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**Srinivas Ega**

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**Sr. Salesforce Consultant – CPQ, CongaCPQ, FSL and Service Cloud,Sales Cloud**

**Summary:**

* Good working experience in various capacities such as Salesforce Developer, Salesforce Administrator and involved in various phases of the entire project.
* Salesforce.com administrative tasks like creating **profiles, roles, users, email services, Approvals, Workflows,**

**Reports, Dashboards, Developed Formula fields, Workflow Rules, Validation rules.**

* Extensive business knowledge and customization experience on various salesforce.com standard objects like

**Accounts, Contacts, Campaigns, Leads, Opportunities, Products and Price Books, Cases, Forecasting, Reports, and Dashboards.**

* Experience in Administration, Development, and Maintenance of Salesforce Org and Custom User Interface using **Force.com,**

**Visual Force, Custom Controllers, CSS, JavaScript, AJAX,** and **APEX** to fulfill the functional needs.

* Data tools – **Apex Data Loader**, **Excel Connector, Import Wizard, SFDC** **Data Export, Mass Delete** etc.
* Implemented best practices for **Apex triggers, Apex classes** to avoid governor limits.
* Developed various **Apex Classes**, Triggers, **Controller** **classes** and methods for functional needs in the application

compatible with **lightning**

* Developed Lightning components and added to custom community pages.
* **Document** and **Develop code** according to specifications and standards.
* Installed **Salesforce Apps,** configured and maintained user **security permissions** in compliance with organizational Needs.
* Experience with User Acceptance Testing (**UAT**) and Accessibility Testing.
* Experience with configuring, installing, and monitoring **Salesforce.com** apps from **AppExchange**
* **Strong understanding** of **CRM Sales, Service, Marketing**, and **Communities** other business processes
* Communities for **Partners** and **Customers** using Napili Template and Visualforce Pages
* Enabling the cases for **Communities’ users**, created **Dashboards** to display in community management
* Extensive Experience of **Agile Methodology** and **Scrum Methodology** of software engineering processes
* Worked on setting up SSO configuration with OKTA setting up JIT handler and SAML based configuration..
* Created **Custom Objects, Custom Fields, Pick List**, Data Management, Forecasting, **Page layouts,**

**Workflow Alerts & Actions, Validation Rules**, **Approval Processes, Custom Tabs, Custom Reports, Report folders**, **Report**

extractions to various formats, Design **of Visual Force Pages, Record Types, Dashboards**.

* Integrated Salesforce.com with external applications by using Web Services API, **Metadata API**, **SOAP**, and **REST**
* Knowledge on **Salesforce Inbox** with sales context from salesforce crm alongside relevant emails making it easier to find the
* **perfect response.**
* Worked on **GitHub**, check in and checkout code from the repository.
* **Apttus CPQ** Configuration & involved in **Quoting** and **Pricing**, **Order Management** and **Product Configuration**.
* Worked on **APTTUS** with Automate Sales Across Channels and Locations With **CPQ**
* Created **Profiles, Roles, Page Layouts, Org-Wide default, Sharing Rules, Workflows,**

**Approval Workflow, Reports/Graph**s, and **Dashboards**.

* Implemented **Custom objects**, **Triggers**, **Workflows/workflow rules**, **approvals, S-Controls**, **Visual Force Pages**, and **Apex classes**.
* Used meta-data migration tools like **Eclipse IDE** and Salesforce **Apex Data Loader**.
* Worked on **Field Service Lightning module** of dispatcher console for dispatching the resources based on skills and availability.
* Defined various Scheduling Policies on **Field Service Lightning module** for filtering of the resources such as onsite requirement
* to fulfill the resource request.
* Proficiency with version control / change management systems like **Git, GitHub, Subversion, JIRA, Copado**
* Hands on experience developing application on VS code leveraging the latest salesforce DX functionality. Well versed with

Salesforce CLI operations

* Work with scrum and project team to properly resolve merge conflicts, **deployment errors** and **meet code coverage criteria**.
* Set up, monitor and maintain all Salesforce.com sandboxes, including creating and synchronizing sandbox metadata and appropriate

data sets

* Release on a consistent schedule and plan to release a regular cycle which included **Patch, Minor, and Major releases**.
* Thorough knowledge on GitHub code commit, pull, push and merge methods and worked on various repositories and branches

for multiple projects.

* Completely responsible for setting **up CI/CD pipe**line integrating **Jenkins**, **GitHub** and Salesforce applying Salesforce

CLI approach to it.

* Developed salesforce **Lightning Apps, Components, Controllers, and Events**.
* Experience in Salesforce Lightning – upgrade, migration, setup, and development. Worked on Lightning Experience,

**Lightning Connect and Aura Components.**

contribute to and reviews deployment plans and may schedule the installation of new modules, upgrades and fixes to the

production environment.

* Work with Release Management to ensure modules are production ready, Supports the ongoing maintenance of applications,

Oversee and assist in production support.

* **Technical Skills:**
* **Salesforce Technologies:** Salesforce CRM, Lightning Components, Standard/Custom Objects, Roles and Profiles,
* Objects, Roles, and Profiles, Workflows, Assignments, Validation Rules and Approvals,
* Triggers, Record Types, Visual Force, Apex, SOQL, SOSL, Web Services, Data Loader.
* **Web Technologies:** SOAP, WSDL, HTML5, AJAX, JavaScript, XML, CSS3, jQuery, PHP
* **Languages:** JAVA/J2EE, C++, C, APEX, AngularJS,
* **IDE:**  Force.com IDE, Eclipse, Visual Studio, Adobe Flash
* **Database**: PL/SQL, SQL Server, Oracle, My SQL.
* **Operating Systems**: Windows XP/Vista/7/8/10, UNIX, Mac OS X

**Work Experience:**

**Sr.** **Salesforce Consultant**

**Dec 2021- Current**

**Customer: Lonza**

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering and testing.
* Created Custom Objects and fields for transactional and contractual information.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and

edit pages.

* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created Lightning Component Tabs and Visualforce Tabs using **Lightning Components.**
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist

managers to better utilize Salesforce as a sales tool and configured various Reports and for different

user profiles based on the need in the organization.

* Created custom Dashboards for the manager’s home page and gave accessibility to dashboards for authorized people.
* Used Data loader to load the records on to the force.com platform.
* Worked on **REST/SOAP** Web service to integrate Salesforce with third party systems.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Chatter.
* Created Custom labels and Metadata Driven data to minimize the hardcoded values in the **apex classes**, triggers and display the

generic errors to the user.

* Developed various **Apex Classes, Triggers**, Controller classes and methods for functional needs in the application compatible

with lightning

* Developed **Lightning components** and added to custom **community pages**.
* Created **Lightning Web Components**.
* Experience in Salesforce Lightning – **upgrade, migration**, setup, and development. Worked on Lightning Experience,

Lightning Connect and Aura Components.

**Jan 2020 – Nov2021**

**Customer: Olympus**

**Project Role: Apptus CPQ Developer and Consultant**

**Tasks performed:**

* Supported the project’s end to end implementation
* Handled Multiple Projects at a time.
* Configured products, catalog, catalog hierarchies, Bundle with in the bundle, Price list across the all products
* Configured complete PLI with different charge types and different charge type combinations
* Involved end to end QA and UAT testing and validation of CPQ including products, pricing quoting etc.
* Configured the complete attribute-based pricing and pricing matrices
* Testing CPQ integration with SAP.

**Customer: Mars**

**Jan 2018 to Dec 2020**

**Project Role: Salesforce Developer**

**Tasks performed:**

Implemented Service and Sales Cloud.

* End to end oversight of Salesforce Service Cloud instance for employee HR Service Center including portal, case
* management, knowledge management
* Experienced with Chatbot Functionality with CTI adapter
* Work with business leaders and technology partners to identify, define and clarify scope of challenges in business

terms for review and translation to potential Salesforce system requirements and process automation.

* Manage concurrent and complex CHRIS projects, including new HR technology application enhancements, and

evaluation and activation of new Salesforce functionality.

* Solve complex problems by developing innovative solutions leveraging Salesforce technology while driving OOTB

solutions articulating the pros/cons of customizations

* Make continuous improvement recommendations to assist our internal customers in achieving business goals and objectives.
* Deliver optimal and scalable solutions with best practices.
* Perform configuration, setup, develop test plans and execute on delivering new business processes and configuration updates.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Described organization hierarchy and built profiles, roles accordingly in Salesforce; managed on visibility and security settings around them as required by the business.
* Gather and document updated business process and operational requirements
* Develop and execute unit and user acceptance test cycles (script development, fail script resolution, reporting status and results)
* Ownership of Salesforce release management – new feature readiness and change management
* Obtain and practice a working knowledge across all HR systems and COE’s, across multiple function areas in support of team and community collaboration and support i.e. CHRIS, iTMS, SalesForce.
* Being a Strong team player with service-oriented attitude and customer focus, with community minded coordination with cross-functional team members to complete deliverables and resolve issues.

**Customer: Honeywell**

**Oct 2016 –December 2017**

**Project Role: Salesforce Admin**

**Tasks performed:**

* Customizations in existing managed package functionality using process builder and flows
* Managing and automating data setup for Territory, Service Resources, Operating hours, skills etc. using data loader.
* Requirement analysis and providing solution architecture.
* Change set based deployment.
* Perform unit testing after each development and get internal reviews done.
* Worked on defect fixing and updating defect status in JIRA.
* Daily meeting with testers for defect fixing.
* Preparation of CWB and deployment document for each sprint.

**Customer: Honeywell**

**June 2015 to September 2016**

**Role : Salesforce Admin**

**Project:** Confidential regional finance corporation is a service cloud project where business requires 19 email-to-case functionalities along with implementing SLA functionality on cases,By using Triggers we built the SLA Functionality for different countries defining of Working hours based on their Time Zone and creation of Public holidays based on countries.

**Tasks performed:**

* Agile based project having scrum meetings on daily basis.
* Identify customer requirement based on user stories.
* Worked on user stories in all sprints.
* Creation of email-to-cases, related workflow rules and process builders.
* Implementation of SLA functionality using apex classes and trigger, And creating test classes for the same.
* Perform unit testing after each development and get internal reviews done.
* Worked on defect fixing and updating defect status in JIRA.
* Daily meeting with testers for defect fixing.
* Preparation of CWB and deployment document for each sprint.

**Education:**

**Bachelor’s Degree** in Computer Science and Engineering.