**Name: Sravanthi**

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**Professional Summary:**

**Certified Salesforce Developer/Administrator** with having **7+ years** of hands-on experience in IT with around **6+** yearsof strong hands-on experience inSalesforce Developer/Administratorwith domain experience involvesconfiguration, customization, communities, integration, deployment**,** classic to lightningdevelopment**, lightning components, lightning design system, lightning locker services and lightning data services, Designing of service Cloud, Sales Cloud, force.com.**

* Good working experience in various capacities such as **Salesforce developer, Salesforce Administrator, Force.com developer** and involved in various phases of entire project from **requirement gathering, architecture development, implementation**, training the end users.
* Rich experience in Administration and Development of **Salesforce.com CRM using Force.com, Visual force,** and **APEX.**
* Strong Knowledge about **Sales cloud, Service cloud, Community Market Configuration**, and **Customization** and good understanding with **Client/Server architecture, Object oriented design techniques** and web application design.
* Expertise in **developing Salesforce Lightning** Apps, Components, Controllers and Events.
* Expertise in designing of Custom Objects, Custom Fields, 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 according to application requirements.
* Extensive experience using **Salesforce.com Administration**, Creating Roles, profiles, Page layouts.
* Worked on the designing of the **custom objects,** **custom fields**, role-based page layout, Custom tabs, Custom reports, Custom folders, report extraction to various formats, design of **visual force pages, Snapshots and dashboards.**
* Experience in developing **Visual force pages** and **Custom Objects** using Apex Programming on Force.com Platform.
* Added **Lightning** **Component** to **Lighting Pages and Record Pages**. Have worked on Apex classes,
Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Expertise in developing **Apex classes, Controller and Triggers** on **Force.com** platform to customize application according to the functional needs and strong understanding with Force.com MVC Structure.
* Expertise in Data Migration from Traditional Applications to Salesforce using Import Wizard and **Data Loader Utility.**
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience in integrating **SFDC** with Legacy applications (SAP, ACT) using **Web Services API.**
* Extensive experience in customizing the User Interface of Salesforce CRM using **Apex Programming, Custom Controllers, Visual force, CSS and Omni script, JavaScript.**
* Experience in customizing Data model of Salesforce.com CRM using **Workflows, Triggers, Validation Rules, and Approval Processes.**
* Proficient in using tools like **Force.com IDE on Mac and PC environment.**
* Extensiveexperience in customization, configuration, Eclipse IDE, Apex, **Visualforce** pages.
* Experienced in defining custom formulas and creating validation rules to suit the needs of the **data model and ensure data quality.**
* Hands-on experience with development tools like **Force.com IDE, Force.com Explorer.**
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Created and map fields between Salesforce and **Pardot**. Help strategize and implement Pardot best practices across various departments and **process flows.**
* Experience of delivering working end to end solutions using **Pardot** and **Salesforce Sales Cloud.**
* Experience in creating and customizing websites using CMS **WordPress**, Joomla, and Drupal and integrating them with Salesforce CRM for generating web-to-leads and web-to-cases.
* Experience in Requirements gathering experience Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications **(SRS)**.

**Professional Experience:**

**Client: Homesite Insurance, Boston, MA Jan 2020 – Till Date**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Developed Enterprise Level **Lightning** **Applications** using Various Technologies like **Lightning** **Design** **Systems**, **Lightning** **App** **Builder**
* Worked on multiple projects, designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using DEV **Console, Eclipse IDE**.
* **Migrated** Salesforce **Classic applications to Lightning Experience** for rich user interface and better User Experience with the application.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved data from on premise Database using Rest **API’s** and **displayed** within the lightning component.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Experience in working with **Aura Handlers for Events** to focus on Logic and Interactions with different components with in Lightning Applications.
* Gather the requirements from the business stake holders and configured **CPQ** as per the requirements
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Used **Lightning Data Service** with in Lightning components to Insert, Update, Delete record without Apex Controller.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL**statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Experience in modifying **Visualforce pages** to be supported in **Lightning Experience** and good understanding of lightning mode and its features.
* Created **workflow rules** and defined related tasks, time triggered tasks, **email alerts**, filed updates to implement business logic.
* Responsible for creating and maintaining the price books, products and configuring them in **CPQ** for the reps to be able to quote efficiently.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented Signature functionality with Salesforce which will leverage **DocuSign**.
* Designed, developed, and deployed **Apex Triggers, Apex Classes, Visualforce Pages, Controller & Extension Classes, and Test Classes** for Unit testing and for various functional needs in the application.
* Created new **sandbox** and freshened them with Production as and when required.
* Configured Creating Roles, **Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts**, Actions, and Approval Processes.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Built Customized **Lightning Components** replacing the existing one's using Java script on the client side and apex on the Server side.
* Enabled **Aura Framework** by adding Aura Attributes and Aura Handlers for Events to focus on Logical and Interactions in Lightning Application.
* Worked on **Salesforce communities** which replace Salesforce customer and partner portals.
* Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other Components on a record detail and edit pages.
* Designed and deployed **Custom Tabs, Validation rules, Approval processes and Auto-response** for automating business logic.
* Worked on migrating components using Force.com Ant migration tool, Change Sets, Flosum and Workbench from DEV to QA, SIT, UAT and production instances.
* Experience in working with **Agile Software Development methodology**. Participated in Sprint Grooming sessions, Daily Standups, User story Estimation, Sprint Demos, Sprint Review, Retrospective sessions.

**Environment:** Salesforce.com, Salesforce Lightning, Apex Language, Visual Force, Workflow & Approvals, Reports, Lightning, Custom Objects, WSDL, Custom Tabs, Email Services, HTML5, CSS3, Controllers, Data Loader, JavaScript, SOAP, REST API, Eclipse IDE.

**Client: TEAM Software, Omaha, NE Aug 2018 – Dec 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Designed, and developed **Apex Classes**, **Controller Classes**, extensions and **Apex Triggers** for various functional needs in the application.
* **Worked on various AppExchange products according to the needs of the organization.**
* **Worked** real-time troubleshooting **on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.**
* **Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.**
* Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Developed re-usable UI components with the **Salesforce Lightning** Component Framework for the Document API Integration on opportunity.
* Created lightning actions, lightning apps and more than 30 components using **Salesforce lightning** framework.
* Used the **Aura** framework and **Salesforce lightning** Design System (SLDS).
* Worked on creating Lightning Pages inside **Lightning Community Builder.**
* Run **APEX data loader** to import/load the data in to **Salesforce** object after these files are successfully transferred.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on various objects Related to **APTTUS Configuration** and Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
* Strong understanding of **Salesforce CPQ** capabilities and limitations and can clearly communicate those to customers
* Performed large and small-scale **Data Migration** using Migration Tool and **Data Loader**.
* Developed Custom Validations to override the **Salesforce** default validation rules.
* Complete bulk **imports** of data using **Apex Data loader.**
* Developed workflow rules for various tasks and **Email alerts** as per the requirement.
* Developed **Visualforce** Pages to customize the view and functionality of the page that were required by the Organization.
* Worked on **Sales Cloud, Service Cloud** and **Apex** Programming on **Force.com Platform.**
* Created custom links, formulas, Layouts, workflow and approval processes. Set both object-level and record level security.
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Used **Cast Iron integration** tool for synchronizing master list of customers such as **leads,** **accounts**, **opportunities** and forecasts. It is used for data configuration.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* Created **support guides** and conducts training for new and current Users on how to use the system in accordance with established business practices.
* Responsible for maintaining different sandboxes (Environments) like **Development, QA,** and **Production Sandboxes**.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Salesforce.com, Apex (Classes, Controllers, Triggers), Visualforce Pages, Aura, Salesforce lightning, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Data Migration, Dash Boards, Data Loader, Cast Iron, Custom Objects, Tabs, Accounts, Fields, Leads Emails and Windows.

**Client: AbbVie, Chicago, IL May 2017 – July 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Hands on experience in using the **Open-Source Aura framework** and Salesforce lightning Design System (**SLDS**)
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Reports** and **Opportunities.**
* Working experience with **Lightning Component Framework**, using Lightning component in **Visualforce,** and adding to lightning component to **salesforce1.** Proficient in configuring and customizing Salesforce App.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Good exposure on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created many lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Developed **APEX Classes** and **Triggers** to calculate the compensations and incentives for client’s suppliers and employees at various levels of hierarchy.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customized tabs for different business users’ groups and business centers.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to **Salesforce.com** using **Data Loader**.
* Generated reports and dashboards based on the user requirements.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce.
* Developed **Batch jobs** and Scheduled jobs to revamp the existing records in the production to calculate the Spend amount thus calculating the compensations.
* Designed a parsing engine for invoice Management which automated the invoice processing procedure.

**Environment:** Saleforce.com platform, Lightning Experience, Salesforce API, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML 5, Web Services, SOAP, Reports, Sandbox.

**Client: Cigna, Bloomfield, Connecticut Feb 2015 - Nov 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in various stages of **Software Development Life Cycle (SDLC)** including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed, and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Visualforce Pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controller** to provide functionality to the visual pages.
* Created **Custom Objects** and **Custom fields** for transactional and contractual information.
* Designed and deployed **Custom Tabs**, **Validation Rules**, **Approval Processes** and **Auto-Response Rules** for automating business logic.
* Perform mass update to update the data in SFDC using Demand Excel spreadsheets using **Apex** **Data Loader**
* Worked on **Pick lists,** dependent pick lists **lookups, master detail relationships,** validation, and formula fields **to custom objects**.
* Created **page layouts**, search layouts to organize fields, **custom links**, related lists, and other components on a record detail and edit pages. Created **workflow rules** and defined related tasks, time triggered tasks, **email alerts**, filed updates to implement business logic.
* Created **Templates, Approval Page Layouts,** and defined **Approval actions** on them to automate the processes.
* Developed **Visualforce** pages with **JavaScript** and **Apex classes.**
* Created detailed Data Mapping document for integrating various systems with **Salesforce.com**.

**Environment**: Saleforce.com platform, Deployments, Force.com Migration Tool, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Lightning Components, Custom Objects, Custom Tabs, and Email Services.

**Client: Mirum Digital Pvt Ltd, India April 2014 - Jan 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Involved in meetings with business and technology groups at both organizations.
* Participated in **agile** development process to design, test and implement new features.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with configuration and Security aspects of **Salesforce**.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Developed various **Custom Objects, Tabs,** **Custom fields,** **custom** **dashboards**
* Developed and configured various **Custom Reports** and Report Folders for different user profiles.
* 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 and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Data migration from legacy system to Salesforce using **Data Loader** and **CSV files.**
* Used **Data migration** tools and de-duplication.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Maintained **user roles, security**, **profiles**, and workflow rules wherever necessary.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked with **Chatter** that helps users to communicate with the organization easily and quickly.

**Environment**: Salesforce tables using Salesforce.com, force.com, Data loader, csv files, deployment, Custom Objects, Tabs, Components and custom reports and dashboards, Involved in business and technology groups.

**Client: Wizpro Infotek Private Limited India July 2013 - March 2014**

**Role: Programmer Analyst**

**Responsibilities:**

* Developed modules in **Java** and integrated with **MySQL** database.
* Responsible for coding using **Java Servlets, Java Beans** and **XML.**
* Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
* Expertise in performing operations such as Collections, Exception Handling and Multithreading.
* Developed web applications using Spring **MVC** framework.
* Setup the class path for the **Java JDK** and managed the **JVM** (Java Virtual Machine) settings.
* Involved in **Analysis, Design** and Development of different phases of Process Flow module.
* Designed and developed highly customized front end screens using Sencha Ext JS framework library, **JavaScript, HTML, CSS** as a Rich Internet Application (RIA).
* Designed Graphical User Interfaces using **JSP’s.**
* Worked on various design patterns **UML** and Enterprise Application Integration.
* Implemented Action class and Action Forms using struts
* Worked on the design of the entire end-to end architecture for the Classification **Web Application**.
* Added Dynamic functionality to the user interface using **Java Script.**
* Implementation of components and wireframes using cross-browser compatible **JavaScript, jQuery** and **AJAX.**
* Experience in Programming with **SQL, PL/SQL.**
* Used JDBC for administering and managing users and clients.
* Implemented **XSLT** transformation for converting **XML** to **HTML.**
* Followed Scrum Agile methodology for the iterative development of the application.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.

**Environment:** Java, Java Script, Java Beans, Java Servlets, jQuery, Apache Tomcat, Eclipse, AJAX, Windows, PL/SQL, JDBC, XML, CSS, HTML.