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## Name : Kilaru Shivani

Email : shivanichowdari5@gmail.com

Phone : +91 7032395581

**Dev cert num:** 21346836

**Professional Summary:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Over 2.6 years of experience in IT industry including more than 2 years of experience in Salesforce.com CRM platform.**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** .
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming**.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom

Salesforce pages as expected by business requirements.

* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to

the governor limits.

* Participated in all stages of **Software Development Life Cycle (SDFC)**

i.e., System Analysis, Design, Development and Testing Expertise.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform .
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, sharing rules** for satisfying complex business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

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| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | APEX, Visualforce. |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |

**Professional Experience**:

**Company : Mphasis, Chennai, India**

**Client** : Advisor Group, USA .

**About Client:** Advisor Group Operates as an institutional brokerage company. The Company offers investment advisory, asset management, securities selling, online trading, and financial planning services. It also renders office solutions, business planning, coaching programs, advance technology, and marketing library solutions. They use Salesforce to understand their customers, connect with them on a variety of levels and help grow their customer base.

* **Roles and Responsibilities:**
* Involved in gathering and analysis of business requirement and development.
* Extensively worked on creating record types, Page layouts and assigning page layouts to corresponding record types.
* Worked on assigning record types to required profiles and creating list views.
* Worked on case and custom object as per business requirement.
* Worked on Apex class and Trigger and involved in visual force page development from the scratch.

**Company : Mphasis, Chennai, India**

**Client** : BCBS, USA

**About Client:** BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, custom code used like APEX, VFP in this project to maintain this insurance business on Salesforce.

* **Roles and Responsibilities:**
* Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.

* Analysed the business process of client and then involved in creating the application and data model.
* Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the

business requirement.

* Defined lookup and master-detail relationships on the objects and created junction objects to establish

connectivity among objects.

* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and

created permission sets where necessary.

* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Implemented Field Level security for sensitive data holder fields.
* Involved in Working with Standard Salesforce features like Objects, Record Types,

Page layouts, Profiles,Roles, Reports and Dashboards etc.

**Company : Intelogik Solutions,Mumbai,India.**

**Client** : American Red Cross, USA

**Work duration:** May 2019 – July 2019.

**About Client:** America Red Cross is a huge organization in USA which has many activities related to health care. They have 1000s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speaker details and various process they followed. They mostly conduct 100s of such seminars in the world per month. The project was created for employees of the organization to enter these data and maintain the details.

* **Roles and Responsibilities:**
* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**PROFESSIONAL QUALIFICATION**

**Bachelors in Electrical and Electronics Engineering , MGIT , HYDERABAD.**