**Sravanthi Raj**

**Salesforce Developer**

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**Summary:**

* **6+ years** of effective involvement in IT industry with solid Object-oriented Analysis, Designing and Programming ability with broad involvement in **Salesforce.com CRM** with capability as a Developer and Administrator and over 1+ years of experience in **Java/J2EE**.
* Experience in **Development, Administration, Configuration, Implementation**, and Support of salesforce CRM, and Salesforce applications in view of **Apex Language** and utilizing Force.com Platform - world's first business **Software as a Service** (SAAS) application running in Cloud Computing Environment.
* Good experience in developing Salesforce **Lightning Apps, Components, Controllers and Events.**
* Excellent domain knowledge on ERP Applications: **CRM, CPQ solution, Finance, Retail verticals, Banking and Insurance**.
* Extensive experience in developing **Apex Classes, Triggers, Visual force pages, writing Workflows, Validation and Assignment Rules, Force.com API**, Custom Tabs, Custom Objects, Controllers, App Exchange Package & Custom Application, **Analytic Snapshots** and Dashboards. scheduled those using Apex Schedulable classes on hourly basis.
* Extensive experience in developing and designing **Entity-Relationship data model**, validation rules, components.
* Experienced in **Customer Service** and Support Administration.
* Experienced in Importing data from excel sheets in to Leads, Accounts, Contacts and Opportunities **using Data Loader and Import Wizard**.
* Created customized UI as per the client and application requirements using **Visualforce**.
* Expertise in Lightning app builder (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in **mobile, Tab and Desktop versions**.
* Developed Lightning Component Framework and built Lightning component using **aura framework.**
* Experienced in querying Salesforce tables using **SOQL & SOSL** queries using Force.com Explorer.
* Good knowledge on mobile applications like **Salesforce1 and Salesforce classic**.
* Knowledge on Salesforce Lightning Process Builder, **Lightning UI/UX**, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Built reusable **UI/UX components** with lightning component framework.
* Strong experience with source control tools **Git, Bit bucket, Source tree, built salesforce code** from the repository.
* Strong experience in **Steel Bricks and Oracle Big Machines CPQ implementation**. Used **Apttus CPQ** to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
* Experience in working **with Eclipse IDE with Force.com Plug-in environment** for writing Business logic in Apex.
* Strong in SFDC Functional Regions **Accounts and Contacts, Case Management, Leads, Campaigns, Opportunities, Dashboards and Reports**.
* Experience working in **Agile methodology, Scrum methodology, Waterfall model and Test-driven development.**
* Good knowledge in Release/Change Management, **Continuous Integration, Continuous Delivery**(CI/CD) and performing detailed analysis of business and gathering technical requirements.
* Experienced in **Onshore-Offshore model.**
* Hands on experience in using enterprise integration tools, **extract transformation and load(ETL),** enterprise information integration tools and **enterprise architecture initiatives(EAI).**
* Good knowledge in RDBMS concepts and experience in **Oracle, Sybase, My SQL**.
* Experience to maintain the source using version controlling tools **RTC, CVS, VSS**, Borland StarTeam and defect management tool like Borland StarTeam.
* Experience with environments consisting of **Object Oriented Languages like C++, Java, J2EE, JSP, Servlets and other Java technologies.**
* Experience in developing mobile applications using **Bootstrap & Heroku** and has good knowledge in Phone Gap.
* Written Apex Test classes to achieve above **90%** **code coverage** to test apex methods.
* Experience on **Java Multi-Threading, Collection, Interfaces, Synchronization, and Exception Handling. Hands on experience working with HTML, XML, CSS, jQuery, JavaScript, JSON, Angular and AJAX.**
* Extensively worked on multiple complex Integrations and Data Migration between salesforce.com and legacy systems (CRM/Non-CRM) by using Force.com data loader, web-based import wizards, informatica cloud, Pervasive Data Integrator and hands on experience **on SOAP and REST**, Tooling API’s, **Apex controllers, Web Services Endpoints, Metadata** etc.
* Extensive exposure to **Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing(UAT).**

**Education:**

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| Bachelor of Engineering | Jawaharlal Nehru Technological university. |

**Technical Skills:**

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| Salesforce technologies | Apex, visual force, SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, sales force.com IDE, Apex data loader, web services. Dashboards, Analytic Snapshots, Custom Objects, Lightning. |
| Salesforce Tools | Eclipse, Force.com, Force.com Explorer, Apex Data Loader, Workbench  Force.com Data Loader, Force.com Excel connector,  Force.com Platform (Sandbox, and Production) QTP and Sandbox Testing. |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, Data Migration, Data Loader. |
| Databases | SQL Server 2005, Oracle, MS Access, Peoplesoft, SOQL |
| Programming Languages | Java, C#, .NET, J2EE, Apex, DL/SQL. |
| Web Technologies | HTML, CSS, Java Script, AJAX, Apache Tomcat, JQuery, XML |
| Configuration Skills | Workflow: time-dependent actions, field updates, email alerts, Field Level and Object level security, role hierarchies, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, Salesforce Lighting. |
| Project Management | Waterfall, Agile. |

**WORK EXPERIENCE**

**Client: NRG, Houston, TX**

**Duration: Jan 2017 - Present**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the **Business and Software Requirements**.
* Worked on Agile methodologies where **requirements, design, testing, deployment** needs to be done as early as possible.
* I was working on the setup of the **Omni-Channel integration** with the salesforce and could successfully be able to configure the changes in salesforce
* The complete initiation in setting up of the open **CTI softphone** in salesforce with the help of the third party open CTI configuration named by **i3 Genesys**.
* Designed and developed **workflow rules, validation rules, and customizations within Salesforce.com**
* Created **templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Using Force.com toolkit including **Apex Classes and Visualforce pages** to develop custom business logic.
* Involved in **CPQ** (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Worked with **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed **code-based** changes only when point-and-click/formula configuration changes cannot achieve the business requirements
* Customizing the **Apttus product** configurator and quote application as per business needs.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product.
* Worked on **Data loader** tools such as **SFDC Data import wizard, Apex Data loader, Data loader IO, Workbench.**
* Extracted the **salesforce CRM** information into Java Based Applications using Force.com API/Java on Demand to provide integration to perform advanced reporting, analysis and for Quotation process.
* Experience in **Sandbox** while deploying code changes from Developer Environment to Test Environment.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product.
* Deployment of code from one org to other by using change sets, **eclipse.**
* Integrate of Application with Salesforce.com with using **SOAP & REST** web services API.
* Involved in creating and customizing **Apps, Objects, Tabs, Workflows, Reports, and Dashboards** using lightning experience. Created Visual Force Pages using **Lightning experience**.
* Created visual workflows for user-triggered events.
* Design **Sales and Marketing** solutions to meet customer Requirement & business requirements in Service Cloud.
* Created Objects and fields, **Relationships and Record Types, Page Layouts, Profiles and Assignments Rules.**
* Deployed application from **Sandbox to Production** environments using Change Set, Eclipse and Force.com Migration tool
* Designed Custom tabs**, Approval Processes and Auto-Response Rules** for automating business logic.
* Implemented **pick lists, dependent pick lists, lookups, master-detail** relationships to the custom objects.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.**
* Created workflow rules & defined related tasks, **time-triggered tasks, email alerts, filed updates to implement business logic.**
* Used Community Cloud to perform computing types of applications, massive data simulations with **data-rich, real-time visualizations.**
* Created CPQ process using **Apttus CPQ and CLM AppExchange tool** in Quote.
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Troubleshooting and configuring Data Loader operations and running the **Data Loader in batch mode**.
* Worked on various Salesforce objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Utilized Lightning Connect to get **real-time data** from external system by using external objects in Salesforce.
* Performed the roles of **Salesforce.com Administrator / Implementer** in the organization.

**Environment:** Salesforce.com, Apex, Visualforce, Lightning (components and controllers), Eclipse IDE, triggers, test method, Communities, validation rules, SOSL, SOQL, HTML, Apttus CLM, CPQ, Java Script, AppExchange, Reports, dashboard, Force.com IDE, JavaScript, REST/SOAP API Web Services, XML, Oracle, SQL Server, Access, Workflows, Email Updates, Git Hub , Excel, PRM portal.

**Client: Samsung, Plano, TX**

**Duration: Aug 2015-Dec 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application **functionality, design and document** solutions that fill the gaps.
* As per the requirement by the business to implement the customer feedback to the agent IN Salesforce. I have installed the package from the app exchange market place named **MaritzCX** Connector for the salesforce.
* Worked on Salesforce **Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in **Visual force page** by using new Lightning Out feature by event-driven programming.
* Reviews and streamlined existing **CRM** to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user **Roles and Profiles** and given them Security controls and **shared settings**.
* Maintaining **profiles roles** and Standard Objects like user **Accounts, Contacts, Leads, Campaigns, Dashboards, Reports**.
* Also created **Reports** for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, **Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules** for automating business logic and Report folders for different users and profiles based on the requirement.
* Performed **UAT** cleanup using some scripts and **Data Loader**.
* Integrated **PokitDok** with Salesforce instance through DataPower by making **Asynchronous Calls** using REST API.
* Performed configuration activities creating Users, Roles, Profiles, Organization **Wide Defaults, Permission Sets, Public Groups and Queues**.
* Also created Reports for **custom financial data** of current and potential portfolio.
* Authorized access to **data, financial data** and overall better customer security facilities.
* Developed customer management app for the **customer services** team to track client databases and financial transactions by collecting requirement for the application of the **Salesforce CRM** with the Customer Portal.
* Worked at the client site with the **customer and manager** the project from end-to-end.
* Involved in Developing, Testing and Deploying the application in **UAT and QA servers.**
* Written **Triggers order** to process incoming service e-mail requests from customers to automatically create new **case records**.
* Created workflow rules and defined related **tasks, time-triggered tasks, email alerts and field updates to implement business logic.**
* Performed administrative tasks like **Data management, User management** (Creating and managing roles, profiles and users).
* Migrated financial transactions using **Data loader tools** that enabled ease of account reconciliation of various journal accounts.
* Integrated **Phoenix financial** software with the **Salesforce CRM** to assist the sales team to generate quotes from various records, and data present on the Salesforce CRM.
* Used **SOQL** and **SOSL** for data manipulation.
* I was also part of the couple of the projects where i was given the work to create the batch apex for scheduling the jobs which helped in saving the data in server which was got saved in salesforce because of the **server down**.
* Designed web pages in **Visualforce** for capturing various customer’s data.
* Created the **Reports and Dashboards** as per the business requirements.
* Migrated data from Excel and **CSV files to SFDC** using Data Loader and **Data Import Wizard.**
* Maintained **Sandbox Environment** for QA Activities.
* Worked on **Process Builder** based on the requirements.
* Migrated the code/components from Sandbox to other **Sandbox** using Change set.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.

**Environment:** Salesforce.com platform, Force.com IDE, lightning Apex classes, Triggers, Visual force (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, PokitDok, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, Java Script, Eclipse, Apex Triggers, Workbench, Perforce, REST API, SOAP, Windows, Bitbucket, Java, JIRA, Eclipse IDE, Dream Factory Utilities(Cascade), Workbench, Data Loader.

**Client: The Weather Company, Atlanta, GA**

**Duration: Sept 2013-July 2015**

**Role: Salesforce Admin Developer**

**Responsibilities:**

* Designed, and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow rules, Page layouts, Queues, Profiles, Roles, Users, Public Groups, and Sharing Rules.**
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* Defined **lookup and master-detail** relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented web-based case management automation - **Web to Case, Customer Portals**, and Sites.
* Implemented **Email-to-Case using Email Service Addresses** and worked on Case Assignment rules for assigning new cases to appropriate queue, and Auto Response rules to send appropriate response to customer.
* Mass data Management using **Data Loader** to insert, update, and delete data from Salesforce.com Objects. Used it to **read, extract, and load data** from comma separated values (CSV) files.
* Developed and configured various **Reports, Report Types,** and Report Folders with various levels of permissions to different users within same folder.
* Defined **lookup and master-detail** relationships on the objects and created junction objects to establish connectivity among objects.

**Environment:** Salesforce.com platform, Validation Rules, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, Workbench, Eclipse IDE Plug-in, Email services, Data Loader, security controls.

**Client: HSBC, India**

**Duration: July 2012-Sept 2013**

**Role: Software Developer**

**Responsibilities:**

* Designed and developed web-based UI using **JSP, Spring MVC & JSTL Tag libraries,** HTML and spring controller classes to map the user request
* Used **spring beans** with the concept of inversion of control for injecting the class beans
* Used **HQL, Criteria API** to retrieve and update the data.
* Involved in designing the handlers, and **hibernate mappings** for the service and data access layers
* Used **JNDI** to load the session attributes and database connections
* Developed various java script functions and events using **JQuery** to perform validations
* Developed **unit test cases, integration test cases** and test clients using **Junit** framework
* Created shell scripts to log runtime errors.
* Created **XML** schema documents based on the requirements and used JAXB for marshalling of the XML documents.
* Integrated the **Angular** application with the RESTful web services.
* Worked on **Cascading style sheets(CSS)** for the cosmetic changes of the GUI pages
* Published and Consumed SOAP based web services, tested using **SoapUI tool**
* Used **Log4J** for writing the logs for errors, warnings and info
* Used SQL to manage data and created SQL scripts for **tables, views and triggers**
* Used **SVN** as version control system for source code and project documents
* Involved in writing application level code to interact with APIs, Web Services using **AJAX, JSON and XML.**
* Written test cases in **Jasmine** and used **Karma** as a test runner.
* Used **JQuery** to make the **HTML, DHTML and CSS** code interact with the JavaScript function to add dynamism to the web pages at the client side.
* Designed and implemented a generic **Hippo CMS** based **RESTful** web service to retrieve enterprise forms created in CMS and return the corresponding XML (or JSON) representation of the content.
* Fixed bugs raised by **QA** team using Quality Center
* Deployed and tested the application in dev and test environments using **WebLogic server.**

**Environment:**  Java, Spring IOC, Spring MVC, Hibernate, J2EE, XML, HTML, CSS, AJAX, JQuery, Web services, JUnit, OOPS, Quality Center, Eclipse, Oracle, JavaScript, WebSphere 5.x, Log4J, Junit, Rational Rose AngularJS.