**Sravanthi T**

**Salesforce Administrator/Developer**

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**PROFESSIONAL SUMMARY:**

Over 8+years of extensive experience in Salesforce.com and Force.com platform both as a developer and an administrator

* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component features.**
* Extensive experience in designing applications using workflow, Approval process and **Triggers** and **Apex Programming** for building applications.
* Expertise in implementing **apex classes, Controllers & Tiggers, Custom Tabs, Visual force Pages, Web Services**.
* Used **SOQL & SOSL** with consideration to Governor Limits for Data Manipulation needs of the application using platform database object.
* Experience in **SFDC Administration, Deploying, Reports, Dah boards** and Data management.
* Expertise in Integrating with the external applicationsusing **SOAP and REST** web services.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper Component**. Updated the APEX Controller and Helper functions regularly making the **Component Context Aware** as per business requirement.
* Experience in Deploying Salesforce.com Applications across different Sandboxes using change sets, **force.com IDE** and**force.com migration tools.**
* Experienced in **Service Cloud, Sales cloud, Chatter & App-exchange applications**.
* Expertise in developing **UI logic** using Standard, extension and custom controllers.
* Implemented security and sharing rules at **Object level**, **Field level** and **record level** and system audit trail setup for different users based on organization hierarchy.
* Technical Knowledge about**salesforce lightning schema builder**, process builder, lighting app builder, components and lightning connect.
* Working with lightning bandle component, controllers, helper renderer, style, svh, documentation, Design.
* Experience in designing Custom formula fields, fields, field Dependencies. Workflows and Approval process for automated alerts, field updates and Email generation according to application requirements.
* Excelled in working with various **Salesforce.com Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Worked on Eclipse DE with Force.com Plug-in for writing business logic in Apex programming language.
* Created **Custom Objects** and outlined **lookup** and **master-detailrelationships** and **Junction objects** to implement many-to-many relationships on objects and **Roll-up Summary fields** to aggregate data from child records on the parent. Modified data object relationships with the help of **Schema Builder.**
* Enabled Aura frame work, by adding Aura Attributes and aura handlers for events to focus on logic and interactions in lightning Applications.
* Possess excellent **communication, interpersonal skills** and the ability to work both as a team player and as an individual.
* Mobile deployment and ability to diagnose and handle **technical issues**.
* Effective **communicator** at all levels of an organization in management, technical and sales roles.

# KEY COMPETENCES

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| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, JavaScript Controllers, Server-side Controllers, Aura Framework. |
| **Salesforce.com Development** | Apex Language, SOQL, SOSL, Visualforce (Page, Component & Controllers), Apex Trigger, Apex Class & Apex REST and SOAP Web Services, HTML. |
| **Salesforce.com Administration** | Validation Rules, Users, Workflow Rules, Approval Process, Sandbox Refreshments, Reports & Dashboards, Import Wizards, Packages, Custom Labels, Apex Data Loader, Sharing Settings, Custom Apps, Roles and Profiles Deployments (Change sets). |
| **Languages** | Java, Apex, Ajax, HTML, JSP, JavaScript, CSS, XML. |
| **Tools/Utilities** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production). ALM. TFS |
| **Databases** | Microsoft SQL Server 2000/2005/ 2008, Force.com DB. |
| **Software** | MS Excel, MS Office. |
| **Operating Systems** | Windows 8/10, MAC OS. |

# CERTIFICATIONS

* Developer Certified: Salesforce Certified Platform Developer 1. Credential ID – 21388241
* Developer Certified: Salesforce Certified Platform Developer 11. Credential ID - 21855615
* Administrator Certified: Salesforce Administrator 201. Credential ID - 21368474

# EDUCATION

* Osmania University Hyderabad – India. –Master’s in Computer Applications (MCA),2006
* Osmania University, Hyderabad, India. – Bachelors in Computer Applications (BCA), 2003.

# PROFESSIONAL EXPERIENCE

**Client: Capital One, Mc Lean, VA Oct 2020 to Present**

**Role: Salesforce Developer**

**Project name: NCino**

**Module: Loan**

**Responsibilities:**

* Implemented Visual Force pages, S-control, Web Services, Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards to attain complex business functionalities.
* Optimized code with respect to the Governor Limits set up for the organization using the platform database objects.
* Designed and developed custom objects and fields for security and sharing rules at record level for different users of organization. Also created various Pick List, Role based page layouts, Workflow Alerts & Actions, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats, Design of Visual Force Pages, Record Types, Dashboards, and Email generation Roles, Profiles and configured the permissions based on the organizational hierarchy.
* Scheduled and synchronized ETL operation flows between different databases and cloud report servers using the API functionality.
* Executed advanced Apex programming curriculum including common Design patterns, Governor limit management techniques, Bulk patterns, efficient and reliable trigger handling, and asynchronous operations.
* Good knowledge in Einstein Analytics, including Datasets, Dataflows, Lenses, Dashboards, Apps and Security Predicates.
* Generated lightning process builder flows, Connect API, Chatter and quick Actions. Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally
* Proficient with Sales Cloud, Service Cloud, web service, Rest-API, Soap-API, Force.com App-exchange packages and Salesforce Metadata-API, Partner WSDL & Salesforce Enterprise WSDL
* Integrated the third-party web services using callouts by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com and developed own Web Services
* Deployed application from one Sandbox to different Sandbox, as well as into Production environments using Change Set, Eclipse and Force.com Migration tools.
* Written SOQL, SOSL query language necessary for the application in Apex Classes, Custom & Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Enabled SAML based Single Sign-On in the Production and Sandbox for authentication.  Worked on data integration, data clearing, data transfer from third party API's with requested permission sets using APEX data loader
* Lead Planning meetings, analysis development, test inspections and other project meetings throughout project life cycle.
* Developed Salesforce Custom Web Services for handling inbound requests and outbound calls to external Web Services and implemented Mailbox enable or disable user Ext. E-mail (AF) for internal user restriction.
* Created Visual Force Email templates includes HTML and custom, New Templates, Mail Merges and also automated Email Process to send installation instructions to new and existing customers.
* Lead and guide team through continual improvement process, provide training on project’s standard operating procedures, managing report structures and liaising the business operational plan and achievements to senior leadership team.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using SAP Business Objects and Report On-Demand. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.

**Environment:** Salesforce.com, Force.com Sandbox, Import Wizard, Apex, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Web Services API, HTML, CSS, Data Loader, Angular JS, WSDL, SOQL, SOSL, Custom objects, Custom fields, Web Services, SOAP, REST.

**Client: Cigna Health Care, Bloomfield, CT Jun 2018- Oct 2020**

**Role: Salesforce Developer**

**Responsibilities**

* Hands on experience on Lightning Components, Application and Events creation using Aura Framework, Aura enabled controller and implemented controller logics
* Interacted with the end users to understand the requirements and documented them to proceed accordingly.Working with customers for design groups.
* Developed several Triggers, Apex classes and Visualforce pages as part of the application development.
* Strong experience in implementing lightning design systems.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features for many functionalities like time sheets, pay periods, scrum board etc. Creating Lightning and VF Tabs for all required UI pages.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, Visual Force and other utilities.
* Created community pages and added the lighting components for those pages.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Configured partner and custom community for the client.
* Worked on lead management, account management and opportunity management.
* Created different Workflow rules and Approvals for various campaign processes.
* Created community pages and developed lighting components for the community pages
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Data migration from external systems to sales force using Data Loader.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Experience in using Workbench and Bitbucket for deployment.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Working with customers for design groups.

**Environment:**Salesforce.comPlatform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, Scrum, Custom objects, Custom fields, Web Services, SOAP, Eclipse IDE with Force.com plugin.

**Client:State Farm, Bloomington,IL April 2017 – May 2018**

**Role: Salesforce/Lightning Developer**

**Responsibilities:**

* Extensively worked on VF pages to Lightning Components, url buttons to quick actions, lightning Record, Home, App pages, lightning Tabs.
* Experience in Powerful command-line interface (CLI) removes the complexity of working with your Salesforce org for development, continuous integration, and delivery using Salesforce DX.
* Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Experience in Salesforce Lightning Inspector Chrome Extension and chrome dev tools.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions asper Client Requirements.
* Working on team building and project management skills.
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* As an Administrator, implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Managed ongoing support requests and administrative needs of users .
* AS a lead working with business analysts, developers and stakeholders to implement, integrate and maintain the Salesforce.com
* Worked on Classic to lightning Migration.
* Defined objects and Field Level Security for different profiles.
* Worked on Apex Triggers for Automated actions.
* Distributed version control system that makes it easy for you to collaborate with your team using Git Hub, Worked with Trello Ticket handling system.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Used Services cloud to manage Cases and Entitlements
* Worked in different sandboxes for development and testing, and involved in migrating the code to production instance by using Change Set.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.  Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex Data Loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on creating Validation Rules, Workflow Rules and Approval Process.

**Environment:** Salesforce.com, Git Hub, Workflow Rules, Approval Process, Apex Data Loader, Force.com, Import Wizard, visual studio, Trello ticketing, salesforce DX , Controllers, Visual Force Pages, XML, Triggers.

**Client: Bridgewater Associates, Westport, CT. Nov2016 – March2017**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Duties included design, development, integration and administration of salesforce.com applications.
* Developed Dynamic approval processes (with necessary templates, page layouts and defined approval actions on them) for automation.
* Experience health could knowledge.
* Gathered user requirements and involved in application design discussions and documentation.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in data migration to Sand-box and production.
* Responsible for designing system/Unit/UAT test cases.
* Involved in creating macros to meet the requirements, data dictionaries and maintained metadata for each model.
* Involved in administrative activities like periodic data cleansing, security setup and workflow update.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used Apex Data Loader for migrating records to Salesforce as a backend process.
* Used sandbox mode for testing and migrated the code to the production instance in iterations.
* Implemented workflow rules and defined related tasks, triggers, email alerts, filed updates to implement business logic.
* Used SOQL & SOSL to cater to the data manipulation needs of the application.
* Worked in Agile project model and involved in documenting IT Stories and scoping sprints.
* With help of Informatica integrated Salesforce with MS SQL Database (In house BI Data warehouse) developed and implemented scheduled jobs for both batch and real-time Salesforce integration scenarios.
* Developed custom objects, profiles, sharing rules, roles and integration using web services, as needed by the business.

**Environment**: Salesforce.com platform, Database.com, Apex Script, Visual Force Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, HTML, Java Script, Reports, Dashboards and Informatica.

**Client: Citi Group, DE Jan 2014 – Oct 2016**

**Role: Salesforce Administrator/Developer**

**Key Responsibilities:**

* Gathered the requirements from Production Owners and making sure that delivers the feature by end of sprint.
* Managing the Administrative tasks like creating Hybrid Profiles, Roles, Users, Page Layouts, Email Services, Workflows & Approvals, Reports, Dashboards, Tasks and Events.
* Coordinating with business and providing the demo documents in each sprint features.
* Created lightning process builder to update the data in junction case objects.
* Used data loader tool/dataloader.io for importing and exporting data in org.
* Used Sesame – App exchange tool for archiving the data in salesforce prod org.
* Handling the production issues in service now and ensuring that issues are resolved within SLA.
* Responsible for monitoring the informatica jobs for daily load between legacy apps to salesforce.
* Involved in salesforce data transformation/migration using ODS and MDM.
* Monitoring the salesforce storage limits and used sesame tool to archive the data.
* Managed User Roles, Security and Profiles that was essential for the Salesforce Data implementation.
* Responsible for maintaining Salesforce org including, but not limited to, roles, profiles, security, data and objects within the Salesforce applications.
* Written anonymous scripts, SOQL & SOSL searches for data analysis and updates.
* Created the process builders to automate the business processes and field updates.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Created the case inventory management to support the customers in service and sales module.
* Responsible for providing the Salesforce Environment Strategy for Monthly Releases in Agile- Scrum.
* Managing the salesforce sandboxes – 2 Dev, 1 Dev Pro.
* Creating and Managing the GitHub – Repositories & Branches.
* Managing the teams, Group security control management at each repository level.
* Drive Planning & delivery of High – quality Salesforce based application deployments.
* Responsible for Salesforce Deployment & Managing branches of GIT to keep all the orgs in Sync.
* Integrated ANT with force.com migration tool retrieving metadata components using package.xml and build.xml.

**Environment:**Force.com IDE, Salesforce Classic and Lightning, MuleSoft, Salesforce.com CRM Application Platform, Force.com, Apex Language, Apex Triggers, Apex Data loader, GitHub, Visualforce, SOQL, SOSL, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, JavaScript, Eclipse IDE Plug-in.

**Client: AIG, Dallas, TX March2012 – Dec 2013**

**Role:Salesforce Administrator/Developer**

**Responsibilities:**

* Created user-friendly GUI interface and Web pages using HTML, JSP.
* Worked with the user group, performed detailed analysis of business and technical requirements, and implemented the solution by customizing various standard objects of Salesforce.com (SFDC).
* Worked on Salesforce Lightning Components, events and controllers for building customized components replacing the existing ones.
* Created custom objects, fields, tabs, record types and page layouts to support business needs.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data. Used Data Loader for insert, update, and import, export of data from Salesforce.com objects.
* Integrated Salesforce with other internal applications using SOAP and REST services.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed APEX classes, APEX triggers, APEX test classes, Batch apex schedule apex classes visual force pages, Custom Controllers and Controller extensions. Also modified existing triggers and classes as per the standards to meet the business requirements.
* Created e-mail templates in text, HTML and Visualforce formats necessary for the application.
* Built Custom User Interface using Lightning components using Aura Framework, CSS, Boot Strap and JavaScript.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-
* Response Rules for automating business logic.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed the Application security and data access per the complex need of business using Profiles, Roles, Org wide defaults, record level security, field level security, page- layouts, and record types.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting. Developed case escalation rules to ensure cases were resolved in a timely manner.
* Assisted in the configuration and maintenance of Sandbox environments to facilitate success development and QA testing of new on-demand features and functionality.
* Review the code by following best practices and perform testing in various environments to ensure quality and standards.

**Environment**: Saleforce.com platform, Lightning, SOSL, SOQL, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.