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**Sravanthi**

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**PROFESSIONAL SUMMARY**

* Over 10+ years of experience, Expertise in analysis, design, development, testing, delivery and production support of application software. Over **8+ years** of experience in **Salesforce.com CRM** Platform
* Experience in Apex technologies, Sales Cloud, Service Cloud, Community Cloud, Marketing cloud and 4+ years of experience with Salesforce Manual testing
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* **SFDC Configurations/Customizations - as Administrator and Developer**
* Develop User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, etc.
* Good understanding on Partner portal (Partner Relationship Management).
* Experience in **Lightening, DocuSign**, Draw Loop/Conga, **Salesforce CPQ** and Marketo.
* Creating custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes and Cases
* Experience on translating business process into Custom Objects and creating Lookup Relationships and Master-Detail Relationships
* Administrative tasks like User Management, Creating Profiles, Roles & Permission Sets, Workflow, Tasks & Events, Email notification & Templates, Reports & Dashboard, Metadata & Metadata API
* Used data migration tools such as Apex Data Loader, Sales force Import and Export Wizard
* Implementing **Apex Classes, Visual Force Pages, Apex Components, Controllers, Triggers, Scheduler, Batch Apex,** Analytic Snapshots, Migration Tool, Web Services API and working with Force.com IDE. Exposure in Customer Portal and Self -Service Portal
* Experience in Trigger, Test Methods, and writing **SOQL and SOSL queries**
* Expertise in web technologies like HTML5, XML, CSS, JSP, JavaScript, jQuery, AJAX, WSDL, REST API, SOAP API, BULK API, Force.com Callouts, Batch and Apex Programs Schedule, Dell Bhoomi
* Email-to-Case, Web-to-Case, Web-to-Lead, Tracking Field History, Set-up Logging History, Set-up Audit Trail & Data Migration
* Understanding and functionality of Web Services for **SOAP API and REST API**
* Write Business logics in APL using Eclipse IDE with Force.com Plug-in environment.
* Worked with Migration tools Force.com IDE, Eclipse and **Change set migration** code and configuration from the Dev Sandbox to Production
* Experienced with **Lightning UI development**
* Team contributor, having exceptional communication skills, strong quantitative skills and personal maturity. Proven track record of successfully managing multiple responsibilities simultaneously.
* Excellent Leadership, Technical, Analytical and Problem-Solving skills and ability to get on well with people from cross-cultural backgrounds.
* Excellent verbal, written, presentation and interpersonal skills with ability to work with teams that are geographically distributed and are across different time zones.
* Experience with onshore-offshore model projects.

**PROFESSIONAL EXPERIENCE**

**Perficient, Cincinnati, OH Jan 2020 - Present**

**Salesforce Developer/ Administrator**

**Description:** We're a global digital consultancy transforming how the world’s biggest brands connect with customers and grow their business. With Perficient, you get experience and expertise, speed and agility, and a healthy dose of pragmatism to drive your business forward.

* **Development, implementation**, and update focusing on **Sales cloud and Service cloud and Community cloud in Lightening.**
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Building all the development from scratch gave us an advantage to explore more out of the box functionality.
* Implementation of **Batch Classes, Scheduled Classes**, Visualforce pages, Lightning components as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Implemented **Aura Enabled Framework, by adding Aura Attributes and Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Integrated Salesforce.com with external systems using **SOAP API and REST API**.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using **JavaScript, HTML and CSS in Visual Force Pages**.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in **Lightning by developing Apex classes and Controllers**.
* **Case Assignment Rules** to direct the case to appropriate group such as Stories & PCS Central Support.
* Performed administrative tasks such as Managing Accounts, Contacts and Cases, Setting Workflows and Approval Process for approving new accounts and another business process.
* Created and maintained **Reports and Dashboards** to provide fast access to key business metrics.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Gmail.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using **Ant Migration Tool, Workbench and Changesets along with Salesforce DX.**
* Configured Chatter to track emails from GMAIL to Sales force by following a user.
* Performed Defect Tracking & Management in Asana.
* Worked in a highly dynamic **AGILE** environment and participated in scrum and sprint meetings.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning(Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**National Interstate Insurance, Cleveland, OH Jun. 2017 – Dec 2019**

**Salesforce Developer/ Administrator**

**Description:** As a leading specialty property and casualty insurance holding company, we offer more than 30 different insurance products, including traditional insurance, innovative alternative risk transfer (ART) programs for commercial companies and insurance for specialty vehicle owners.

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC
* Development, implementation, and update focusing on **Sales cloud and Service cloud in Lightening.**
* Implementation of **Apex Triggers, Apex Class for automation** of the business process on Account, Contact, Opportunity and Custom Objects.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Migrated VF pages using SLDS tags into Lightning Experience.
* **Integrated Salesforce.com with external systems using** **SOAP API and REST API.**
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Case Assignment Rules to direct the case to appropriate group such as Stories & PCS Central Support.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.
* Performed administrative tasks such as Managing Accounts, Contacts and Cases, Setting Workflows and Approval Process for approving new accounts and another business process.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Sales force by following a user.
* Responsible to Analyze the defects and documenting for future reference.
* Writing the knowledge Base articles in Dash Service Now tool.
* Working closely with sales and marketing team where we use Marketing Cloud.
* Configured Chatter to track emails from Outlook to Sales force by following a user.
* Performed Defect Tracking & Management in JIRA.
* Worked in a highly dynamic AGILE environment and participated in scrum and sprint meetings.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**HHSC, Austin, TX Aug. 2015 – May 2017**

**Salesforce Administrator/Developer**

**Description:** Texas Health and Human Services — which includes the Texas Health and Human Services Commission and the [Texas Department of State Health Services](https://www.dshs.texas.gov/) — has hundreds of programs and services that help more than 7 million Texans a month live better lives, and it’s our strong foundation of dedicated people who make it happen every single day.

* Domain: Health Care
* These systems support critical business functions within the agency and are supported by Regulatory Services staff. These applications were developed over time to support various business functions and have continued to function as needed; however, many of these systems result in redundant data entry into multiple automation systems by RS staff members, thereby increasing workload and reducing efficiency. Maintenance of these critical systems is difficult since some of them were developed by RS staff members who have since left the agency.
* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in **Designing, Developing and Data Modeling** of the application and ensured that they are within the Salesforce Governor Limits.
* Created productive documents which will be used by rest of the team to have a better understanding of the related system; Salesforce.com CRM.
* As a part of Administrative tasks, Created custom objects, custom Fields, Validation Rules and Formula Fields. Wrote scripts to load Forecast Data from Salesforce.com.
* **Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows**.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management, Lead Management and the **Configure/Price/Quote (CPQ) processes**.
* Analyzed Integration flow and helped developers in implementing Service Max App within the organization by using Lightening.
* Developed SOQL query to pull data from salesforce.com instance. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Deploy using Force.com IDE tool, Changesets & Eclipse for the sandbox to production environments.
* Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
* Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Wrote Case **Escalation Rules** to escalate cases depending on timeframe and difficulty of case issues.
* Worked with Different teams for the release with Ant Migration Tool for moving the data from sand box to sand box.

**Environment:** Apex, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**INTRAX, San Francisco May 2013 – Jul 2015**

**Salesforce Administrator & Tester**

**Description:** As a premier cultural exchange company that strives to bring people together from around the world, Intrax has offered various international programs to more than 350,000 people worldwide. Our participants include adventurous young people, families, young professionals, Fortune 500 companies and prestigious universities. They are worldly and passionate about making the world a better place through cultural understanding and increased global awareness.

* Configuration and administration of Salesforce.com enterprise editions
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Conducted training on all salesforce related systems to sales and marketing teams.
* Created training materials based on business requirements.
* Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for [end-user support](https://www.jobhero.com/resume/examples/information-technology/end-user-support).
* Developed, launched, and managed in-depth dashboards and reports for all team functions on both management and individual levels.
* Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarches and Permission sets as per user profile and Public group.
* Validated hundreds of reports and tested dashboard bases on roles and role hierarchies.
* Tested salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects, page layouts, fields validations and its access to the user based on defined profile.
* Validated workflow rules, approval processes, and validation rules.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Tested lookup and master- detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on Data migration from lower environment to higher environment and validation the data.
* Created Test scripts, Test cases, executed Test cases and logged the defects in QC environment.
* Performed GUI, Functional, Regression, Retesting, Usability, Acceptance, Smoke testing
* Good interacted with QA team members, Developers, Project Managers and Clients to resolve issues.
* Regularly participated in Technical and Use Case review meetings for various functionalities in the application.
* Involved in User Acceptance Testing.
* Involved in reviews for functional requirements and Test case scenario and Test case designing.
* Sent out daily status reports to the QA managers, QA team members and Developer teams.

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**GEXA ENERGY, Houston, TX Feb 2011 – Mar 2013**

**QA Analyst**

**Description:** Gexa Energy is one of the fastest growing retail electricity providers in the U.S. and has served residential and commercial customers in Texas since 2002.  We provide customers with affordable electricity plans, and all Gexa Energy residential plans are 100% green - at no extra cost!

* Responsible for writing Test Scripts, Test flows and Test Performance documents, using MS Word and MS Excel.
* Involved in Smoke Testing for overnight builds and reported the critical issues to the developers. Involved in documentation as to how to maintain and run scripts for future enhancements.
* Prepared a detail test schedule and test metrics on a weekly basis to know the status of the application.
* Involved in generating Vuser in Load Runner for performance, and load testing of the application. Conducted Cross browser testing with IE5, IE5.5.
* Interacted with users for execution of test cases in UAT.
* Responsible Documenting the test results and changes.
* Constantly involved in the team to adopt QA Testing Standards. Logged and Traced defects using JIRA
* Interface with developers to resolve technical issues.
* Detected defects, communicated to the developers using bug reporting tools and tracking the defects.
* Actively attend meetings with fellow testers and other groups to evaluate the progress and performance of the application.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Developed Test Cases for New functionalities/requirements in Quality Centre
* Analysis and designed test cases for Customer Satisfaction applications.
* Performed Manual Testing and Involved in Functional, Black box, Usability and Regression Testing for UAT (User Acceptance Testing) and SIT (System Integration Testing).
* Performed the Database testing to verify the data in Database tables by using SQL queries.

**EDUCATION**

**JAWAHARLAL NEHRU INSTITUTE OF TECHNOLOGY**, Hyderabad, India.

Bachelor of Technology in Electronics and Communication engineering

Salesforce Certified Platform Developer 1

Salesforce Certified Administrator

**TECHNICAL SKILLS**

**SFDC Technology:** Apex Classes, Controllers and Extensions, Triggers, Visual Force Page, SOQL, SOSL, Data Migration.

**SFDC Tools:** Apex Data Loader, Connect Outlook, Force.com IDE (Eclipse), My Eclipse.

**Languages:** Apex, Java/J2EE, SQL, PL/SQL.

**Web Technologies:** HTML, JavaScript, AJAX, CSS, XML, WSDL, REST, SOAP, jQuery.

**Databases:** MS SQL Server, My SQL, Oracle 10g/9i, DB2, MS Access.

**Operating System:** Windows, Linux.

**Mobile Applications:** Android Mobile Apps (developed few Apps and placed in Google play store)