**SravaniMamillapalli**

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**Phone: 619-597-8459  
Sr. Salesforce Developer**

**Summary of Skills:**

*A well-seasoned Developer over* ***9 Years*** *of IT experience with 6* ***years*** *of experience in the* ***Salesforce.com as*** ***Administrator and Developer****.Experience with Salesforce.com administrative activities:* ***Creating Profiles, Roles, Users, Permission Sets, Record Types, Page Layouts, assignment rules, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Reports and Dashboards.***

* Proficient in creating **Triggers** and **APEX Classes**, **Controller classes**, **Visual force Pages, App Exchange Package** &**Custom Application, Sandbox data loading** and **Web services API** for implementing web services in the application for access to data from different users.
* Experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and Apex Managed **Sharing rules**.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language, **App Exchange Products** and **Salesforce Mobile Experience.**
* Experience on working with **Amazon AWS S3** for file storage in Salesforce**.**
* Implemented various **JavaScript/JQuery UI** effects on the page.
* Worked on SOQL**, SOSL, Visual force, Apex, CSS, Force.com Web Services, REST, SOAP& Metadata API**.
* Developed applications visually using custom-built **Lightning components**.
* Have Knowledge on Lightning Components and Salesforce Lightning Design System.
* Experience in front end such as **HTML, XML, JSON, JQuery, AJAX.**
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, **quality management systems and Agile project life cycle processes**.
* Experience with **Service Cloud** and **Sales Cloud.**
* Experience in integrating Salesforce with **Oracle financial applications** using **Informatics-On-Demand**
* Experience in migrating data from legacy systems to Salesforce using **Apex Data Loader**.
* Developed SFDC **Customized Reports, Dashboards** and **Processes** to continuously monitor data quality and integrity.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using **lightning framework**.
* In-depth understanding of **SFDC CRM business** processes.
* Developed **Visualforce pages** using responsive design techniques to provide device optimized layouts.
* Experience with Salesforce **AppExchange**, configured user security permissions in compliance with organizational needs.
* Experience in writing **Apex Test classes** to achieve minimum of 75% code coverage before deploying code to production.

**Certifications:**

Salesforce.com Certification – **Administrator:** 17689O23

Salesforce.com Certification – **Platform Developer I:** 178523O9

**Technical Skills:**

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| **SFDC Technology** | Apex classes, controllers and extensions, Apex, Triggers, Visual Force Page, SOQL, SOSL, SFDC Utilities/Tools: Data Loader, Workflows & Approvals, Dashboards, Custom Objects, Web Services Integration using SOAP & HTTPs. |
| **SFDC Tools** | Apex Data Loader, Connect for Outlook,Force.com IDE(Eclipse), Force.com Migration Tool, GitHub, Workbench, Force.com Platform (Sandbox and Production). |
| **Languages** | C, C++, Java, PHP, SQL, Apex, .Net. |
| **Web Technologies** | HTML, CSS, XML, JavaScript. |
| **Operating System** | Linux, MS Windows Vista/8/10. |
| **Java Script Libraries** | JQuery, angular.js |
| **Database** | PL/SQL andMS Access |
| **Documentation tools** | MS Office, Microsoft Visio |

**Professional Summary:**

**Client: HCA – Irvine, CA**

**Sr. Salesforce Developer July 2016 – Till Date**

**Responsibilities:**

* Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and design solutions for complex problems.
* Implemented Platform Encryption using **Salesforce** Best Practices for meeting the Enterprise Security Standards, taking into all the performance considerations.
* Assist business stakeholders during UAT and QA team in regression testing and analysis of the applications.
* A set of modern user interfaces optimized for speed. This includes the **Lightning Experience**, Salesforce1 Mobile app and template-based communities
* Develop **Apex** program and apex triggers for various functional needs in the application.
* Work with Dynamic Apex to access Objects & Fields to describe information, execute SOQL, SOSL & DML queries.
* Integrate the web services by generating the necessary WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Configuring Email-2-Case customizing the service cloud for various business support groups.
* Implemented Salesforce Service cloud for implementing Contracts, Case management and Asset administration for its business on Salesforce cloud platform.
* Skilled in integrating **Salesforce** with external master data using SOAP and REST API. Parsed JSON responses provided by third-party systems connected via REST inside Apex classes.
* Implemented Live Engage using the Engagement History API Documentation.
* Used **JavaScript** and libraries like **JQuery** with apex for the desired functionality.
* Developed UI using CSS, HTML tags, Visual Force components and used JavaScript for front-end validation. Created Page Layouts for various profiles to make users comfortable for inputting data into CRM from customers.
* Implemented **DocuSign** in **Salesforce**.
* Maintenance of installed Managed Packages in **Lightning using Apex**. Experienced in Data Migration using Data Loader. Worked on Integrating Salesforce systems using SOAP and REST API's.
* Used sandbox mode for testing and migrated code using Change Sets to the production instance in installments. Created test scenarios on Sandbox environment for more complex business logic and used Force.com Component Deployment Wizard for migration of data.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* In charge of the deploymentand complete setup in 3 production instances, used Eclipse and change Set for deploying.
* Debug Apex scripts using Debug LogsandSystem Log Console to catchExceptions and execute Governors and Limits.
* Developedproduct capabilities usingForce.com, APEX, and Visualforce.
* Deployed Apex using Force.com IDE, **Force.com**Migration Tool and Web Services API(XML,WSDL,SOAP,REST).
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Environment:** Salesforce.com, Visualforce (Pages, Component, & Controllers), SOQL, SOSL, SOAP, REST API, JSON, JQUERY, Security Controls, JavaScript, Custom objects and Fields, Time based triggers, Triggers, Workflow Rules, Data loader, Apex Schema Builders, Custom Tabs, HTML and CSS.

**Client: Mazda, CA**

**Role: Lead / Sr. Salesforce Developer July 2015 – June2016**

**Responsibilities:**

* As a ***Sr. Salesforce Consultant*** Develop and maintain Visual Force pages, Apex (triggers, classes, controllers, etc.).
* Designed and developed S1 mobile app using lightning components.
* Implement **Salesforce Service cloud** for implementing Contracts, **Case management** and Asset **Administration** for its business on **Salesforce cloud platform**.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Approval Processes, Workflows, Reports, Dashboards, Tasks, Events and Audit Trials.
* Use Eclipse **Force.com** IDE for **development** and **deployment**.
* Created many custom objects and custom fields in **Lightning** experience.
* Maintenance of installed Managed Packages in **Lightning** using Apex. Experienced in Data Migration.
* Perform Salesforce administration including, security, workflow rules, approval processes, formulas, validation rules, page layouts, pick lists and configuring custom objects.
* Analyzed and designed the Leads & sales process for the Partners in Partner Portal.
* Collaborate regularly with senior management, IT, and end users to gather business requirements and provide solutions.
* Implemented Salesforce Sales Cloud for partners.
* Associate Jira Issues with Salesforce Cases, Accounts, Opportunities etc. Push and pull information from JIRA.
* Manage and cleanse Salesforce data using various tools (Access, Excel, Data Loader, and Demand Tools).
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of **Saleforce.com**.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Create and manage **APEX** test coverage.
* Implement and train users on new and additional system functionality (lead object, content, new custom objects).
* Perform different tasks in sales modules like Lead Conversion, Opportunity Registration & Lead scoring.
* Customize and publish report types, dashboards and reports depending on the user requirements.
* Regularly attend a change advisory board meeting to discuss system changes across the organization.

**Environment:** Salesforce.com, Visual force (Pages, Component, & Controllers), SFDC Service Cloud, Security Controls, JavaScript, Custom objects and Fields, Time based triggers, Triggers, Workflow Rules, Data loader, SOQL, SOSL, Apex Schema Builders, and Custom Tabs.

**Client: Walgreens,Chicago-IL**

**Role: Sr. Salesforce Developer Aug 2014 – Jun 2015**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation in the sales cloud based environment.
* Implemented the requirements on **Salesforce.com platform** and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, contacts, Solutions and Custom Objects.
* Worked closely with Sales team and Business Analysts and performed detailed analysis of Business and Technical Requirements and designed the solution.
* Implemented the **Service cloud** on **Salesforce CRM** to handle the various inquiries, cases and information requests.
* Developed various Custom Tabs, Tags and Components.
* Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with **Data Loader** and **App Exchange** Applications.
* Worked with different Deployment Plans for each release and Sandbox Refreshing.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Involved in setting up Profiles and assigning the Profiles to the Users.
* Involved in setting up the Role Hierarchy and assigning the Users as per the role.
* Involved in work with sales modules such as Quote generation, Product & price book, Price discounting lifecycle.
* Created different profiles and setup the permissions based on the roles in the organization
* Knowledge in Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Experience with SOQL and SOSL statements within custom controllers, extensions and triggers.
* Involved in the Web Services Integration to connect with the different Applications.
* Demonstrated knowledge of XML, HTML, SQL, HTTP/HTTPS and EAS processes and understood the different SAAS development processes and methodologies.

**Environment:**Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, SFDC Service cloud features Email2Cse, Web2Case, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL,XML,SQL, Apex Schema Builders, and Custom Tabs, Excel.

**Client: Home Depot, Austin-TX**

**Role: Salesforce Developer / Admin Nov 2011 – July 2014**

**Responsibilities:**

* Performed the role of **SFDC Developer**, interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Documented and shared the requirements with other SalesForce.com consultants for further implementation.
* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of organization.
* Developing email-to-case functionality to capture customer inquiries in the Service cloud.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Customized tabs for among different business user’s groups and business centers.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements of Hotwire.
* Created the workflows for automated case routing, entitlement managements, alerts and other processes.
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Developed various Custom Reports and deployed them for different business user levels.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Involved with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.
* Administrated and monitored the company’s SalesforceCRM application.

**Environment:**Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex Schema Builders, Advanced use of Excel.

**Areva Technologies, India**

**Sr. Java Developer Aug 2008– Sep 2011**

**Responsibilities:**

* Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Responsible for development of various GUI Screens using HTML, DHTML, JavaScript and JSP.
* Responsible for Coding using JSP, Java Servlets, Struts and XML.
* Implemented Model View Control (MVC) architecture using Struts Framework.
* Responsible in writing Data Access codes using JDBC and Oracle database as backend as Model Component.
* Responsible for Testing - unit testing & integration testing using JUNIT.
* Writing procedures and Packages for Report Generation using Oracle as Database.

**Environment:** Java/J2EE, Java Script, JDBC, PL/SQL, JUNIT, MS Excel.