**Siri Putta**

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**Professional Summary:**

Overall 8+years of experience with 6+ years of experiencein the **Salesforce.comCRM** both as **Administration**and **Developer**in Salesforce.com marketing, sales and Support Administration and around 2+ years of experience as front-end and backend Developer that includes Analysis, Design, Development, Testing, Implementation and maintenance of various Applications.

* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual-Force pages** as user interface.
* Adaptable, Salesforce platform owner with significant experience, created workflow rules and defined related tasks, **validation rules**, **Auto-Response Rules, Approval process, email alerts** and **templates and field updates.**
* Proven ability in generating and analyzing **Custom reports** and **Dashboard** for management and various business unit personnel to provide detailed information on key performance indicators.
* Good hands on practice with the new **Lightning System Design** which helps to quickly and easily create modern enterprise apps using **Lightning App Builder** and **Lightning Components** Performed.
* Strong experience in writing queries using **SOQL** and **SOSL** in **Apex Classes** and **Triggers.**
* Good knowledge on Apex development in creating **custom Objects**, **custom Tabs**, **Force.com API**, **Standard Controllers**, **Custom Controllers** and **Controller Extensions**
* Implemented declarative programming using **Formula Fields**, **Validation Rules**, **Workflow Rules**, **Workflow Approvals** and Actions like **Field Updates**, Tasks and **Outbound Message.**
* Integrated **Apex** with External services by making callouts that used **SOAP, REST API’s** and **WSDL**.
* Experience working with version controlling of code through **Bit Bucket** and **GITHUB**.
* Good experience in designing Front-end using Dynamic Visual force pages, Components, **HTML 5**, **CSS 3**, **JavaScript**, **jQuery**, **Bootstrap**, **Media Queries, AJAX.**
* Used **Agile** and **Scrum** Methodology for developing Application.
* Experienced in **Data Migration** from other applications to Salesforce using **Apex Data Loader**.
* Good Knowledge on **GIT technology** for data integrity and support the user application
* Knowledge on the **Salesforce DX.**
* Implemented quote approvals using **CPQ** Cloud (Big Machines) in-built approval functionality.
* Deep Salesforce.com ecosystem understanding of the platform capabilities and features, license options, **ISV** and consulting partners and industry thought leaders.
* Strong implementation and rollout experience with **Salesforce.com CRM** (**Sales cloud,Service Cloud**, **Marketing cloud, financial cloud**), Collaboration cloud, Communities, Sites and Force.com platform.
* Experience in developing Salesforce **CRM App Exchange applications**, **Service Cloud** and **Sales Cloud**and **financial cloud** Functionalities and also good in configuring and administrating **Salesforce CRM environment.**
* Prepared PowerPoint slides of all the outcomes [with the focus on defects] and presented to the team of Business Analyst.
* Excellent understanding of Org hierarchy, Roles, **Profiles**, Users, **object level security**, field level security, **record level security** and **sharing rules**.
* Experienced in working with **Force.com IDE**, **Import Wizard** and salesforce.com **Sandbox Environments**
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like, creating the relationships/ junction objects like **Master-Child**, **lookups**, **Entity Relationship data model**, **Lookup relationships.**
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Navigational flow diagram using **UML**Tools.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual-Force pages** as user interface.
* Good knowledge on detailed functional design, administration and functional test execution  
  activities across all salesforce.com clouds (**Sales cloud & Service cloud**).
* Worked with Salesforce Communities which provides **Quote-to-Cash** solutions using **Apttus CPQ.**
* Strong knowledge of Salesforce clouds like **Sales cloud,Marketing cloud** and **Service cloud** and **financial cloud**
* Worked with **Force.com IDE** to develop Custom Application in both **Sales** and Service Cloud Modules.
* Experience providing technical support for the global deployment of new **CRM** applications, specifically Salesforce.

**Technical Skills:**

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| --- | --- |
| **Salesforce.com** | Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, app exchange, Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Force.com tools** | Apex Data Loader, ETL,Data Extraction, Force.com Apex Explorer, Apttus, Force.com Migration Toll and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins |
| **Custom Integration and**  **Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Relational DB** | SQL, SOQL, SOSL |

**CERTIFICATIONS:**

Certified Salesforce Administrator

Certified Salesforce Platform Developer 1

**PROFESSIONAL EXPERIENCE:**

**Client: EMD Serono, Rockland, MA October 2018 –till date**

# Role: Sr. Salesforce Developer/Admin

# Project: Web Portal to IBOND(Salesforce) integration

**Description:**This project helps the new enrollment portal will allow healthcare professionals to enroll and request CoverOne (Web Portal) services(reimbursement support, copay assistance, and patient assistance) on behalf of current or potential Bavencio patients.   This new technology will automate the existing enrollpatient’s functionality more expeditiously and allow for more efficient exchange of information between CoverOne (Web portal) and those requesting services from the program with IBOND (salesforce).

**Responsibilities & Tasks:**

* Worked on Salesforce integration with a third-party web portal which deal with PAP, COPAY etc.
* Created the visual force pages and developed **Apex classes, triggers** and integrated with external legacy system using **REST** based webservices.
* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements
* Created various Visual force/html email templates for **Email Alerts** using **triggers** and **approval process** for sending email alerts to the end users.
* As a part of integration, developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Documented API specifications using Open API swagger Editor with all the API interface endpoints in there with the clear Request and Response Body’s.
* Created Visualforce pages with responsive design using **HTML, CSS** and **Java Script** for classifying documents from the web portal.
* Managed and created Record types, page layouts, fields, and system interface/capabilities, Lightning Component and created **lookup** and **Master-details Relationships.**
* Worked on data migration of objects like Apex classes, triggers, **Custom fields** and **Custom objects** from source SFDC to Target SFDC for which used data loader and file exporter tools.
* Also used change-sets to deploy the code in to different environment (**Testing, UAT and production**).
* Worked on Test classes of various triggers and apex classes in the application to maintain minimum of 75% and more code coverage.
* Worked on JIRA ticketing tool to create immediate instances or issues regarding apex code fixes, upgrades in code.
* Involved in training **McKesson** users to access salesforce and deal with the cases created.
* Performed unit testing using **Work Bench, Postman** tool for testing all the API’s.
* Experience working on batch Apex classes, scheduled classes to perform email actions for fixed period.
* Participated in daily Scrum meetings, discussed with Business Analysts about requirement gaps, defects and blocking issues.
* Worked on integration of data and also worked on a console page to create cases from the customer where a third-party assistance would deal with.
* As a part of project, worked on **sales, service** cloud simultaneously and also on web-to-case, email-to- case.
* Involved in **SIT, UAT**testing and solved if any issues with the code.

**Environment**: Salesforce Lightning, Lightning Components, Sales Cloud, Apex, Visualforce (Pages, Component & Controllers), jQuery, JSON, HTML5, CSS3, JavaScript**,**lookup, Master-details Relationships, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Postman tool, Work Bench, lightning App builder, services cloud SQL Server.

# Client: NGS(Anthem), Indianapolis, IN Nov 2016 –September 2018

# Role: Sr. SalesforceDeveloper/Lightning

# Project: IRP-Registry Console

**Description:**This project helps to solve the world’s healthcare challenges. To make the most out of increasingly limited resources and to minimize while maximizing success. To continually find new ways of delivering value and real outcomes to patients, providers, and payers.

**Responsibilities & Tasks:**

* Worked on Salesforce **Lightning** Components for building customized components replacing the existing ones.
* Performed administration tasks as needed, managing **custom fields**, **integration** and **data clean up.**
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports** and **dashboards**.
* Created test scenarios on **Sandbox** environment and used **Force.com** Component Deployment Wizard for migrating data between Force.com **IDE** and **Sandbox environment.**
* Involved in creating multiple Lightning Components, adding CSS and design patterns that make the Lightning components feel better for end users.
* Developed various **BatchApex classes** and scheduled those using **Apex Schedulable classes** on hourly basis.
* Utilize various business analysis Techniques to **analyze, solve** and **implement business solutions.**
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Worked on **Visualforce pages** and having experience with **CSS** and **Java Script.**
* Involved in estimation and analysis for migration from **classic** to **lightning**.
* Ability to manage multiple initiatives while meeting **scope**, schedule**, cost** and **quality requirements**
* Automated **marketing cloud** using Pardot like **lead qualification**, **lead management** and sending messages.
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Performed Unit, **Integration**, **Regression** and **User Acceptance Testing**.
* Leverage future methods,**Techniques** to develop **apex code** within **governor limits.**
* Managed the technical process of **layout customization**, navigation within the system, and translation of business user requests into application enhancements
* **Integrating and migrating SFDC** Using Marketing Cloud Connector, Rest API and for triggering email activity in ExactTarget using **Journey Builder**, **Contact Builder**, Automation **Studio**.
* Experiencedin **Lightning** Experience LEX, which includes the **Lightning** Component Framework and involved in building a **Lightning**component using the **Aura framework.**
* Worked on **Sales cloud** such as **Web-to-lead** to support online lead capture, with **auto-response rules.**
* Integrated **Salesforce DX** for continuous development and testing and for better organizing of deployments.
* Experienced in migrating the standard and custom objects in standard experience to **Lightning experienceLEX**.
* Salesforce **Marketing Cloud** Develops Marketing Automation and Analytics Software For Email, Mobile, Social And Online Marketing.
* Experience in web technologies like **SOAP** and **REST**using **coding techniques**.
* Good working experience in querying Salesforce.com database using **SOQL** and **SOSL** queries using Force.com Explore.
* Worked on various salesforce.com objects like Accounts, Contacts, Leads, Contracts Opportunities in the **Sales Cloud**.
* Responsible for the environmental management of the project using **GIT** and **Jenkins**.
* Worked on Salesforce **community cloud** like how to engage with employees, customers, partners.
* Developed apex **REST** web service classes for external applications to access Salesforce data from various objects.
* worked on converting the Leads to contacts in the **Sales cloud.**
* Experienced Salesforce developer in Developing **Apex Classes**, **Triggers** and **Visual ForcePages**, Salesforce **Lightning DesignSystem**and **Lightning App Builder, lightning components bundle.**

**Environment**: Salesforce Lightning, Lightning Components, Sales Cloud, Apex, Visualforce (Pages, Component & Controllers), jQuery, JSON, XML, HTML5, CSS3, JavaScript, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, lightning App builder, services cloud SQL Server.

**Client: Thomson Reuters, Carrollton, Dallas, Tx Oct 2015 – Sep 2016**

**Role:** Salesforce Developer/Administrator

**Project:** Tax and Accounting project

**Description:**Tax and Accounting project provides technology and integrated information and guidance to accounting, tax, and corporate finance professionals in public accounting firms, corporations, financial institutions, law firms, and governments in the United States. It offers solutions for various practice areas, including business valuation and accounting, and consulting,finance, international trade, payroll, pension and benefits, practice management. This project helps to consolidate various sectors into one.

**Responsibilities & Tasks:**

* Experiencein Configuration, Implementation,Administration andSupport of **Salesforce CRM/PaaS**.
* Experience working with **Force.com IDE**, **Data Loader**, **Import Wizard** and salesforce.com **Sandbox Environments**
* Developed Quote documents using **X-Author** for word, also developed customized login screen for community user and functionality to redirect user from **Salesforce**to **Apttus CPQ** Quote creation using**API's, Apex, visual force and trigger**.
* Involved in deploying the **CRM** tool Salesforce.com to include: business requirement development, dashboard development, report & list view development, process flows and documentation.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in** using **Eclipse**.
* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Experience in integrating salesforce.com with other applications using Salesforce web services **API**.
* Hands on experience in implementing **Apttus CLM**.
* Hands on experience creating **Apex Test class**,**Web Service** and **Apex Callouts** with both **REST API** and **SOAP**
* Hands on expertise with administrative tasks such as User Management, **creating Roles**, Profiles, **Permission Sets**
* Experience in using **CRM** fusion demand tools for importing huge amount of data into salesforce.
* Expertise in **Apex** to implement the **complex business logic** with in **Governor Limits**.
* Customized page layouts for **Opportunity, Contacts and Accounts** depending upon user roles and groups.
* Experience with the integrating **SFDC** and **AppExchange** partners such as **CPQ/Apttus**
* Strong Hands on experience in integrations using **Web Services** via **SOAP API**.
* Executed **Data Migration** from different Applications to Salesforce using **Data Loader Utility**, **Apex Data Loader**, Informatica and **SSIS** (SQL Server Integration Services) on Demand
* Experience in using **Apttus CPQ** and installed and **configured Products**, **Price List**, and Product Catalogs in **Apttus CPQ**.
* Integrated salesforce and **CPQ application** to automate fulfillment process
* Experienced in integration of Salesforce.com with external applications by using **web services SOAP** and **REST API.**

**Environment:**Force.com IDE, Apex Classes, Apex Triggers, Visual Force pages,Marketo, Validation Rules, FormulaFields Apex Data Loader, Reports and Dashboards, sandbox, Workflow & Approvals, Web Services, Eclipse/Force.com IDE, CPQ.

**Client: Omnicom Group-NYC Jan 2013 –Sep 2015**

**Role:**Salesforce Administrator/Developer

**Description:**Omnicom group is a complete web-based marketing, accounting and business management system that requires only a web-browser and pdf reader to use. It has a wide range of features suitable for many businesses particularly distributed businesses in wholesale, distribution and manufacturing.

**Responsibilities & Tasks:**

* Responsible for the creation of **custom Apps**, and Reports using the **Salesforce CRM cloud computing model.**
* Using **Apex Data Loader** mapped data sources and loaded data into Call Center application.
* Developed **Custom Objects**, **Custom reports** and configured Analytical Snapshots to dump the data into on a regular basis for **sales performance** and **lead generation statics**.
* Perform detailed analysis of user & business requirements, designed the solution with customizing various Standard Objects of SalesForce.com.
* Designed Workflow rules, Approval process and its associated actions like time **triggered tasks**, **email alerts**, **field updates** and **time-triggered tasks** to implement the business logic.
* Worked on **XML**, **HTML**, **SQL**, **JAVA SCRIPT**, **JQUERY**.
* Experience in developing **SFDC** Customized Reports, Dashboards and Processes to continuously monitor **data** and **integrity**.
* Experience in installing, evaluating the **AppExchange** application under the salesforce.com platform.
* Demonstrated knowledge of **XML**, **SQL**, **HTTP/HTTPS** and **EAS processes** and understood the different **SAAS development** processes and methodologies.
* Used Force.com **web service API** for implementing **WSDL** in the application for access to data from **external systems** and **web sites**.
* Worked closely with business partners to realize the full capabilities of Salesforce.com **CRM**.

**Environment**:Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Controllers, Visual Force, XML, Triggers, XML, SQL, JAVA SCRIPT, JQUERY

**Hitachi Data Systems, Santa Clara, CA Nov 2011 – Dec 2012**

**Role: Software Engineer.**

**DESCRIPTION:**Maintain a large web services application which provides third parties real time read, update, and delete access of customers information.

**Responsibilities & Tasks:**

* Developed and deployed high performance, data-driven responsive user experiences for clients by leveraging **HTML5**, **CSS3**, **JavaScript**, **jQuery**, and **Bootstrap**.
* Developed application code in **Java J2EE**, **Spring MVC technologies**.
* Used **jQuery** to simplifies **Java Script programming**.
* Wrote application level code to perform **client-side validation** using **JQUERY** and **Java Script** programming.
* Experienced in developing **Front-End UI** based applications using **JSP**, HTML, **CSS**, **JavaScript**, **Ajax**, **jQuery**, Struts and **Spring MVC**.
* Proficiency in **SFDC** Administrative tasks like creating Profiles, Roles, Users, **Page Layouts**, **Email Services**, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Developed **APEX Classes**, Controller Classes and **APEX Triggers** for various functional needs in the application.
* Created test scenarios on Salesforce **Sandbox environment** and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE** and Sandbox environment.
* Assisted end users to use salesforce.com and analyzed and evaluated complex business requirements and recommended solutions.
* Strong working experience in Design, Development of several Web-based Applications using **open source frameworks** such as **Struts** and **Spring**.
* Experience in developing/consuming Webservices (SOAP and Restful web services).
* Experience working with **SDLC** process methodologies like **waterfall,** agile, iterative**scrum**, Multi-cultured Team Player with complete flexibility to work independently as well as have quick grasping capabilities to work with the newly emerging technologies

**Environment:** Java, CSP, Ajax, jQuery ,Struts, J2EE, Struts 2.x, JSP, Servlets, EJB, JMS, JDBC, PL/SQL, XML, REST Web Services, WebLogic Application Server, Eclipse, UML, HTML, AJAX, JavaScript ,HTML,, Windows, Unix.

**Iris Technologies, India June 2010 – Sep 2011**

**Role: Software Engineer**

**DESCRIPTION:** This project is responsible for writing product specifications, creating and executing the plan, proactively mitigating risks, and managing the software development life cycle from inception to production launch and post production support

**Responsibilities & Tasks:**

* implemented outstanding security algorithms and concepts such as **Digital Certificate**, **Digital Signature**, **SSL** to achieve the highest degree of security and privacy. Participated in Unit testing, Peer testing and Code review.
* Develop and implement **application coding** and **development standards.**
* Always used best practices to write code, Documented the developed code.
* Wrote **SQL queries**, stored procedures, modifications to existing database structure as required for addition of new features using **MySQL database.**
* Create and maintain documentation on processes, policies, application configuration and help-related materials for end-users.
* Designed the front end using **HTML**, **CSS**, Java Script, JSP, **jQuery**.
* Involved in project initiation, estimation activities, requirements gathering sessions, communicated directly with the team to get the appropriate requirements.
* Participated in weekly project meetings, updates and Provided Estimates for the assigned Task.
* Involved in installing and configuring **Eclipse** for development.
* Participated in the bug re2view meetings, updated requirements document as per business user feedback and change in functionality of the application.
* Used various Java and **J2EE APIs** including **JDBC, XML, servlets, JSP, JavaBeans**.

**Environment:**

MySQL, jQuery, HTML, Eclipse,CSS,JDBS, XML, servlets,JSP,JavaBeans,J2EE API,Java Script ,JSP.

**Education Background:**

Bachelor’s in Electronics and communication Engineeringfrom India (2010).