**SRAVANI**

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**PROFESSIONAL SUMMARY:**

* Over **6** years of IT experience with **5** years in salesforce platform
* Skilled in creating functional dashboards and reports, trained over 2500+ users on Salesforce and increased revenue with 23% by integrating product tools.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Experienced in SFDC implementation and customization gathered business requirement, entity relationships and implemented sales force custom objects and junction objects with lookup relationship and master detail relationship, as per business needs.
* Extensive experience in business CRM process like Forecasting, Campaign Management, Lead management, Pipeline Management, Account Management and Case management.
* Having good experience in Salesforce administrative activities with Permission sets & sharing settings, Single Sign-on and Security Controls to ensure that protected data is available only to the authorized users.
* Good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Designing and Implementing Security and Sharing model of the Salesforce org by developing and configuring Profiles, Field Level Security, Organization Wide Defaults, Roles, Sharing Rules Manual Sharing and Permission Sets.
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Worked on salesforce.com Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using Eclipse, Force.com Migration Tool and Change sets.
* Extensive business knowledge and customization experience on various salesforce. com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dash boards.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Efficient team member with excellent work/time management skills, excellent leadership, analytical, communication and interpersonal skills and ability to work under strict deadlines.
* Willing to relocate: Anywhere.

**TECHNICAL SKILLS:**

**Sales force Technologies** Apex, SOQL, SOSL, APEX Data Loader, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects.

**Force.com tools** Import Wizard, Data loader, Force.com Apex Explorer, AJAX tool kit, jQuery, Force.com Migration Tool, Force.com connector and Force.com Eclipse IDE Plug-in, VS Code.

**Custom Integration** Outbound Messages, Workflow & Approvals, Process Builder, Field updates, Reports, Dashboards, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Email-to-Case, Metadata, AppExchange Package & Custom Application and Sandbox data loading.

**Languages** C, C++, C#, Java Script, UML, AJAX, HTML, XML, XHTML, DHTML, APEX.

**Methodologies** Agile, Waterfall Model, TDD, BDD

**Operating Systems** MS Windows, Mac OS

**Version Control Tools** SVN, TFS, GIT, Bitbucket

**Databases** T-SQL, Oracle

**PROFESSIONAL EXPERIENCE:**

**Client: AUTODESK, SFO, CA Dec2018–Till Date**

***Description:*** Autodesk is a leader in 3D design, engineering and entertainment software. It makes software for people who make things. If you’ve ever driven a high-performance car, admired a towering skyscraper, used a smartphone, or watched a great film, chances are you’ve experienced what millions of Autodesk customers are doing with their software.

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Configured page layouts, workflows, Process builder, document templates, record types, & data fields.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Performed Lightning readiness check during classic to lightning migration and performed analysis and actions conversion using Lightning conversion converter.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper Component**
* Used **SOQL** and **SOSL**statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Built integrations using **Rest API** services and wrote trigger points from **APEX trigger** for outbound services and **APEX** classes for handling inbound services
* Also, responsible for mapping between salesforce and .Net application for **Integrations**
* Created and updated users, reports and dashboards to track pipeline/stages for management visibility, while integrating **Apex** (applications) to Salesforce accounts.
* Performed analysis and applied Critical updates
* Customizing our Salesforce implementation and deployment, including design, documentation, analytics, training, deployment, and support.
* Maintaining multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
* Analyzing and completes data manipulation through Data Loader and Workbench Tools for importing/updating/deleting records in multiple Salesforce.com Instances.

**Environment**: Saleforce.com, Data Loader, Workflow & Approvals, Process Builder, Lightning Framework, APEX, REST API, OAuth, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Windows, Data Cleanup, Role Hierarchy

**Client: Cadence Design Systems –** San Jose, CA **July 2017–Dec 2018**

***Description:*** Cadence is a pivotal leader in electronic design that applies its underlying Intelligent System Design strategy to deliver software, hardware and IP that turn design concepts into reality by delivering extraordinary electronic products from chips to boards to systems for the most dynamic market applications including consumer, hyperscale computing, 5G communications, automotive, aerospace, industrial and health.

**Role: Salesforce Developer**

**Responsibilities:**

* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
* Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity
* Wrote logic for CRM updates as needed including bulk edits, record reassignments, back-end updates, etc. to ensure CRM information is kept current.
* Implemented pick lists, Dependent pick list, Lookup, Junction objects, Master detail relationships, Validation rules, and Formula fields to the Custom objects.
* Supported data management activities to ensure a high level of data quality and integrity.
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Maintained and customized all aspects of the Salesforce platform including objects, fields, layouts, security, reporting, validation rules, **workflows**, **Process Builder**, data manipulation and migration.
* Visualforce Pages for **Lightning** Experience, Alternates for **Java Script** Codes, Sharing Visualforce pages between Classic and **Lightning**.
* Performed Integrations utilizing **SOAP** and **Rest** API services
* 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).
* Responsible for creating Unit test scripts, FDD (functional design Document) and TDD (Technical Design Document)
* Created **Email-to-case** functionality involving **Case Management** and **Entitlements**.
* Utilized SVN for pipelines and deployments between multiple environments.
* Assisted users with report design and management. Work with DIP, TIP team to integrate online initiatives into the database.
* Managed ongoing support request and administrative needs of users

**Environment**: SF platform, Data Loader, Workflow & Approvals, Process Builder, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Web Services, SOAP, REST, OAuth, Apex.

**End Client: CVS Health –**Richardson, TX **June2016 –July2017**

***Description:*** CVS Health is a health care innovation company with a simple and clear purpose: Helping people on their path to better health.

**Role: Salesforce Administrator**

**Responsibilities:**

* Performed administrative tasks such as setting up users, creating or updating fields, custom objects, page layout, workflows rules, approval processes, reports and dashboard.
* Cleansed duplicate data and defined dupe blocking parameters to maintain data integrity.
* Managed multiple sandbox environments.
* Created Reports and Dashboards as per the customer requirements.
* Implemented object level, field-level and record-level security and managed roles, visibility settings as per business needs
* Performed and executed functional testing’s, GUI testing’s, regression testing’s and compatibility testing’s.
* Keep on up to date with new Salesforce releases and promptly identifies features which could add value to the Economist Salesforce users and features which will impact existing processes and require urgent attention.
* Developed Lightning components and Lightning app to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Understanding Integration scenarios, design to develop Apex/Visualforce according to the business needs.
* Developed workflow rules, Process Builder and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Troubleshooting issues raised by users and provide prompt resolution and escalate to senior team members within the internal team or Premier Support as necessary.
* Designed and Configured call center flows with Service Console and Salesforce Connect covering Account Setup, Case Management, Workflow, Knowledgebase, dashboards and reporting.
* Responsible for management of CRM platform (Salesforce) user accounts throughout their lifecycle, including setup, maintenance, and deactivation.
* Designed and executed solutions for common challenges such as data mapping, object modeling, page layout design, and workflow rules within the context of the Salesforce platform.

**Environment**: Saleforce.com platform, Data Loader, Workflow & Approvals, Process Builder, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Windows, Data Cleanup, Role Hierarchy.

**GET IT Pvt. Ltd April2012 – July 2014**

***Description:*** *Get IT Pvt Ltd is an IT solutions company. It is an information technology consulting, services and business process outsourcing organization. I have gained extensive experience as a Programmer Analyst and had an opportunity to work on multiple projects involving scripting, coding, testing, web development, windows application development.*

**Role: Programmer Analyst**

**Responsibilities:**

* Analyzing user requirements and business needs, designs and documents formal solutions, develops plans and procedures, and manages implementation of new and/or enhanced applications.
* Involved in research, evaluating and recommended solutions and appropriate technology to meet user's needs.
* Worked closely with the CIO to identify risks and to provide accurate time and cost estimates.
* Responsible for developing the full stack (front-end development, application logic, services, data persistence) as well as server setup and maintenance.
* Experience in writing programming scripts to enhance functionality and/or performance of company applications as necessary.
* Designed and developed various abstract classes, interfaces, classes to construct the business logic using C# .NET.
* Developed solutions by studying information needs, conferring with users, studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.
* Updated and maintained the company website and intranet site and involved in organizing Custom Error pages and Exception Handling.
* Developed and distributed support documentation for applications and software patches created in-house.
* Created database objects using SQL Server which included Stored Procedures, Triggers, Tables, Views, SQL Joins and Statements for application.
* Involved in Designing, running and monitoring software performance tests on new and existing programs for the purposes of correcting errors, isolating areas for improvement, and general debugging.

**EDUCATIONAL QUALIFICATIONS:**

* Master’s in Computer Science from Governor’s State University, Chicago, IL.