**Srinivas Gandla**

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**773-373-9609**

**PROFESSIONAL SUMMARY:**

* **10+ years** of software experience in **Evaluation, Design, Development, Testing, Maintenance** and **Production Support** using **SDLC Process and Methodologies**.
* Over **8+ years** of experience in **Salesforce CRM**.
* Good understanding of **Salesforce setup menu, Configuration, custom application development, administration and deployment of applications to Force.com platform.**
* Experience in designing of **custom Tabs, custom Objects, custom Fields, Page Layouts, Workflow Actions and Approvals, custom reports, Dashboards, Visual Force Pages, Apex Classes, Controllers Triggers and various components** as per the client and application requirement.
* Responsible for **Business Analysis and requirement understanding, development and data modeling.**
* Implemented the requirements on **Salesforce.com platform** and **Force.com plug-in using Eclipse**.
* Developed various **custom objects, Components and Visual Force pages.**
* Worked with various Salesforce standard objects such as **Accounts, Contacts, Leads, and Opportunities.**
* Good Experience in **building Custom Applications that includes administration, configuration and implementation and support experience onSalesforce.com platform.**
* Hands on Experience in **SFDC development using Apex Classes, Triggers and Visual Force.**
* Expertise in customizing standard **Objects, Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Products and Price books Reports and Dashboards.**
* Implemented **security and sharing** rules at object, field and record level for different users based on Organizational hierarchy.
* Experience working in environments using **Agile (SCRUM), RUP and Test Driven Development Methodologies.**
* Extensive experience in creating lookup relationships and master-detail relationships on the objects and creation of junction objects to establish connectivity among other objects.
* Proficient in Developing **Apex Triggers, Apex Classes and Test Methods** to facilitate details capturing and updating on **leads, prospects and contacts, sandbox data loading and Web services API.**
* Proficiency in analyzing **business requirements, entity relationships and converting them to Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.**
* Implemented **Salesforce.com web services** client using Salesforce web services **API, Java, XML and partner WSDL.**
* Worked on **Salesforce1, Partner Portal and Communities.**
* Good Experience in **data migration** using **Data Loader** and **integrations using webservices**
* Experience in doing Salesforce deployments using **Change Sets, Eclipse and Apache ant scripts.**
* Experience in using **ETL tools** for handling large volumes of data.
* Experience in wide range of languages and technologies such as **Java, J2EE, Apex, HTML and JavaScript.**
* Experience in **MS SQL Server, Oracle** and **MySQL Databases**.
* Involved in **Unit testing, Integration testing, Regression testing, System testing.**
* Involved in the **Build & Release Management** (giving builds, branching code, deploying code at client side, scheduling releases).
* Proficient in **designing Test suites using C#.net.**
* Excellent Interpersonal and Communication Skills with Strong Problem Solving capability.

**Technical Skills:**

Operating Systems: Windows 8, Windows Vista, Windows 98/2000/XP, Linux

Salesforce Technologies:Salesforce.com, Force.com IDE, Workflow & Approvals, Custom Formulas, Validation Rules, Process Builder, Email Templates, Roles and Profiles, Reports, Dashboards, Data Loader, Page Layouts, Visual Force, Apex, Triggers, SOQL, SOSL, Web Services SOAP, Workbench

Languages:C, C#.Net, Java, J2EE, Apex, SQL

Web Technologies:HTML, CSS, XML, JavaScript, MS Visual C#.Net, SOAP

Databases: MS SQL Server 2010/2012, Oracle 10g/11g, MySQL

SDLC: Waterfall, AGILE SCRUM

Tools/Utilities/IDE:Eclipse, GitHub, Team Foundation Server, Tortoise SVN, Quality Center

**PROFESSIONAL EXPERIENCE:**

**Hughes Network Systems, LLC, Germantown, MD Sep 2015 – Till date**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Responsible for Business Analysis and requirement understanding, development and data modeling.
* Implemented the requirements on Salesforce.com platform and Force.com plug-in using Eclipse.
* Developed various custom objects, Components and Visual Force pages.
* Worked with various Salesforce standard objects such as Accounts, Contacts, Leads, and Opportunities.
* Developed and deployed Workflows& Approvals wherever necessary.
* Created Email templates and inbound emails using Visual Force for the clients and customers.
* Developed and configured various Custom Reports and Report Folders for different User profiles based on the need of organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Integrated Salesforce CRM with Siebel CRM explicitly using web services API.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Used Data Loader to make bulk upload of client data.
* Created multiple Record Types based on the category of clients.
* Developed Triggers for complex Workflow rules working around the governor limits.
* Involved in setting up Role hierarchy and assigning the users as per the roles.
* Migrated data from csv files to SFDC using data loader.
* Worked with Production support team and fixed the issues on On-Demand basis.
* Proficient in designing Test suites using C#.net.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Used Sandbox for Testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with Salesforce.com.
* Led in Development efforts in converting legacy .net 1.1 web applications to asp.net 3.5 applications using C#.
* Developed C# application to receive and deliver data feeds in various formats.
* Followed the Extreme Programming /Agile Methodology for development.
* Actively participated in the daily SCRUM meetings to produce quality deliverables within time.

**Environment**:Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, MS Visual C#.Net, Email Services, Security Controls, Eclipse IDE Plug-in

**Verizon Wireless, Warren, NJ Jul 2013 – Aug 2015**

**Salesforce Developer / Administrator**

**Responsibilities:**

* Actively involved in gathering Business Requirements and implemented them successfully in sales force.
* Worked in agile methodology and participated in daily meetings and presentations in the organization.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick list, Custom Formula, Filed Dependencies, Sharing rules, Approval Process for automated alerts, field updates and Email generation.
* Has created a work around to build reports using SOQL Queries using Data Loader and scheduled those queries using an open source application called “Salesforce CLIQ” for scheduling reports in CSV format in Salesforce.
* Implemented Single Sign on for the application using ping federate
* Extensive work around on creating various Approval Process, Workflows, Custom Complex reports and Dashboards for the Business Stake Holders.
* Got an opportunity to work on wide variety of App exchange Applications for smooth functioning of the Business and also integrating them with Salesforce Bidirectional.
* Experience in working with Marketing Automation Tool Marketo for generating leads and also automating Lead generation process.
* Customization using apex and Visualforce to build custom pages.
* Experience in working with App Exchange application like Apttus, Marketo, Dupe Catcher, DocuSign and Conga Composer.
* Currently working on Data Cleansing for cleaning duplicate records in the database and also for helping Customer Care team by prepopulating Accurate Address data while working on Leads and opportunities.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users using REST and SOAP.
* Built many complex reports for reporting team and integrating the reported data to TABLEAU using Integration platform INFORMATICA.
* Additionally designed a phase for making respective changes in the existing system to meet Best Practices in Salesforce.

**Environment:** Force.com, Apex, Visual Force, Data loader, Java, Security Controls

**G/O Digital, Phoenix, AZ Nov 2012 – Jun 2013**

**Salesforce Developer / Administrator**

**Responsibilities:**

* Created, designed, implemented and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Worked with Single sign-on, SAML2.0 to enable the user to login to various applications simultaneously
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Created profiles and implemented Object and field level security to hide critical information.
* Used Apex Data Loader to migrate data such as accounts, campaigns from legacy system.
* Maintained processes of .csv import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Applied interpersonal skills to liaison extensively with customers and internal stakeholders and to negotiate requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Designed various web pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created various Reports (summary reports, matrix reports, pie charts, and graphics) and Report Folders to assist Service managers to better utilize Salesforce and configured various Reports and for different user profiles based on the need in the organization.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them.
* Proven analytical reasoning skills, which helped in understanding management and user needs, and being able to efficiently provide adequate solutions.

**Environment:**Salesforce.com Enterprise Edition, Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Validation Rules, JavaScript, Angular JS, Ruby, Tomcat server, JQuery, JSP, HTML.

**Discover Financial Services, India. Mar 2010 - Aug 2012**

**Salesforce Developer / Administrator**

**Responsibilities:**

* Created Custom objects to build new application functionality in the Salesforce.com.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Creation of Business process and procedure mapped to SFDC service and sales cloud based on business and system analysis.
* Worked for profile setting and security for different store user.
* Implemented Knowledge management for end user to provide information on products.
* Provided custom reports and dashboards to support the needs of the users and executives.
* Developed Visualforce page using the extension controller according to the clients' requirement.
* Worked for knowledge management system.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed SOQL and SOSL queries to get data from different related objects.
* Working with web services API.
* Data is collected and stored using knowledge management for other employees in the organization to use.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created validation rules for data quality.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.

**Environment:** Apex, Visualforce, SOQL, SOSL, Web Services API, HTML, Java.

**CATAX Solutions LLC, India Apr 2009 - Feb 2010**

**Jr. Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in requirement gathering, analyzing the information, documenting the functional and non-functional requirements.
* Created new Salesforce users and maintained existing users. Ensured that users had visibility only to their appropriate data.
* Creating a custom object called Global History object which mimics the standard history table.
* Creating a batch Apex class which copies the bulk records from history tables of each detail object inserts them into the Global History object.
* Helped to automate some business processes by creating workflows (email notification/fields/updates/tasks).
* Created the Dashboards, Reporting Tabs and Pages based on the available data.
* Worked on Creating Visualforce Pages on Force.com IDE Platform and Eclipse.
* Performed the testing operations on the Visual Force Pages, Custom Objects and Reports. Responsible for creating test methods to provide maximum coverage to the triggers and other Controller Classes.
* Created Users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Provided on-going support to identify, troubleshoot and quickly relay production issues to team.
* Strong functional & analytical skills in understanding the Business Processes &CRM objectives and recommending the "right-fit" solution.
* Extensively uploaded data using Data Loader.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Performed object cleanup and data migration to and from Salesforce.com

**Environment**: Eclipse IDE, Oracle database, Team Foundation Server 2012, Windows PowerShell IDE, Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Email Services, Security Controls, Eclipse IDE Plug-in

**CATAX Solutions LLC, India**  **Jun 2007 - Mar 2009**

**Java Developer**

**Responsibilities:**

* Designed and developed the application as per the business requirements and technical specifications.
* Participated in technical design and prepared the detail design documents for the responsible areas of the application.
* Used Java, Struts, JSP, HTML, CSS and JavaScript to develop the application user Interface.
* Created SQL queries, Procedures and Triggers to interact with Oracle database.
* Involved in creating Test Plan and Test Cases to test the application
* Performed Unit Testing Using JUnit to implement the test cases.
* Worked on Automating the builds and deployments for the Applications Using Microsoft Visual Studio Team Foundation Server.
* Created and modified the XML templates to build the Java applications.
* Created and Updated the PowerShell scripts for deploying the builds to the server.
* Interacted with various users during the testing phase and analysis.

**Education:**

**Bachelor of Engineering in Information Technology, Hyderabad, INDIA (2007)**

**CERTIFICATION:**

**Certified Salesforce Administrator-201**

**Certified Salesforce Platform Developer-401**