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**Sravani**

**Sr. Salesforce Developer /Admin**

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**PROFESSIONAL SUMMARY**

* **8 years** of professional **IT experience** and solid involvement in **Salesforce.com** which includes **Configuration, Customization, Deployment and Integration** in Salesforce.com CRM stage. Also, involved in different phases of SDLC including **analysis, design, development, implementation & enhancement of projects in SalesForce.com.**
* Excellent knowledge in **Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Salesforce Integration, REST, SOAP based Web Services, Force.com API, Salesforce AppExchange.**
* Expertise in **administration, lightning Configuration, Salesforce CRM, SAAS (Software as service), and Apex language.**
* Experiencedin **Development, Administration, Configuration, Implementation,** andSupport of **Salesforce CRM** and **Salesforce SFA Applications** based on **Apex Language** and **Leveraging Force.com** Platform.
* Expertise in **Software Development Life Cycle (SDLC)** including **analysis, requirement gathering, development, enhancements, testing, deployment** and maintenance of **standalone, Multi-tier, web-**based and **portals-based** **object-oriented** enterprise applications. Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Responsible for Customization of the **Salesforce Sales Module** for capturing the **Lead Generation, Accounts, Opportunities.**
* **Experience in Configuration and code deployment across multiple Orgs**
* **Experience in deployment and working on version control tools like GIT, GitHub, Jenkins**
* Knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Good knowledge on **Set up field service features**according to client unique business needs. This includes installing the **Field Service Lightning managed package**and **Field Service Lightning mobile app.**
* Understanding on how to **Create service resources** and **service crews** that represent your **field service technicians** in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* **Used refined global search in Lightning by developing Apex classes and Controllers.**
* Basic knowledge on how to setup **multi-level territories** of technicians, create maintenance plans to view **service tasks**, generate **service reports**in turn to manage work orders, scheduling and **mobile workforce**.
* Worked on Web services using **REST API** exclusively on obtaining the needed information using the URL approach.
* Having experience on REST methods such as **Put (), Get (), Post () and Delete**.
* Good understanding of key Salesforce architectural concepts (e.g. **API and governor limits**, security models and techniques) and how they influence design.
* Experience in the process of migration from **Classic to Lightning environment** and enhancing all the existing **Visual force pages** and make them compatible with **Salesforce Lightning.**
* Experienced in Salesforce**Lightning** for **UI design** and **Lightning pages** with **lightning style sheets**.
* Experienced on **Lightning components** by using **Aura framework.**
* Experience in **SFDC development** using **Apex classes and Triggers,** **Integration,** **Visual Force, Force.com API, SOQL, SOSL.**
* Accomplished a strong knowledge of **synchronization, data extraction, transformation, data loading, scheduling, monitoring,** and **reporting** in a **cloud computing environment.**
* Developed **Lightning Components** from **Scratch** by using **Aura framework**. Also, involved in **Data mapping** from external system utilized lightning connect to get real -time data from external system.
* Migrated large volumes of **external data** on to **Salesforce.com** using **Apex Data Loader** as part of **data management functions.**
* Good experiences in **integrating salesforce.com** with other **internal/external applications** using **SOAP and REST based web services.**
* Experienced in **developing Web Services** for handling **inbound requests** from **external web services** and **outbound calls** to **external systems** using **Force.com Web Services API.** Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects in lightning experience
* Experience in working with various **salesforce.com** standard objects like **Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboards.**
* Strong implementation and **rollout experience** with **salesforce.com CRM**, **Sales cloud**, **Service Cloud, Marketing cloud, Sites and** **Communities.**
* In depth knowledge on **CRM** business processes like **Campaign Management**, **Lead Management**, **Account Management**, **Contact Management,** **Opportunity Management**, **Support Process**, **Forecasting, Order Management,** **Case Management** in a multi-tier environment.
* Strong **Implementation** and **Integration experience** using Custom objects, Custom fields, Formulae fields, Triggers, Apex classes, Visual Force Pages, Page Layouts, Workflow rules, Approval processes. Record Types, Standard Controllers, Custom Controllers, Extension Controllers, SOQL and SOSL.
* Experienced in **SFDC Configuration** & **Customization**- Creating & Managing **Users, Roles, Profiles**, **Permission sets, Communication Templates**, **Security Access,** Single **Sign-on (SSO)** and **Security Controls** to ensure that protected data is available only to the **authorized users.**
* Hands on **experience** with **various app exchange applications** such as **Jitterbit**, **Cloud, Data Loader, Conga Composer, and Spring CM.**
* **Worked on** workflows from Parent object to email out emails to all related child records.
* **validated parent field while creating the workflow for child object .**
* Having 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 **Force.com Migration Tool** and **Change set**.
* Good Knowledge on **customizing applications** using **ECLIPSE IDE** with **force.com plug-in** and**force.com IDE**.
* Experience in all phases of **SDLC** like including requirements gathering, analysis, designing, coding, **Test Driven Development (TDD)**, **Continuous integration (CI),** documentation and extensive experience in **Agile and Waterfall Methodologies.**
* Knowledge and proven skills in Agile Project Management. Desired to be familiar with **Scrum, Lean, Kanban, SAFe** methodologies.
* Worked on **Jenkins**for **Continuous integration (CI)** and **Continuous delivering (CD)** the application and **Jenkin**plugins as well as to increase the productivity for **the application.**
* Usage of **wave analytics** helped the organization improve the number of sales and understand the flaws which are further taken care by sales team.
* Integrate Salesforce DX into the Jenkins framework to automate testing of Salesforce applications against scratch orgs.
* Experienced customizing standard objects **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards**
* Expertise in **Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) & Ajax Tool Kit, ANT Tool**.
* Capable of rapidly learning **new technologies** and successfully applying them to **projects** and **operations**.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent**developer** with strong problem-solving, analytical skills and communication skills.
* Willing To Relocate.

**TECHNICAL SKILLS**

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| **Salesforce CRM** | Saleforce.com platform, Apex Language, Apex Trigger, Apex Class & Apex, Visual Force, SOSL, SOQL, Email Services, Sales Cloud, Service Cloud, Community Cloud, Marketing Cloud, Lightning, Formula, Validation rules, Controllers, Controller Extensions, Users, Packages, Data Loader, Import Wizards, Workflow Rules& Approvals Process, Process Builder, Communication Templates, web services SOAP,REST. |
| **Force.com Tools** | Force.com Explorer, Eclipse IDE plug-in, Apex Data Loader, ETL Data Extraction, Workbench, Force.com Apex Explorer, Apttus, Field Lightning Service, ANT Migration Tool, Force.com Excel Connector and Force.com Eclipse IDE Plug-in. |
| **Languages** | SOQL & SOSL Language, AMP Script, Apex Language, Java, jQuery, |
| **Web Technologies** | HTML5, CSS3, JavaScript, Bootstrap, JSON, AJAX, XML, DHTML, PHP, XHTML, Angular JS, SASS, UI Concept Modeling/Wire framing, Node.JS. |
| **Custom Integration and Management tools** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA, GIT HUB. |

**CERTIFICATION:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**

AWS Certified Developer - Associate

**PROFESSIONAL EXPERIENCE:**

**Client: Carvana, Location: Tempe, AZ**

**Sr. Salesforce Lightning /Administrator Jan 2018 - Present**

**Responsibilities:**

* Performed the role of SFDC developer and interacted with various business user groups for gathering the requirements for salesforce.com and CRM implementation.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Developed the Lightning App, Lightning App Builder, Lightning Utility Bar, Lightning Components.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Built Lightning components using Controllers, Handlers and using these components in Visual force pages and integration using Lightning Out.
* Used Salesforce Lightning Components for building customized components replacing the existing one.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of page.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads, Campaigns, Cases and Solutions.
* Created various Batch jobs and time-based workflows to update the data regularly.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Integrating the application with SOAP Web services and Informatica Web services. Provided user support and bug fixing activities as per the SLA.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in various stages of approval.
* Deployed many applications on sales cloud, service cloud which includes the call center and marketing applications.
* Implemented Case Management Automation to track and solve Customer's Issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object.
* Developed Apex classes and Apex Triggers for various functional needs in the application.
* Developed Visual Force Pages to customize the view and functionality of the page that were required by the Organization.
* Hands on experience in sales cloud and service cloud functionalities.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatica on Demand.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of page.
* Provided the training to the internal business users to use the application and develop their own custom report.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Prepared user manual and technical support manual.

**Environment**: Saleforce.com platform, Lightning, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Apttus CPQ, Apttus CLM, Email Services, sales cloud, service cloud, Security Controls, HTML, AMP Script , Web Services, WSDL, SOAP, Reports, Sandbox, ETL tools, Eclipse IDE Plug-in, sandbox, Jenkins, Source Tree, GIT, Aura Frame Work, Standard & Custom/ Extension Controllers, Batch Jobs, Queueable Jobs, Schedule Jobs, Web Services.

**Client: Tmobile, Tampa, FL**  
**Role: Sr. Salesforce Developer/ Administrator Oct 2016 – Dec 2017**

**Responsibilities:**

* Interacted with different lines of **business users** for gathering **requirements** and prepared Technical Design Document for the **business use cases**.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked with the user group for **requirement gathering** throughout the planning and implementation and provided estimates to the client.
* Actively worked on customization of **Sales cloud** by configuring **Web-to-Lead, Assignment rules, Sales Process** and Account Team
* Setup **Live Agent** as part of **Case Management** implementation inside **Service Cloud.**
* Implemented **Customer portal**, High Volume Customer portal and **communities.**
* Experienced in **New lightning** **UI Interface** Experience in Salesforce.
* Worked on **Visual Force** Components, **Visual Force Pages** in Salesforce using **Lighting** Design System.
* Extend or build new apps with the **Lightning app** builder and **lightning** components.
* Designed, and developed **Apex Classes** and **Apex Triggers** for functional needs in the **application**.
* Implemented **best practices** and **coding standards** in developing **Apex Controllers** (Custom, Extension) and **Apex triggers**
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Configured Salesforce.com to meet business requirements - including **fields, page layouts, workflows, approvals and validation rules.**
* Developed and configured various **Custom Reports** **and Report Folders** for different user profiles based on the needs in the organization.
* Worked on **Agile and Scrum Methodology** for Salesforce custom app implementation.
* Created **user roles** and **profiles, security controls** and **shared settings**.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and **Development with Salesforce.com** on **Service Cloud** and **Sales Cloud.**
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Worked on **large Salesforce CRM implementations** including**- Improving Sales Process**, **Partner Portal Implementation, Orders and Discounts, Integration** and legacy systems etc.
* Created workflow rules and defined related tasks**, time triggered tasks, email alerts, field updates** to implement business logic.
* Implemented **Configuration, Customization and Development** with Salesforce.com on Service Cloud and Sales Cloud.
* Created a process for **sales team to self-price** certain products using price books.
* Made new feature enhancements on **Service cloud console view** and **developed** some **Visual force components**.
* Designed various **Webpages in Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented **new customer support solution** using **Salesforce.com** **Service Cloud**. Maintained and improved existing **Sales Force implementation.**
* Worked on customization of **Service Cloud objects** - **Cases, Solutions and Knowledge objects.**
* **Worked on Case Entitlements, Service Console, Email-to-Case, Escalation, Auto-response and Assignment rules.**
* Implemented **Salesforce Development** Cycle covering **Sales Cloud, Service Cloud**, **Chatter** & **App-exchange applications.**
* Made new feature enhancements on **Service cloud console** view and developed some **Visual force components**
* Implemented **Web-to-Lead** for **Leads generated** from **web** and **Web-to-Case**, **Email-to-Case** for Cases sent to a **centralized email**.
* **Designed, developed** and **deployed Apex Classes**, **Visual Force Pages, Components, Controller Classes, extensions** and **Apex Triggers** for various functional needs in the **application.**
* Developed and **scheduled various Batch Apex classes** using **Apex Schedulable classes** on hourly basis.
* Extensive experience in **Salesforce.com setup**, **configuration,** **customization, Administration, Data Migration and Integration tools** like **Apex Data Loader**.
* Created Executive and other **Dashboards using wave Analytics**.
* Implemented **service cloud functionality like case management, field service management and CTI integration.**
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Implemented Security access to the user profiles by creating **Object level security, Field level security and Record level security**.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
* Extensively used tools such Informatica for integration of data with legacy ERP system.
* Reviewing the test cases provided by the QA team and providing feedback.

**Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Xerox Corporation, MN**

**Role: Salesforce Administrator/Developer June 2015 – Sep 2016**

**Responsibilities:**

* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on batch apex to auto create opportunities based on close date of a current contract.
* Developing **Triggers with bulk-safe** and have a minimum of 75% code coverage.
* Implemented auto create events on public calendar using trigger and custom settings.
* Developed **Sales Cloud to improve forecasting, campaign** and partner portal.
* Created the email templates to be used in **Workflows, Assignment Rules** and **Auto Response Rules** related to Lead Management module in Sales Cloud.
* Experience working in **service cloud, supporting cases**, developed **workflows and triggers** for automated case resolution
* Used Custom Settings to store frequently used data and Field Sets to avoid code changes when new fields are added.
* Deployed many applications on **sales cloud, service cloud** which includes the call center and marketing applications.
* Worked on **Service cloud** console application to create a new VF view of different cases at a time inform of tabs.
* Implemented Mass Edit functionality for various functional needs using Visual Force page and apex.
* Used **SOQL and SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database object.
* Developed many applications using service max to automate operational planning.
* Worked on **custom email** notification **using trigger and email templates**.
* Implemented Inventory process using trigger, approval process and visual force page.
* Defined **look up and master-detail relationships** on the objects and created junction objects.
* Handled administrator functions including **user account maintenance, reports, dashboards** and other routine tasks.
* Using Workflow rule implemented **email alert, field update, changing record type** and also created with time dependent workflow action.
* Implemented **Web to Case, Email to Case functionalities** to provide a better customer support to the customers.
* Created **Workflow Rules** and defined related tasks, **Time- triggered tasks, email alerts, filed updates** to implement business logic.
* Used Data loader for **data migration and integration**.
* **Used Picklists, Dependent Picklists** and Record types to enforce data quality.
* Used **Tabular, Summary and Matrix reports** to customize Standard reports and create Custom reports.
* Developed project in agile environment and played role of Scrum Master.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Client: Verisk, Jersey City, NJ**

**Role: Salesforce Developer July2014- May2015**

**Responsibilities:**

* Worked with the user group for gathering requirements throughout the planning and implementation.
* Involved in SFDC application support for end users.
* Developed **Work flow rules, Time Dependent Action Triggers, email templates** to implement the business logic.
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages
* Configured **Role based Authorization** on **Object/Field Level**.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Designed and developed **Apex Classes, Controller Classes, Apex Triggers** and Visual Force Pages for this application. Experience in using **Eclipse IDE**.
* Performed requirements analysis and using Rational Rose and Smart **Draw created UML specifics** such **as data flow diagrams (DFDs), ER diagrams, Use cases, Class, Sequence, Collaboration** and **Deployment Diagrams**.
* **Designed Dynamic approval** process with records to be routed based on lookup fields on the record and in accordance to the approval matrix.
* Providing ongoing **salesforce.com maintenance and administration services** including **periodic data cleansing, custom objects, workflow, Triggers**. Integrate of Application (OE modules) with Salesforce.com with using SOAP Client.
* Configured **Service Cloud** features and done service automated**.**
* Used **Sales Cloud integration** solution between In force ERP applications and the Sales Cloud of force.com.
* Authored System Requirement Specification (SRS), use case, system requirement changes request and data dictionary to SFDC implementations such as **sales cloud, marketing cloud** and Salesforce chatter.
* Worked with the custom Customer Community and managed the membership of the community along with **Service cloud** functionalities to deal with the various cases filed by the customers.

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

**Client: Zywie Health Care – Atlanta, GA**

**Role: Salesforce Administrator/Developer Nov 2013 – June 2014**

**Responsibilities:**

* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Performed inbound, outbound integration with external systems using **REST, SOAP Web services API and JSON Serialization and Deserializations**.
* Implemented a **dynamic Visual Force page** that displays variety of fields based on client requirements without making additional changes to code.
* Deployed and configured Exact Target from **AppExchange** to manage **marketing cloud campaign** creation and management. Configured and **managed Social media, Email Marketing**.
* Developed various **Visual Force Pages, Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Effectively created the **Pick lists, dependent Pick lists** and **junction objects** to establish the connectivity among objects.
* Actively involved with Business analysts, other developers, involved in enhancement of business modules using **force.com IDE, APEX classes, Triggers, Test Methods** and **writing SOQL queries**.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Worked on customization of **Sales Cloud schema** by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Own and manage Salesforce.com **Service Cloud** related technology stack.
* Designed, Implemented and deployed the **Service Cloud** with various custom built Page layouts, Custom tabs, Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements. .
* Customized Websites and created email templates to enable **Web-to-lead, and Email-to-lead** process
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in **Designing Visualforce pages** with **JavaScript Remoting** using client side technologies like **JavaScript**, **JQuery, AJAX and CSS**.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response Rules** for automating business logic.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com Visual Force (Component & Controllers) Pages, Security Controls, Time Based Triggers, Apex Language, WSDL, Data Loader, HTML, Java Script, SOQL, SOSL, Workflow& Approvals, Sandbox data loading, Eclipse IDE Plug-in and Windows 7/XP Pro.

**Evolgence Software Solutions, Hyderabad, India**

**Role- Java Developer June2012 - Oct 2013**

This is the development of e-Learning Portal. The core concept of this e-learning Portal is to provide a point of access to educational and training related services for high school students. The goal is to simplify the user experience and information access, in support of the existing goal of providing online training for the student community. The portal provides a single access point for a collection of services, rather than making the user accesses each of the different services directly and individually. This site will provide 22 features. Some of these features are being developed as plug and play components using XML and XSLT. Followed MVC architecture in component development.

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Presented designs and concepts to Clients and the Management for review.
* Performed the validation and testing of the completed websites.
* Responsible for web hosting and the installation of e-mails and forms.
* Developed Message Driven **Bean components** in **Web sphere MQ** Series to manage the backend transactions and e-mailing (using **JMS and IMAP**).
* Developed beans for business logic and utility packs mapping database entities.
* Involved in analysis, design, development and maintenance.
* Developed **Session/Entity Beans** and deployed on **Web sphere Application Server**.
* Involved in writing SQL queries and stored procedures.
* Configured deployment descriptor specifying data environment.
* Documented, prepared help files, user guide and trained end users.

**Environment**: Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Structs, JSTL, UML

**EDUCATION**

* **Bachelor of Engineering in Computer science Engineering**