classes, Triggers, Controller Classes, Visualforce pages and integrating with external sources by developing SOAP, RESTful Apex Web Services for inbound calls to salesforce.
* Experience in Salesforce Lightning framework and components. Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experience working on Product Rules, Approval Rules, Advanced conditions, Error conditions. Experience working with QCP.
* Experience with templates, Guided selling and configuring Product bundles. Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Hands on Experience in CONGA and DocuSign Experience in web technologies including HTML, XML, CSS, JavaScript, and SOAP.
* Experience in developing Salesforce.com ETL processes using Cast Iron, Informatica, Java and Salesforce Web Services Java API.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Provided hands-on, expert-level technical assistance, coaching and mentoring to developers and other junior staff.
* Staying up to date on new releases and functionality.
* Accomplishes project goals consistently with elegant, scalable code. Works great with team members under Agile and Scrum frameworks. Highly motivated employee with desire to take on new challenges.
* Strong worth ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.
* Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

**SKILLS**

* Salesforce.com Apex Language, Apex Triggers, Apex Schedular, Batch Apex, Apex class, Visual force (page, component and controllers), Data Loader, Integration, Migration.
* Project Management- Waterfall, Agile, PPM
* Business Requirement, Process Mapping, Documentation.

**WORK EXPERIENCE**

**Role- Salesforce Developer March 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.
* 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.
* Created multiple lightning components and LWC to enhance the existing functionalities.
* Worked on Lightning Web components (LWC), Converted buttons to LWC. Enhanced UI using CSS, HTML for frond-end validation and control page level section based on the user input by Salesforce and Vlocity
* Strong Experience in Salesforce Lightning components design &amp; designing compact layouts using Apex triggers, Page layouts, workflows for Mobile platform.
* Experience in creating Lightning Components and used lightning Design System to convert existing Visualforce pages to lightning components.
* 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.

**Role -Salesforce CPQ Developer October 2022-March 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.
* Participated in Code review and sign off on QA and UAT user stories.
* Involved in developing, implementing & testing on the Sandbox environment and provided production support.
* Experience implementing price rules, constraint rules, categories, price list, Quote creation and more complex pricing functionalities using Vlocity.
* Configured Product Bundles and Features Editions and Mapping Old Skus with New Skus
* Configured guided selling, Quote Process and process Input for Sales/ Service cloud and resolved quote related issue.
* Worked on Renewal Contracts and Reports and templates.
* Used Prodly for Salesforce CPQ Component Deployments
* 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.
* Preparing Conga documents and generation process followed by DocuSign integration
* 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
* 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, Windows XP, GitHub for deployments, Prodly,

**Role-Lead Salesforce CPQ and pros application Developer May 2019-October 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.
* Implemented BRC in Pros dev and QA environments.
* 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, Zuora, Microsoft Dynamics, Visual Studio.

**Role – Salesforce Developer -Apttus CPQ February 2018-April 2019 Client -Citrix**

**Location - Fort Lauderdale, Florida**

Responsibilities:

* Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application
* Written Apex batch and Scheduled classes to process large volume of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules.
* Designed the Live Agent system and did the required configuration and customization to suit the client requirements.
* Involved in Integrating Big Machines-CPQ using SOAP API.
* Used SOAP API for integrating Salesforce.com with external system to perform data migration.
* Experience in installing, evaluating AppExchange application on salesforce.com platform
* Used Data loader for data management in force.com platform.
* Worked on Echo-sign email templates using Apttus X-author for word & used Apttus migration manager tool for migrating the templates from one org to another org.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.

Environment: Sales cloud, Service cloud, Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Apttus CPQ, X-author templates.

**Role-Salesforce Developer Feb 2016-January 2018 Client -First National Bank**

**Location - Omaha, NE**

Responsibilities:

•Worked with SOQL, SOSL queries with governor limitations to manipulate the data from Salesforce.com platform databases.

•Developed APEX triggers, classes, Test methods & Visual Force pages to implement the custom functionality.

•Implemented visual force pages with custom controller, standard controller, controller extension and standard set controller.

•Written technical requirement documents and develop code to address specified requirements.

•Prepared test data and conducted basic unit and module testing.

•Supported quality assurance testing and resolved defects.

•Participated in project team meetings.

•Worked in AGILE delivery model.

Environment: Apex, Visualforce, REST /SOAP API, JavaScript, CSS, APEX, and Python.

**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