**Sravanthi **

**Salesforce Developer/Administrator**

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* 8+ years of experience in salesforce.com CRM platform both as **Administrator** and **Developer** along with **web technologies.**
* Involved in various stages of **Software Development Life Cycle(SDLC)** including analysis and development of application using**salesforce.com CRM, Force.com** platform as an administrator and developer.
* Good knowledge on **Apex** development in creating custom objects, custom tabs, **Triggers, Apex Classes**, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Worked with designing junction objects and implemented various advance fields like picklist, Controller picklist Custom Formula Fields, Field Dependencies, Validation Rules, **Work Flows**, Sharing Rules and Approval Process for automated alerts, Field updates and Email generating according application requirements for all projects.
* Developed **VisualforcePages, Visual flow** and Custom objects using **Apex Programming** on Force.com Platform.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and **Data Loader**.
* Knowledge on Salesforce Lightning Components and Lightning Pages.
* Good experience in **Salesforce chatter** and hands on experience in defining and delivering the Chatter File Sync and File sharing solution.
* Key player in migrations and deployment of code from one environment to other using **Force.com** IDE **deployment Wizard**.
* Good understanding with **Client/Server architecture**, Object-Oriented design techniques and web application design under **Model View Controller(MVC**) and **Service Oriented Architecture (SOA).**
* Experience in Web Technologies like **HTML, CSS, jQuery, JavaScript, and SOAP.**
* Creating and designing **of Reports, Custom Reports, Report Folders, Snapshots and Dashboards.**
* Experience with working Salesforce.com and Sandbox and production environments and ability to write **SOQL, SOSL** Queries across multiple objects with the SFDC database.
* Experienced in analyzing requirements and implementing them using sales force relationships by establishing **Master- Detail, Lookup** and **Junction objects relationships**.
* Experience in Validating **Salesforce.com** – sales, service and community including salesforce1.
* Involved in Massimports and exports of data using **Import Wizard** and **Data Loader.**

**Certifications**

Salesforce Certified Platform Developer I (DEV 401)

Salesforce Certified Administrator (Admin 201)

**Skill Set:**

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| Salesforce.com Technologies | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Data Loader, Custom Objects, Case Management Automation, Workflow & Approvals, Dashboards, Reports, Salesforce lightening components, AppExchange Products, field service lightening. |
| Databases | Microsoft SQL Server, MS Access |
| Web Technologies | HTML, DHTML, CSS, XML, AJAX, JavaScript. |
| Programming Languages | SQL, PL/SQL, Java Script, C, C++ |
| Project Management | Microsoft Office (Word, Excel, PowerPoint), Microsoft Project, Agile & Waterfall methodologies |
| Browsers | Internet Explorer, Firefox, Chrome, Opera & Safari |
| Operating Systems | Windows XP, 7, 8 & server 2003, UNIX, Linux and Mac OS |
| Force.com Tools | Eclipse, Workbench, Data Loader, Force.com Explorer, Dataloader.io, DBAmp, Force.com Explore, Jitter Bit, Anaplan, Link Point 360, Backupify, Enabler4Excel, GIT, SOAP UI |

**Work Experience:**

**Client: Department of Health-Washington, DC**

**Position: Salesforce Developer/Administrator Duration: October 2017 – Till Date**

**Responsibilities:**

* Worked on implementing Customer communities for Patients and Doctors.
* Designed, developed and **deployed Apex Classes, Controller Classes, Extensions and Apex Triggers, REST API** for various functional needs in the application. Developed various **Batch Apex classes and scheduled those using Apex Schedulable classes** on hourly basis.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Worked with **SOQL, SOSL queries** with **governor limitations** to manipulate the data from Salesforce.com platform databases.
* Maintain excellent customer field service with staff members at branch offices
* 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.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked Dataloader to loading data into Salesforce(existing ETL processes, new ETL processes )
* Worked **on** troubleshooting **service cloud, supporting cases**, developed **workflows** and **triggers** for automated case resolutions
* Developed **Email templates** in Text, **HTML** and Visualforce for setting up email alerts for auto response and data updates.
* Create new ETL processes for loading data into Salesforce, where needed.
* Embedded **JavaScript**and**jQuery** in the visual force pages.
* Implemented custom **Cascading Style Sheets CSS** for visual force pages.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **sandbox to sandbox/production**using**ant migration tool, Eclipse**and**Change Set**.
* Worked on **CRM** platform environment of **SFDC Sales Cloud** and **Service Cloud modules**
* Worked on customization of **Sales Cloud schema** by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Created **roles, profiles, access settings, workflow rules, validations, page layouts**, creation and modification of **fields**.
* Experience in **installing, evaluating AppExchange** application on salesforce.com platform
* **Debug** Apex scripts using **Debug Logs** and System Log Console to catch Exceptions and execute Governor Limits.
* Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created **Lighting components** and**server-side controllers**, added **CSS** and **design** parameters for them, which improves **performance**.
* Created a **lookup** utility using **Lightning, Apex classes** and **SOSL to lookup Users** and add them as a **Case Team** to the case record.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader,ETL, Apttus CPQ/CLM, Service Cloud, Sales Cloud, Developer Console, Force.com

**FedEx Corp, TN Duration: September 2016- September 2017**

**Salesforce Developer**

**Project:** SFDC Implementation

**Responsibilities**:

* As a **SFDC developer** interacted with various business areas to gather requirements and developed data model to suit complex business needs.
* Developed **APEX triggers, classes, Test methods & Visual Force pages** to implement the custom functionality.
* Customized **standard sales force objects** like **products, price books, case management** and **solutions**.
* Created **Custom Objects** and **defined lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Administered Salesforce.com SFA setup, which involved modifying **roles** and **profiles**, creating/ modifying **dashboards/reports** and **managing users**.
* Created **use case scenarios**, **custom work flow** and **business logic.**
* Created **Profiles, Roles** based on Organization role **hierarchy** and implemented **Record**-**Level** and **Field-Level security** and configured their **sharing settings.**
* Developed presentation layer using **HTML, CSS, JSP and JavaScript**.
* Designed very complex Visualforce pages using **JavaScript, CSS, HTML, jQuery** and Controllers
* Development of **SOAP** and **REST** based web services used for custom development
* Integrated the external system like **CSP**, **Workbench** and making callout to them using **SOAP**.
* Managed **Auto response rules** if customers approached beyond the business hours.
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Created Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Developed **Cascading Style Sheets CSS** for creating effects in Visual force pages.
* **Worked on Sales Cloud, Service Cloud**, **Service Max web service, Force.com Community Portal, Chatter Knowledge One**and**App-exchange on Salesforce.**
* Maintained users with **Service Cloud** to communicate with **customers** and **partners**.
* Experienced in reporting the data or results in different ways in user friendly way using salesforce **wave analytics**.
* Implemented **Wave analytics** and designed **Wave dashboards**, lenses and datasets.
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and **Opportunities** using **Data Loader**/ **DBAmp** and **Import Wizard.**
* Evaluated **Salesforce.com** support module for call-center and help desk application.
* Created many **Lightning Components** and **server-side controllers** to meet the business requirements.
* Involved in migrating the **standard** and **custom objects** in standard experience to lightning experience.
* Used Change Sets to deploy components between **sandboxes**.
* Configured **Data Loader** and uploaded data in **CSVfiles** into Salesforce, checking for the correctness of the data.
* Worked on **MS SQL Server** for CRUD operations on database
* Performed code review of the application to make sure the source code confirms to industrial coding standards and followed good programming practices.
* Used the **Sandbox** for Development and Testing and Migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Veeva CRM, Sandbox data loading, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE

**Client: Care N’ Care,Fort Worth, Texas**

**Position: Salesforce Developer/Administrator. Duration: October 2015 – August 2016 Responsibilities**:

* Involved in **Salesforce.com application Setup** activities and customized the applications to match the functional needs of the organization.
* Interacted with team members to gather and documented requirements.
* Created various **custom objects** and defined **lookup, Picklist, master-detail relationships** and **roll up summary** between those objects. Also created **junction objects** to establish connectivity among objects.
* Created **workflow rules** and defined **related tasks, time-triggered tasks, Email alerts** and **field updates** to implement **business logic**.
* Configured **Salesforce** including but not limited to **Validation rules, Workflows, Custom labels, Custom Settings, Profiles** and **Permissions.**
* Worked **on Salesforce.com** Setup & Configurations, **data migration** and conducting **end-user trainings**.
* Worked on various Salesforce.com **standardobjects** like **Accounts, Contacts, Cases, Leads, opportunities, Campaigns and Reports.**
* Designed and implemented **dashboards** and tailored reports for sales departments.
* Involved in various Salesforce.com application setup activities and **customized** the **apps** to match the **functional** needs of the organization.
* Used **Force.com Eclipse IDE** for developing **Apex Pages, Controller Classes** and **Triggers** for deploying the projects components into different Sandbox Environments.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on **Service Cloud.**
* Created **page layouts**, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and configured various custom reports and report folders for different user profiles.
* Implemented **"Email to Case", "Web to Lead"** for Lead and Case automation.
* Deployed code into different sandboxes using **Sub Version (SVN)**.
* Wrote **SOQL, SOSL** queries for calling the data from databases and displayed them.
* Updated and Modified Company and Sales Users **Dashboard** according to the requirements to analyze the **growth** of **Sales**.
* Developed comparison dashboards for Sales users to Compare Previous **Fiscalyear** and Current Fiscal year sales graph.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard Objects of **Salesforce.com** and other Platform based technologies like **Visual Force, Force.com API** and **web services**.

**Environment:** Salesforce.com, CRM, Apex, Visualforce, triggers, workflow, validation rules, AppExchange, report, dashboard, Force.com IDE, Visualforce (pages, components, and controllers), Email services, Custom objects, process builders, Data loader, SOSL, SOQLs, Force.com API.

**Client: MoneyGram, Frisco, Texas**

**Position: Salesforce Developer Duration: January 2014 – July 2015**

**Responsibilities:**

* Involved in analyzing the requirement and writing the detail **Designs** for **usecases**.
* Responsible for Salesforce customizing i.e., creating **custom objects, Page Layouts, Record Types, Validation Rules, Workflows** and **Approval Process.**
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Worked extensively on SFDC objects **Leads, Accounts, Contacts, Opportunity** and various other **custom objects.**
* Worked with the **user group** for requirement gathering throughout the planning and implementation.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non- functional requirements.
* Managed **relationships** between Salesforce managed package partners.
* Implemented **changes** in the Salesforce organization and maintained the updating them.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data **cleansing, custom objects, work-flow.**
* Interacted with the **Salesforce.com** premium tech support team on a regular basis.
* Designed company data layout and customized workflows.
* Worked on **Lead customization** by enabling **Lead Process, Web-to-lead, Assignment rules** and **custom Lead** conversion using Apex and Visualforce pages.
* Worked on **Apex Triggers** and **Apex Classes** for custom logic.
* Integrated with Little **Pay Page payment gateway** and other custom third-party systems.
* Created an **interactive UI** to improve customer experience while recording the damage incurred to the property using **Visualforce pages**.
* Responsible for migrating data from **SQL Server** to salesforce.com using **Jitter bit**.
* Created **Jitter Bit Jobs** to Sync data between Salesforce and SQL Server.
* Created and maintained the **email templates** to be used in the Workflows, Auto Assignment Rules and **Auto Response Rules** related to Lead Management module in **Sales Cloud**.
* Performed mass insert, update, upsert, delete using **Data Loader tool.**
* **Migrated** the whole application from one instance to the other and **production**.
* Documented **data mapping, reports** and **dataflow diagrams.**

**Environment:** Salesforce.com customizations like Workflow Rules, Record Types, Validation, Formulae, Custom objects, Page Layouts, Apex Trigger, Apex Classes, Visual Force, Reports, Sites.com, Apex Callouts, Web Services (REST & SOAP), JQuery, Jitter bit, SQL Server 2008.

**Client: IPRO, IT SOLUTIONS, India.**

**Position:Jr. Developer Duration:February 2010 – November2013**

**Responsibilities:**

* Worked as an **Administrator** as well as web developer as per the project and client requirement.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Experienced working with web applications and programming languages like **HTML, CSS and JavaScript.**
* Worked with front end development and implemented **Unit Testing** and **Integration Testing**.
* Experienced the whole designing and development of whole project.
* Involved in deployment, deployed all the **classes, triggers, objects, components, pages** from one environment to another environment.
* Implemented **case management automation** (on Case Object) to track and solve customer’s issues.
* Implemented Email-to-case entry and manual case entry for entering customer’s cases in cases Tab.
* Created **user accounts** and managed the **profiles** and worked on role hierarchy and sharing rules to configure visibility.
* Developed **automatic workflows** and **approval process** for sales opportunities, quote discounts and lead counting.
* Created **Custom profiles, public Groups** and **roles** to distribute user rights and functionality.
* Loaded data into SFDC using **Data loader** and **migrated** several legacy applications to the Force.com platform.
* Reviewing the code and **bug fixing** along with monitoring performance, modification of queries and sending data to database.

**Environments:** SFDC, Visual Force Pages, Data Loader, Force.com, Visual Studio, HTML, CSS, JavaScript, SQL server.