# C:\Users\sys3\Documents\salesforce4.jpg Srividya Kapa

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Experienced **Certified Salesforce professional** with 8 **years** of diverse IT experience and **6 years** of hands-on experience in Salesforce CRM and Force.com lightning platform experience focusing on Requirements Gathering, Business Analysis, Technical Project Management, Salesforce Administration and Strong Apex Development.

## PROFESSIONAL SUMMARY:

* Strong experience working on various Salesforce.com classic and lightning implementations covering Sales Cloud, Service Cloud, Marketing Cloud, Chatter and AppExchange.
* Experience in working under developing large, complex and dynamic distributed systems.
* Experience in designing complex data models and build solutions using automation tools
* Experienced in creating Lightning Apps, combining Lightning design system, Lightning App Builder and Lightning Component features.
* Experience on building lightning components using web components and Aura components.
* Designed Data Models, Developed Apex Classes, Triggers, Visualforce pages and Test classes.
* Experienced in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Data, Sharing and Visibility management using Profiles, Roles, Permission Set, Page Layouts, Record Types, OWD’s, Sharing rules, FLS and Record Level Security.
* Build and automate business processes using workflows and process automation tools.
* Strong expertise in lightning UI – pages, quick actions, app builder and building custom UI.
* CI/CD DevOps agile delivery development using Change Sets, Jenkins, Git and ANT tools
* Strong knowledge with Salesforce platform data tools - import wizard and data loaders
* Development experience with Apex Language, Apex Trigger, Apex Class, Apex Web Service, Visualforce (including Controllers) and Salesforce Lightning(aura).
* Experience implementing APIs both inbound and outbound using REST web services.
* Ability to support and design Reports and Dashboards to any business requirements.
* Excellent team player with great Soft skills and ability to work under pressure.
* Experience in onsite coordination product delivery development with continuous feedback communication and client reviews.

## Technical Skills:

* **Salesforce Technologies:** Out-of-box automations (workflows, process builders, flows and approval process), Email-to-case, Alerts, Sites.com and Sharing rules
* **Force.com Technologies:** Apex, Visualforce, Lightning Aura, SOQL, SOSL and APIs
* **Data Tools:** Apex data loader, Jitterbit, workbench.
* **IDE Tools:** Dev console, Sublime, VS Code
* **Database Technologies:** MS SQL Server, My SQL, Oracle DB
* **Programming Languages:** C, C++, Java, Apex, SQL, HTML, CSS, JS, node
* **Operating Systems:** Windows, Linux, MAC OSX.

## Work Experience:

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### *Sr. Salesforce.com Engineer Jan 2020 – till date*

***Nike - Portland, OR.***

As a Salesforce Developer for the IT Team my role was to lead various complex projects with solid practices on salesforce development projects for the core CRM business processes.

## Responsibilities:

* Involved in the design, implementation of the CRM and key decision-making processes
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed Data Models, Developed Apex Classes, Triggers, Visualforce pages and Test classes.
* Implemented enterprise practices for writing triggers and used metadata for feature toggling.
* Write Synchronous and Asynchronous Apex classes, Test Classes and Deploying Code changes from environment to environment.
* Leverage future methods, bulkification techniques to develop apex code within governor limits
* Created custom Validation Rules, Roll up summary and formulas on Standard/Custom fields.
* Created Email Templates, automations, object relationships and data management activities.
* Customized Salesforce objects like Accounts, Leads, Contacts, Opportunities and Custom Objects also developed and Managed Custom Objects, Page layouts, Record Types, Formula Fields.
* Explore, Install and configure third party apps from App exchange to meet the business needs.
* Implemented lightning UI components in Salesforce to handle request ticket process projects.
* Developed SLA framework and escalation management.
* Hands on experience in using tools like data loader, workbench, Informatica on demand for day to day data management activities and migration of external data from legacy systems into Salesforce
* Experience working on Community Cloud with Custom Lightning Web components-built web components that are reusable enterprise wide.
* Developed Lightning web components using web standards like templates, custom elements, modules, events, standard elements and rendering.
* Involved in Migrating codes from Developer sandbox to QA Sandbox using Change Set and Jenkins.

### *Sr. Salesforce.com Engineer Jan 2019 – Nov 2019*

***GE - Seattle, WA.***

## Responsibilities:

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Customized the standard objects as per the business requirements by using Visualforce components.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules,Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual force Pages to suit to the needs of the application.
* Worked on Service Cloud Communities sharing Business Process Extend them across offices and departments and outward to Customers and Partners.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in Service and Sales Cloud.
* Created different lightning applications by using lightning app builder.
* Developed custom lightning components which are reusable and have better UI experiences.
* Developed code, custom objects, reports, dashboards, workflows and assignment rules.
* Involved in deployment of lightning components and lightning applications.
* Migrated all the components from Work.com and created custom lightning applications.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Used Lightning process builder for visualizing and creating automated business processes.

### *Salesforce Developer & Analyst Oct 2016 – Dec 2018*

### *Cognizant – Hyderabad, India.*

## Responsibilities:

* Involved in various activities of the project, like information gathering, analyzing the information documenting the functional and non-functional requirements.
* Designed, developed and deployed Custom Objects consisting of validation rules with effective formulae fields, Workflow rules necessary to suit the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application.
* Created VF Components used repeatedly in VF pages to reduce the redundancy when needed.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
* Developed Test Classes for unit testing and Apex Triggers for various DML events and functional needs in the application.
* Worked on SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Giving production support for Integration part and at the same time performing some security update to salesforce.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Reviewed the code and other components developed by the team and also performed functional Testing.

### *Software IT Engineer Jan 2015 – Sep 2016*

### *Cognizant – Hyderabad, India.*

## Responsibilities:

* Worked on Java and salesforce related complex projects.
* Learned, adapted and grew with many technologies and tools.
* Technical orientation towards providing customized solutions which builds value for the customer, by closely working with pre-sales team.
* Design and Developing APEX triggers & Apex Classes in creating multi-object database level validations and field updates on a bulk data operation.
* Leveraging all the new functionalities from the latest salesforce.com release notes to the current organization platform giving the value to the business metrics with simplified ways.
* Worked on developing the apex controller class extensions and custom controllers.
* Configured Security Settings for user profiles and roles according to the org chart and create hierarchical role-based and Queues-based access when necessary.
* Worked on Accounts, Contacts, Cases, Opportunities, Opportunity Line Items, Products, Leads, Campaigns, Reports, and Dashboards
* Worked on customer and partner portal customization and configuration.
* Testing and debugging the project for proper functionality and documenting modules.
* Developed Client request validations and processing using JavaScript.
* Used thesandbox for testing and migrated the code to the deployment instance after testing.
* Coordinating with the UAT teams and making the necessary development changes and follow-up with UAT team thereby providing UAT support.

### *Jr. IT Engineer May 2012 – Dec 2014*

### *Cognizant – Hyderabad, India.*

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* Worked on developing the apex controller class extensions and custom controllers.
* Configured Security Settings for user profiles and roles according to the org chart and create hierarchical role-based and Queues-based access when necessary.
* Worked on Accounts, Contacts, Cases, Opportunities, Opportunity Line Items, Products, Leads, Campaigns, Reports, and Dashboards
* Analyzing and resolving application or system problems
* Write and implement efficient code based on requirements for tasks
* Used Eclipse as an IDE and Apache Tomcat as an application Server.
* Used java Script front end Validations.
* Worked on customer and partner portal customization and configuration.

**Education & Professional Certifications:**

* Bachelor of Technology – Acharya Nagarjuna University, India.
* Master’s in information technology – University of the Cumberland’s, Kentucky, USA.
* Salesforce.com Certified Platform Developer 1.
* Salesforce.com Certified Administrator (ADM 201).
* Azure Fundamentals (AZ 900).