**SRINIVAS A**

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**SUMMARY:**

• 5 years of experience in the IT industry and around 4.5 years of experience as a Salesforce developer/administrator/Configuration and force.com platform. Having extensive knowledge in implementing, customising and maintaining Salesforce solutions.

• Experience in Administration, Configuration, Implementation, and Support of **Salesforce** CRM based on **Apex** Language and leveraging **Force.com** Platform.

• Proficient knowledge of **Governor limits**. Experienced in optimization of existing code in according to the governor limits.

• Completed more than 100 badges in Trailhead and became **RANGER**.

• Visited Paris Head office as part of client visiting.

• Extensive experience in designing of custom objects, custom fields, custom page layouts, workflows, relationships, look - ups, dependent pick lists, and role based page layouts, work flow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing Visual Force pages, record types, formula fields and email generation according to application requirements.

• Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organisation. Also created various profiles and configured the permissions based on the organisational hierarchy.

• Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.**

• Worked in Salesforce **Lightning** applications using **Lightning Components**, Controllers and **Events** and used custom **CSS** in the components.

• Certified PD-1 developer.

• Good experience in working on **Visual Studio Code** with Force.com Plug-in for writing business logic in Apex programming language**.**

• Having knowledge in SFDC Integration using Web Service and Apex Programming **(SOAP and REST)**.

• Involved in data migration using Apex Data Loader.

• Hands on experience in building processes using **Process Builder**in Salesforce.

• Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.

• Experienced in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.

• Worked in all stages of Software Development Life Cycle (SDLC).

• Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.

• Having knowledge on **Lightning Web Components**.

• Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**Career Recital:**

• Working as a Sr. Software Developer with **Saint-Gobain**, Mumbai from June 2018 to till date.

• Worked as a Software Developer with **Tech Mahindra**,Hyderabad from September 2014 to May 2018.

EDUCATIONAL QUALIFICATION

• Master of Computer Application from Osmania University, Telangana.

• Bachelor of Science, Sphoorthy Degree college, Osmania University, Telangana.

**TECHNICAL SKILLS:**

**SFDC Technologies:**Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE, VF Remoting, Import Wizard, Relationships, Validations Rules, Profiles, Roles and Security

**Languages:**C, Java, C++, HTML, APEX

**Tools & Technologies:**Force.com Data Loader, Force.com Platform (Sandbox and Production).

**Operating systems:**Windows Family.

**Databases:**Oracle, SQL

**PROFESSIONAL EXPERIENCE:**

**1–Weasy CRM-IP-BGE June 2018 to till date**

**• Client: Saint Gobain.**

**• Role: Senior Salesforce Developer**

**• Environment: Force.com**

 The initial Weasy project implementation started with the intent of providing a shared CRM solution across the Saint-Gobain Glass solutions entity.

There was a willingness to move from a Site-Centric Vision to a Customer-Centric Vision. The implementation of Salesforce.com was also a way to improve collaboration and increase productivity through an easy way to manage day-to-day activities.

The Integrated Platform phase of the project, covered in this document, was launched with a the broader goal of increasing agent productivity by centralizing and streamlining case management and order issuance processes in the CRM. This is achieved with the integration of the CPQ engine that handles complex product and pricing configuration, and an Order Management System that calculates logistics information and dispatches the orders to production ERPs.

Before implementing Salesforce.com, a business process review and harmonization was conducted, in order to have Salesforce.com support the day-to-day processes that are currently supported by the current CRM.

The new Integrated Platform will offer additional functionalities and enhanced ergonomics to support new Case, Quote and Order processes.

**Responsibilities:**

• Worked on new Lightning components implementation on detail page of the record.

• Worked on displaying Micro Strategy reports in Salesforce Account Detail page.

• Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.

• Responsible for building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.

• Worked on Lightning-Map component to display the Geo-Location of Map and Map markers of the Account’s, Opportunity’s and Custom Object’s data

• Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the **design phase** of the **Salesforce Single View project**. This includes the documentation of use, Decisions of field migration and many other tasks

• Gathering the requirement, analyze the requirement and attending the day to day business meetings.

• Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**

• Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.

• Built Application Pages with Controllers and Utility classes to publish them to web to import student data to a custom Object in Salesforce.

• Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in using Visual Studio Code.**

• Deployed the code developed in the Dev **Sandbox to the** **Test Sandbox and the Production sandbox using Git-Kraken tool**.

**Environment:** Visual Studio Code IDE, Lightning-Component, Java-Script, CSS, Apex Data Loader, Developer Console, Workbench and Force.com Sandboxes, Web Services, Agile methodologies.

**2–My Customer Training June 2017 to May 2018**

**• Client: GE (General Electric).**

**• Role: Salesforce Developer**

**• Environment: Force.com**

 FSM is simply any system that is designed to keep track of the various components of field operations. These components typically include inventory management, vehicle tracking, scheduling, customer portals, and more. In terms of the software-as-a-service sector (SaaS), management of these components is usually controlled through a cloud-based portal that can be accessed from mobile devices, while field technicians are on the job.

ServiceMax efficiently manages current customer contracts in a user-friendly and simple format, making certain that information is easily accessible to employees. Maximize a technician's time and efficiency, with the scheduling functionality. Track parts, returns, and repairs with inventory management. Increase customer service with better visibility over services and parts. Providing clients with complete visibility and strong functionality, ServiceMax offers flawless field service on-the-go.

With ServiceMax Work Order Management Software you can be confident that your field team utilisation is the highest it can be and manage, monitor and even automate service requests to ensure that they are resolved within commitments. Not only to meet the business outcomes your customers demand and speed cash flow, but you also delight them to drive new revenue opportunities.

**Responsibilities:**

• Working on a Large-scale & complex Salesforce development projects along with integrating data from other systems/Repositories.

• Reliability and Scalability of the Salesforce Cloud.

• Managed API integrations and web services.

• Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.

• Responsible for building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.

• Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.

• Worked on analyzing the complete **Apex classes, Apex Triggers, Pages** in the Salesforce.com instance in the design phase of the **Salesforce Single View** project. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.

• Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the **design phase** of the **Salesforce Single View project**. This includes the documentation of use, Decisions of field migration and many other tasks

• Used **Geolocation** field type to calculate the nearest properties from contact mailing address.

• Gathering the requirement, analyze the requirement and attending the day to day business meetings.

• Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**

• Built Application Pages with Controllers and Utility classes to publish them to web to import student data to a custom Object in Salesforce.

• Designed very complex Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.

• Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in using Eclipse.**

• Deployed the code developed in the Dev **Sandbox to the** **Test Sandbox and the Production sandbox**.

• Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.

**Environment:** Eclipse Force.com IDE, Force.com migration Tool (ANT), Apex Data Loader, Developer Console, Workbench and Force.com Sandboxes, Web Services, Agile methodologies and AppExchange.

**3–Global Sciences November 2015 to May 2017**

**• Client: GE (General Electric).**

**• Role: Salesforce Developer**

**• Environment: Force.com**

Global Sciences is the part of Health care wing of GE which deals with the entire process flow of installation of parts at customer site, field service management, ordering/return of the parts as part of remediation process, generation of debrief reports, interacting with other external systems in order to carry out ordering, tracking and billing process. This entire process is tracked through SFDC and Service Max setup where entire application is built upon. Various third party Integration scenarios are involved as part of this project implementation.

**Responsibilities:**

• Develop VisualForce pages, VisualForce Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.

• Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

• Experience with working on AppExchange platform.

• Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.

• Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.

• Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.

• Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.

• Written numerous SOQL and SOSL queries using Force.com explorer.

• Involved in the entire SDLC using agile methodologies.

• High End Process and Application Customization using Apex & Visualforce.

• Involved in authorizing Test strategy and Test plan.

• Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation and formula fields.

• Migrated data from Legacy Systems to   Salesforce CRM using data loader.

• Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into   Salesforce.

• Developed Visualforce page using the extension controller according to the clients’ requirement.

**Environment:**Salesforce.com platform, Apex Language, REST API, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, JavaScript, Dojo, JSP, Ajax, Sandbox data loading, Eclipse IDE Plug-in.

**4–**AUM Billing System **September 2014 to October 2015**

**• Client:** MSCI

**• Role: Salesforce Developer**

**• Environment: Force.com**

MSCI Emerging Markets Index is an index created by Morgan Stanley Capital International (MSCI) designed to measure equity marketperformance in global emerging markets. The AUM Billing System is a Force.com Custom Application residing inside the MSCI Inc. Salesforce.com instance. A Custom Application is defined as a collection of Tabs. This application agenda is access to billing information, loading valuation data and configuration and billing information for client AUM deals.

**Responsibilities:**

• Created Page Layouts and make as read-only for specific users.

• Disable the custom buttons in the visualforce pages for AUM Billing System application.

• Created Custom button and added into the Page layout.

• Used various Aggregate functions with SOQL to create custom report using Apex Controllers enforcing Governor’s limits.

• Crated Catalogues for Custom objects, Standard objects and Managed package objects into the MSCI Salesforce instance.

• Developed Approval process for the application by implementing custom formulas in different stages of approval.

• Make as read-only for AUM Billing System application at profile level and Permission sets.

• Created workflow rules and defined related field updates to implement business logic.

• Used SOQL and SOSL with in Governor Limits for data manipulation needs of the application.

• Used Data Loader for insert, update and bulk import or export of data from Salesforce.com subjects.

• Created the Solution design document.

• Successfully implemented Salesforce – Data loader integration.

**Environment:** Salesforce.com, Apex, Forec.com IDE, Workflows, Data Loader and Visualforce pages.