**ARAVETI**

 

**LAKSHMI PRASANNA**

*Certified Salesforce Developer*

**Email**: aravitilakshmi@gmail.com

**Phone**: 409-292-9275

**PROFESSIONAL SUMMARY:**

Over 9 years of IT experience in various stages of Software Development which includes 5 years of experience as Salesforce Administration, Integration, communities, migration from classic to lightning and lightning component development. 4 Year of experience on Java.

* Strong experience with Salesforce.com CRM full implementation, migration of Sales, Marketing, Service Cloud, Communities and Force.com platform.
* Proficient in understanding CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Good experience with Salesforce out-of-the-box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, and Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong Salesforce development experience with Apex Classes, Apex Triggers, Batch Apex, Schedule Classes, Visualforce pages and integrating with external sources by developing SOAP, RESTful Apex Web Services, Lightning Web Components (LWC) and Force.com API.
* Sound experience in writing and tuning SOQL, SOSL queries, relationship queries in Apex Triggers.
* Experienced working on CPQ applications like ZUORA and customized logic around them.
* Worked extensively in developing and customizing Visualforce pages with Visualforce components, Custom and Extension controllers and developed dynamic components.
* Hands-on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound classes and written Apex callouts for invoking outbound applications.
* Expertise in Lightning Conversion and Component Development, API Integrations, Content Management, HTML, CSS, Aura, JavaScript, jQuery, AJAX and Nodejs frameworks.
* Formatting and migrating user data into Lightning environment.
* Implemented Salesforce Lightning Web Components (LWC) for set of users within organization.
* Worked on customization of Visualforce to have a lightning experience for desktop and mobile applications.
* Build Lightning controllers with the AURA framework.
* Customized existing Visualforce to align with Salesforce.
* Experience working with GitHub and JIRA for version Management and bug tracking.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Expertise in SQL and PL/SQL programming using Relational databases including Teradata, DB2, ORACLE and SQL Server.
* Designed Service cloud console to enhance productivity with dashboard like User Interface.
* Good understanding of Tableau Server options for publishing and sharing the reports across various user groups
* Created complex dashboards and stories using several tabular and graphical worksheets and published them on Tableau server.
* Experience working with changesets and Force.com migration tool to deploy metadata into UAT and production.
* Hands on Experience with Profiles, Permission sets, Organization Wide defaults and Roles and customizing standard objects.
* Excellent understanding of Roles, Profiles, Permission sets and sharing rules in Salesforce.
* Experience in using client-side and server-side controllers in Lightning Design.
* Strong experience in implementing Salesforce new features like Process Builder and performing actions like Creating Records, posting a Chatter post, Email alert and Invoking an Apex Class.
* Good experience in setting up Organization Role Hierarchy and provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex-managed sharing rules.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Experienced with deployment salesforce applications by using CI/CD process with GIT and GitHub.
* Used the Visual Studio tool for development and migrated the different metadata components using GitHub by following CI/CD process.

**EDUCATION:**

* Bachelor’s in computer science and Engineering, G Pulla Reddy Engineering College.

**TECHNICAL SKILLS:**

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| **Salesforce** | Salesforce CRM, Lightning Application, Aura, Apex Custom Controllers, Apex Classes, Apex Triggers, Asynchronous apex classes, Visualforce Pages/Components, Aura Components, Lightning web Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Flow Builder, Reports and Dashboards, Apttus CPQ, s- Control. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export |
| **Web Servers** | IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x |
| **Tools** | MS Office, Adobe Photoshop, MS Excel, Silverlight, Informatica, JIRA, Version One |
| **Database** | SQL Server 2008, Oracle, MySQL |
| **IDE and Editors** | Visual Studio, My Eclipse, and Force.com Eclipse IDE |
| **Languages** | Apex, SOQL, SOSL, SQL, Object Oriented Programming Languages, Data Structures in JAVA, Node JS, JavaScript |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**CERTIFICATIONS:**

* Salesforce Certified Administrator.
* Certified Salesforce Platform Developer-1.
* Certified salesforce platform Developer-2.
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Sales Cloud Consultant.

**WORK EXPERIENCE:**

**IQVIA, I St, Sacramento, CA(Remote) Oct 2021 – Till now**

**Salesforce Lightning Developer**

**Responsibilities:**

* Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Responsible for writing Apex, Visual force code containing business functions.
* Working on Salesforce.com's Sales Cloud, Service Cloud and Force.com product offerings.
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Written complete Test Scripts and UAT Script Templates.
* Used Force.com migration tool to deploy metadata between local sandbox environment, production, and salesforce organizations.
* Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Web Components (LWC) for small set of users within organization.
* Used Asynchronous classes like Batch Apex classes and schedule classes to delete bulk of duplicate records automatically.
* Performed System Testing, UAT Testing, Production Testing, and Regression Testing along with administrating Salesforce .com banking needs.
* Used Flow Automation process to automate repetitive tasks and to improve performance.
* use the wire service to get record data and display some field names.
* Involved in building Lightning Web Components (LWC) Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Use the wire service with base components to simplify record data display and manipulation and speed up development, use base components.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Classes and used Http request methods to call external applications SOAP API, Rest API endpoint and apex call outs and Call in Services.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created the Apex class that implements the Rest web services and makes callouts to the external system.
* Worked with the client Project Manager to run through the UAT Scripts post deployment.
* Administrated and monitored the company’s Sales force CRM application.
* Executed Test Cases and updated the Test Results in Excel.
* Shared perspective and knowledge of Community Cloud Practice initiatives with team members.
* Created Lightning web Component (LWC) Tabs and Visualforce Tabs using Lightning Components.
* Developed component using Lightning Aura Framework.
* Worked extensively on Salesforce Community Cloud. Created various customer support communities with which customers/partners can directly with the business and upload files, any data.
* Replaced all the JavaScript buttons with Quick Actions or Lightning web Components (LWC) in Lightning.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Shared perspective and knowledge of Community Cloud Practice initiatives with team members.
* Developed and Configured various reports, Dashboards and report folders for different user profiles based on need in the organization.
* Migrating from Salesforce Classic to Lightning and created Lightning Components.
* Built customized Lightning components replacing the existing ones using JavaScript on the client side and Apex on the server side.
* Created product category component using Lightning web component(LWC) by using apex classes.
* Created lightning web components (LWC) in home page of our application by using properties.
* Written Batch Classes and Schedulable Classes for processing large sets of data like Metrics and Field Updates.
* Worked in Agile environment with Scrum Methodology.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and websites. Lightning Experience Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Communicate the power of the Community Cloud to stakeholders and define Salesforce lighting components to replace visual force pages.
* Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
* Experience working with GitHub and JIRA for version Management and bug tracking.
* Used ReactJS to implement rich functions in various pages, form validation , crud , grid list ,search , sort , multi-selection , authentication and unit tests .
* Configured Service cloud to handle case management, Email to Case routing, Sharing setting in queue based model.
* Used jQuery, Nodejs, Angular JS to create custom solutions and integrations.
* Used jQuery to create interfaces, querying and displaying the data and to build interactive web pages.
* Implemented Custom Applications using Node JS that can access and manipulate the data stored in the salesforce.
* Worked on different workflows including customized chatter post notifications.

**Environment**: Salesforce.com Platform, sales cloud, Service cloud, Apex Language, CPQ, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP, NodeJS

**Capital One, Dallas, Texas. Mar 2020 – Sep 2021**

**Salesforce Developer**

**Responsibilities:**

* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions and Case Assignment.
* Produced client-side validation through JavaScript.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Groom User stories for service cloud Implementation by collaborating with Product Owners, End Users and Development Team.
* Experience with setting up FSL data models. (Work Orders, Service Appointments, Service Resources, Territories etc.,
* Used Meta Data API to create, deploy, and edit the metadata from salesforce application.
* Used Ajax to exchange data between server and client instead of reloading complete webpage.
* Used Xml to manage metadata and to customize user Interface in Salesforce.
* Used Flow to automate the lead qualification process and to automate approval process for records like expense reports.
* Ability to configure service rules and objectives in support of field service business processes.
* Implemented automated customer service processes such as creating cases, assigning cases to the right representatives, and tracking the status of cases.
* Retrieved some data and functionality from third party API’s and displayed within the lighting web component.
* Designed user Interface for the product using Html, CSS, JavaScript.
* Implemented Batch Apex class to assign records to the users automatically.
* Good Knowledge on Setup field service features according to client-to-client unique business needs.
* Maintenance of installed Managed packages in Lightning web component (LWC) using apex.
* Created multiple Lightning Web Components (LWC), added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Embedded Lightning Web Components in Visual force Page by using new Lightning out feature by event-Driven Programming.
* Created various reports and report folders to assist managers to better utilize salesforce as a sales tool and configured various reports for different user profiles.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Built lightning web component (LWC) for salesforce Navigation and custom applications in salesforce.
* Experience in Force.com Apex Classes, Apex Triggers Integration, Visualforce, and Force.com API.
* Identify, enable, and modify community template & theme based on design criteria.
* Created multiple Lightning Web Components (LWC), added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component(LWC) look and feel better.
* Implemented Asynchronous classes like Future methods to make callouts and to execute the tasks in background.
* Worked on creating the batch apex, schedule apex, platform events and asynchronous transactions.
* Provide SME support on issues/concerns for the Actuate to Crystal Reports and Tableau Migration project.
* Extensively worked on Tableau Desktop to build worksheets, dashboards, and stories for internal teams
* Written Apex Test classes to Unit Test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration, and Integration.
* Used SOSL to search the data across multiple standard and custom objects in salesforce.
* Deployed applications from Sandbox to Production.
* Designed Service cloud console to enhance productivity with dashboard like User Interface.
* Worked on eliminating different exceptions by processing it asynchronously by using Batch Apex, Schedule Apex and Future method.
* Integrated salesforce data with external systems by writing salesforce REST webservices for Inbound.
* Used Custom SQL feature on Tableau Desktop to create very complex and performance optimized dashboards.
* Using Eclipse in developing different J2EE components
* Experienced working with Partner Portals, Data.com, Duplicate Management, AppExchange products such as Dupe Blocker, Salesforce Console

**Environment**: Salesforce.com platform, Apex Language, Data Loader, HTML, Java Script, Sales Cloud, Service Cloud, Workflows & Approvals, Apttus CPQ, SOQL, SOSL, REST API, Reports, Console, CPQ, Custom Objects, Tableau, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Reinsurance Group of America, Chesterfield, MO, USA Aug 2018 – Feb 2020**

**Salesforce Developer**

**Responsibilities:**

* 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.
* I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Worked on developing batch integrations to transfer data in bulk between enterprise applications using Mulesoft enterprise price bus.
* Testing the CPQ integration with ERP.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Strong understanding of Salesforce standard objects and Apttus CPQ application.
* Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data clean-up and mapping in data migration project.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on Integrating GIT into the Continuous Integration Environment(CI) along with Jenkins.
* Develops rest APIs using MuleSoft any point API platform.
* Worked on Visual flow and Process builder to automate workflow actions.
* Involved in front end components using JavaScript.
* Created Community, Enabled Community Users, Profiles and Access
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked extensively in force.com sites with Customer community.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Developed several custom reports like tabular reports, matrix reports, and joined reports including data filters, groupings, and customized graphs to better assist managers and Integration of Sales cloud and Service cloud with external information systems using SOAP, API web services.
* Used ETL to extract files for the external vendors.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Environment**: Force.com, Apex, Data Loader, Import Wizard, Custom objects, Layout, Dashboard, SOQL (Salesforce Object Query Language), API - Soap, REST, and HTTP

**Stellantis – Rochester Hills, MI, USA Jan 2018 – July 2018**

**Salesforce Admin**

**Responsibilities:**

* Implemented Case Management by creating record types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules, actions, etc.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on Apex classes, controllers, and controller extensions.
* Created user Roles and Profiles, security controls, and sharing settings.
* Interact with Business Analysts and Developers to design better test plans and strategies based on the requirements of the business.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunities depending upon user roles and groups.
* Creating/updating user’s profiles and permission sets using the data loaders and workbench. Monitoring the licenses.
* Created Permission sets, sharing rules to extend access according to business requirements.
* Involved in Design, Analysis, Implementation, Testing and support of ETL processes.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports, and Dashboards.
* Created and used Email templates in HTML and Visualforce and controlled the content in these templates using Components and controller class.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, and checking for the correctness of the data.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created test scenarios on Sandbox environment, created packages and moved them between Sandboxes and Production environments to place final implementations.
* Worked on various AppExchange products according to the needs of the organization.
* Created page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Involved in Data migration from Excel to Salesforce using Apex Data Loader.
* Deployment of code from sandbox to production using Force.com IDE tool.
* Customized existing salesforce functionality according to project requirements.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured apex data loader.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML.

**Argus Info Systems, Bangalore, India. July 2013 - April 2017Java Developer**

**Responsibilities:**

* Responsible for developing java components using Spring, Spring JDBC, and Spring Transaction Management.
* Used Spring JDBC in the persistence layer that is capable of handling high-volume transactions.
* Implemented the service layer using Spring with transaction and logging interceptors.
* Understanding the business requirements and preparing the design document.
* Development of high-quality database solutions.
* Drew sequence diagrams and Class diagrams using UML.
* Utilized Agile Methodologies to manage the full life-cycle development of the project.
* Implemented MVC design pattern using Spring Framework.
* Created and Implemented Microservices or REST APIS using spring boot, REST, JSON.
* Used Maven and configured Jenkins to build and deploy the application.
* Created object-oriented design and framework by identifying classes and implemented object-oriented programming using JAVA.
* Involved in writing JAVA API for Amazon Lambda to manage some of AWS services.
* Experience in Integration of Amazon web services with other applications infrastructure.
* Form classes of Spring Framework to write the routing logic and to call different services.
* Designed and deployed SQL Server Integration Services (SSIS) Packages, with error handling, and SQL server package configurations.
* Connected and supported LDAP servers to JIRA and Confluence.
* Experience in JSON & XML data processing and transformation.
* Configured Confluence Spaces, pages and templates.
* Worked on different types of data structures like array , Queue, Stack, Linked lists and Non linear data structures like Graph to store and Organize the data.
* Used Spring DAO to connect with the database.
* Integrate JIRA and Confluence for User Management.
* Providing support in the designing, development, and implementation of custom web and desktop applications or operating systems using object-oriented programming languages in compliance with user requirements and established standards.
* Experienced with source Management tools like Git and Subversion.
* Used Spring framework for the middle-tier and Spring-JDBC templates for data access.
* Developed SOAP/REST-based Web Services using both SOAP/WSDL and REST.
* Experience in Integration of Amazon web services with other applications infrastructure.
* Developed Batch process framework using executive service framework to cascade multiple changes on multiple records in only one transaction.
* Initiated and troubleshoot continuous delivery builds in Jenkins via JIRA tickets.
* Reviewed business requirements and discussed the application architect design.
* Involved in writing and modifying procedures, Queries, Views, and Triggers and calling them from JavaScript using the local application framework.
* Implementation of SQL Logins, Roles and Authentication Modes as a part of Security Policies for various categories of User Support via active directory.
* Deployed and Configured JIRA on both hosted and local instances for issue tracking.
* Participated in discussion with business analysts and analyzed the feasibility of the requirements.
* Implemented various screens for the front end using React.js and used various predefined components from NPM (Node Package Manager) and redux library.
* Worked in using React JS components, Forms, Events, Keys, Router, Animations, and Flux concept.
* Used Bootstrap framework for developing customizable and fully responsive for various screen sizes.

**Environment**: Java, Oracle 11g, Eclipse, Spring MVC, Web services, Microservices, Agile Methodology, SQL, PL/SQL, JSP, SOAP, Apache Tomcat, HTML, JavaScript, JDBC, XML, XSLT, UML, JUnit, log4j, GIT and Maven.