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**Srikanth K**

**Profile Summary:**

* **Having totally 12+ years of experience in IT industry** which includes Customization, Configuration, Automation, Implementation, Development, and **Middleware Administratio**n by using **Salesforce CRM** Technologies and J2EE**.**
	+ - * Having 6 + years of Experience in **Salesforce CRM** Customization, Configuration and development based on business demands.
* Troubleshoot existing information systems to identify errors or deficiencies and develop solutions.
* Contribute to and reviews deployment plans and may schedule the installation of new modules, upgrades and fixes to the production environment.
* Work with Release Management to ensure modules are production-ready, Supports the ongoing maintenance of applications, Oversee and assist in production support.
	+ - * Good problem-solving skills and analytical skills.
			* Very strongly customized the Salesforce CRM for the business needs.
			* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
			* Developed Lightning Component Framework and built Lightning component using aura framework
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
	+ - * Good understanding with Salesforce CRM systems and Generic CRM.
			* Worked with different Scenario’s based on business demands.
			* Automated the Sales and Support activity by using Salesforce CRM Automation – SFA.
			* Experience in Salesforce CRM Solutions such Sales, Marketing and Call Center.
			* Automated field process by using Triggers based on Events.
			* Experience in creating of roles, profiles and maintain security for Salesforce application.
			* Experience on Workflows, Approvals, Relationships.
			* Experience on Sales cloud, Service cloud and generate reports and dashboards as per business process.
			* Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
			* Developing the Salesforce application by using Visual force and apex classes.
			* Experience in writing test classes for apex classes and triggers.
			* Migrating data using Data loader and deploying code by using Eclipse.
			* Integrating sugar CRM to other applications by using WebSphere.
			* Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox Environments.
* Track the work progress and ensure the timely delivery of work products
	+ - * Good Communication and Team Working Skills.
* Interacted with business team members to gather requirements. Implemented the requirements on Salesforce.com platform.
* Set up CI environment and automated jobs using Jenkins.
* Worked on various integration environments
	+ - * Experience in developing front-end web applications using HTML, Java Script and CSS.

### Education Qualification:

**Bachelor’s** in Electronics and communication **Madras University,**

**INDIA** Mar 2000 to April 2004

**TECHNICAL SKILLS**

**SFDC Technology :** Salesforce Lightning components, CRM, Apex classes, controllers and extensions, Visual Force Page, SOQL, SOSL, Apex, Triggers, SOAP API, REST API, Sales Cloud, Service Cloud, Administration, Communities, SFDX.

**Deployment Tools:** Azure DevOps, Auto Rabbit, Jenkins.

**SFDC Tools :** Apex Data Loader, Sublime Text3, Mavens Mate, Visual Studio Code, Force.com IDE (Eclipse), Ant

**Languages**: Apex, Java, PHP with My SQL database, C, C++, C#

**Web**: HTML, CSS, JavaScript, GitHub

**Projects:**

**Client: CAT**

**Role: Salesforce Consultant**

**Project Title: ECA**

**Location:** **Peoria, IL**

**Roles and Responsibilities:**

* Designed and lead the team to develop new simplified application to be more user friendly using salesforce platform and customized the apps to match the functional needs of the organization.
* Performed the role of Salesforce development lead as well as Implementer in the Project.
* Interacted with various business team members to gather and documented the requirements.
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.

**Environment:** Salesforce Enterprise Edition, Salesforce.com / Visual Force, Apex, Custom/Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Data loader, Eclipse, Force.com Eclipse Plug-in.

**Client: VSP**

**Role: Salesforce Consultant**

**Location: Sacramento, California**

**Roles and Responsibilities:**

* Performed the role of a developer and Analyst.
* Interacted with business team members to gather the requirements and documented the requirements.
* Developed visual Force pages for all Standard Objects and Overridden.
* Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Coordinated and maintained Off shore team.

**Client: American Express**

**Role: Java Developer**

**Location: St Petersburg, Florida**

**Responsibilities and Duties:**

* Review and referred Business requirements, functional specifications, Solution design
* Interacted with Client on regularly for effective and reliable Development
* Participated in peer and group reviews of code.
* Conducted Unit & Integrated testing during & after all phases of development.
* Conducted different types of Testing Functional, Integration and Regression

**Client: Citi Bank**

**Role: Java Developer**

**Location: Irving, Texas**

**Responsibilities and Duties:**

* Involved in business requirements analysis.
* Built the application using Struts framework with JSP as view part.
* Developed Dispatch Actions, Action Forms and Custom taglibs in Struts framework.
* Designed JSP pages as view in Struts for frontend templates.

**Client: Bank of America**

**Role: Java Developer**

**Location: Charlotte, North Carolina**

**Responsibilities and Duties:**

* As Team member I involved mainly in implementation and customization of tasks related to module
* Coding Java, JSP, and Servlets using the extended Cantata Struts framework.
* Involved in writing the programs for the XA transaction management on multiple databases of the application.
* Writing stored procedures & functions (TSQL equal to PL/SQL) in the Sql server