  

**SRAVYA SRI**

**Email**: sravyasri2228@gmail.com

** (512)-553-9042**

**PROFESSIONAL SUMMARY:**

* **6 years** of experience in the field of **Information Technology** and **Salesforce Platform.**
* Experience in **configuration** and **customization** of **Sales** and **Service Cloud.**
* Experience in the complete life cycle of **project development (SDLC**) including **System Analysis, Design, Development, Testing, Deployment** and **Maintenance.**
* Worked on **salesforce.com** standard objects like **Accounts, Contacts, Products, Opportunities, Leads, Cases Reports** and **Dashboards.**
* Experience in performing the **administrative** and **development** related tasks like **Creating roles, Profile, Visual force pages, lightning pages, Validation rules, Users, Custom objects, Reports, Workflow actions, Email alerts, Approval Process, Entity relationship diagrams** and **Page layouts.**
* Developed various **Custom Objects, Tabs, Entity-Relationship Data model, validation rules on the objects** and **tabs, components** and **visual force pages.**
* Designed **junction objects** and implemented various advanced fields like **Picklist, Field Dependencies, Validation Rules, Workflows,** and **Approval Processes** for **automated alerts, field updates,** and **Email generation** according to business requirements.
* Created **apex classes, triggers, batch classes, scheduled apex** and **test classes** to implement business requirements.
* Good experience in working with web technologies like **HTML, HTML5, CSS3** and **JavaScript.**
* Experience in **Lightning App Builder, Lightning Component Framework,** and **designed aura components** and **lightning web components.**
* Experience in querying salesforce.com **database** using **SOQL** & **SOSL queries** using Force.com Explorer.
* Experience in integrating the salesforce with external applications using **SOAP** and **REST API.**
* Experienced working in cross functional teams, identifying business requirements and supporting sales/marketing.
* Expertise in Salesforce **Data Validation, Sales, Marketing, Customer Service** and **Support Administration.**
* Having experience of **synchronization, data migration, data modelling, data extraction, transformation** and **data loading, scheduling, monitoring** and **reporting in a cloud computing environment.**
* Sound knowledge on setup menu, configuration, custom Application Development, Administration, Data Migration and Deployment of applications toForce.com platform.
* Hands on experience in designing and developing dynamic web content using **HTML, CSS, XML, Java script** and other web development technologies.
* Experience in using cloud components and connectors to make API calls for accessing data from cloud storage (**Google drive, Salesforce, Amazon S3, Dropbox**).
* Competent in analyzing and creating Narrative **Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Navigation flow diagram** using **UML tools** like **MS Visio.**
* Highly motivated and enthusiastic team player with excellent presentation and interpersonal skills who can also work independently in challenging and cross-platform environment.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Experience in releasing the developed features to different **sandboxes** and production using change sets and **ANT** migration tool.
* Experience in working with **Eclipse IDE** with Force.com Plug-in and **VS** **code** environment for writing Business logic in Apex and **Lightning Web Components (LWC)**.
* Involved in Salesforce.com application setup activities and customized the apps to match the financial needs of the organization.
* Experience working on **GIT** for project management and version control management.

**CERTIFICATIONS:**

* **Salesforce Certified Administrator (SP20).**
* **Salesforce Certified Platform Developer I (SU20).**
* **Service now Certified System Administrator.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies**: | Salesforce CRM, Sales Force SFA, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components & Controllers),Aura and lightning web components, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plugin |
| **ETL/Integration Tools:** |  |
| **Programming languages:** | SQL, SOQL, SOSL, Apex, C, C++, JAVA, Python, .NET. |
| **Web Technologies:** | TML, HTML5, CSS3, JavaScript. |
| **Databases:** | MySQL, MS Access. |
| **Operating Systems:** | MS-DOS, Windows XP/7/Vista/98/2000, UNIX. |
| **MS-Suite:**  **Web Services:** | MS-Word, MS Excel, MS-Project, MS Visio, MS Outlook.  Rest and Soap. |

**EDUCATION:**

**Master of Science (M.S) in Information Systems** - University of Mary-Hardin Baylor.

**PROFESSIONAL EXPERIENCE:**

**Salesforce Developer  *Jan 2020- present***

**Coca - Cola Company**

**C:\Users\Sravya\Pictures\pin-drop-icon-geolocation-sign-location-symbol-pin-drop-icon-pin-point-icon-geolocation-sign-symbol-location-icon-map-pin-drop-132242641.jpgAtlanta, GA**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Responsibilities:**

* Created modern **Enterprise Lightning Apps** combining Lightning Design System, Lightning App Builder and Lightning web Component features.
* Created various **Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates** and **email alerts.**
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Participated in analyzing the Requirements, preparing the Design documents based on the specifications and Developing and Maintaining the application.
* Upgraded salesforce classic Apps, visual force pages to Lightning Apps and Pages to provide a better user interface and accessibility.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Integrated salesforce with third party applications using **REST API** and extracted data into salesforce.
* Created multiple **Lightning web Components**, added **CSS** and Design Parameters that makes the Lightning web component look and feel better.
* Worked in designing salesforce.com application customizations over a wide range of customers.
* Expertise in matching business process and automation requirements to the capabilities of salesforce.com, including data model, role hierarchy, sharing and security model.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects and it to read, extract, and load data from comma separated value files.
* Working on Salesforce sales cloud, **Apttus CPQ** tool and **Force.com** platform to build an Opportunity and Quote/Proposal management module.
* Created Batch Scheduler to be scheduled at specific time and also run the process on demand to meet the business requirement.
* Created multiple **Lightning components** using Aura framework, added **CSS** and **Design Parameters** that makes the lightning component look and feel better.
* Worked on **Force.com IDE** & **Eclipse IDE** in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
* Used **Ant tool**, change sets and workbench for deployments.
* Have written multiple Library functions in CPQ, which would bring ease for the developers.
* Worked on **SOAP** & **REST API** for sending the Opportunities and Accounts to the downstream systems.
* Created **Reports, Dashboards,** andworked on **Data Loader** by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Utilized **Lightning Style Sheets** to convert existing style Visual force pages in classic to be compatible with lightning platform during the migration of salesforce classic to salesforce lightning.
* Improved the performance of reports and dash boards in Lightning UI using **Query Optimizer** and **Skinny Tables.**
* Performed daily User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Created Workflow rules and defined related tasks, worked on mission critical design, time-triggered tasks, email alerts and field updates to implement business logic.

**Environment:** Saleforce.com, SQL Server Management Studio, Apex Classes, Triggers, Visual Force Pages- Components and Controllers, Data Loader, Workflow, Approvals, Reports, Custom Objects, RIVA, Data Loader, Security Controls, CSS, HTML, Java Script, Sandbox, Eclipse IDE Plug in, Salesforce Classic and Lightning UI, Sales and Service Cloud (CRM Applications), Force.com IDE

**Salesforce Developer  *June 2018 - Dec 2019***

**Best Buy**

**C:\Users\Sravya\Pictures\pin-drop-icon-geolocation-sign-location-symbol-pin-drop-icon-pin-point-icon-geolocation-sign-symbol-location-icon-map-pin-drop-132242641.jpgCharlotte, NC**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies**in developing **SDLC.**
* Worked on **Supply chain** and **inventory management (ERP)** implementation on sales cloud and service Cloud platforms.
* Installed Health Cloud in the organization which complies with requirements from HIPAA, Medicare, CDC, and NAACR.
* Track and analyze market and customer data to draw insights to develop overall plans.
* Involved in **Sales Force Development Cycle (SFDC)**
* Fixed bugs and worked on enhancements for the existing Projects.
* Worked with Standard Salesforce features like **Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports** and **Dashboards** etc.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Customized tabs for different business user’s groups and business centers.
* Maintenance of installed Managed Packages in Lightning using **Apex** and Experienced in using **Data Migration** tool called **Data Loader**.
* Performed the role of support engineer for the internal users, helped them in getting used to the application, generate reports, and save them for further access to the users.
* Developed several **Triggers, Apex classes, Controllers** and **Visualforce pages** as part of the application development.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Created Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* 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.
* Created **Web Services** to expose the data to other applications.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented continuous integration development process using **AGILE** development concepts.
* Integrated Salesforce with external applications using **REST API.**
* Supported the data migration activities for Migrating the data from various business centers and business center users with the support of Salesforce.com.
* Used the **sandbox** for unit testing and migrated the code to the deployment instance after unit testing.
* Migrated org from classic to lightning using Lightning web components to build custom pages.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Provided training to internal business users to use the application and develop their own custom reports.
* Integrated Salesforce with Mule soft to connect with enterprise applications in the cloud and on-premises.
* Maintained sandboxes by regularly updating them against latest builds, by getting latest from the code repository.
* Extensively made use of JIRA, Bit bucket to create pull request to push the code to repository.
* Created Custom Objects, Triggers and Apex Classes, Custom Controllers and Controller Extensions Troubleshooting & debugging the errors.
* Created custom Fields, Validation Rules, field dependencies, formula fields and various object relationships.
* Made use of **Apex data loader** & **Data** **import wizard** for data load operations.
* Developed integration between salesforce and DocuSign for signing ceremony, viewing signed documents and update salesforce data based on user actions.
* Deploy changes from SFDC sandbox environment to Production environment using change sets.
* Experience in working with **Eclipse IDE** with Force.com Plug-in and **VS** **code** environment for writing Business logic in Apex and **Lightning Web Components (LWC)**.
* Created several automated Email Campaigns for marketing purposes.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.

**Environment**: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers) Pages, Data Loader, HTML, Java Script, Workflow.

**Role: Salesforce Admin/Developer  *April 2015 - May 2018***

**Value Labs**

**C:\Users\Sravya\Pictures\pin-drop-icon-geolocation-sign-location-symbol-pin-drop-icon-pin-point-icon-geolocation-sign-symbol-location-icon-map-pin-drop-132242641.jpgIndia**

**­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Responsibilities:**

* Involved in Salesforce.com **Application Setup** activities and customized the apps to match the functional needs of the organization.
* Designed and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Email Alerts, Page layouts, Components, Visual Force Pages** to suit to the needs of the application**.**
* Customized **triggers** for automating key business processes including payment authorizations and a pending activities tracker for business leads spanning seven different business units.
* Developed the presentation layer in Visual force and business logic in **Apex Programming** by creating/using the **Classes, Triggers, Controllers, components, Batch Apex** and **Web Services API.**
* Implemented field level security, profiles and audit trial setup. Established deployment strategy for deploying.
* Used **SOQL, SOSL** to select the data from salesforce.com platform database.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Developed **APEX Triggers, Classes** based on the requirement.
* Implemented the requirements on Salesforce.Com **CRM Application** and **Force.Com IDE** Plug-In using Eclipse.
* Performed **Integration** using Call Outs, Triggers and Out bounding messages.
* Worked extensively on Accounts, Contacts, Opportunities and other Standard Objects and customized Objects for Additional Fields, Layouts, and Record Types and Validation rules.
* Created several automated Email Campaigns for marketing purposes.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.
* Configured workflows with time-based actions to send email alerts based on the escalation level for cases and leads.
* Deployment of code from sandbox to production using **Force.com IDE** tool.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, Components and controllers, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email Services, Dashboards, Reports, Eclipse, Sandbox, Windows Azure.