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**Salesforce Developer**

**SOURYA SRIHARSHA**

**PROFESSIONAL SUMMARY**

* Around 8 years in working in the Salesform.com, CRM as developer and admin using Salesforce Community Cloud, Sales CLoud and Service cloud.
* Experience in Analysis, Design, Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex Language and Force.com Platform.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Tasks and Actions, Reports, Dashboards.
* Experience in working on Eclipse IDE with Force.com plug - in to develop Triggers, Test Methods, Test Classes/Controllers and Visualforce pages etc.
* Exposure to Custom Report Types, Visualforce Components, Custom Settings, Key Management, Renewal Forecasting, ROI calculation, Inventory Graphs.
* Exposure to implementation, consultation, development, customization, integration, migration and support services for Salesforce, Salesforce1, Force.com, AppExchange apps and projects related to CRM modifications.
* Hands on experience in using Salesforce.com Webservices API for implementing webservices in the application for access to data from different users.
* Experienced in building data model by creating apps, tabs, fields with various field types, establishing relationship using Master-Detail, Many-to-Many and Lookup relationship.
* Experience in Scrum/Agile/Kanban for project execution using Jira/Story Board tools for user story handling.
* Trained and executed 2 releases in Could Craze. The only proven e-Commerce solution on Salesforce.
* Good at migrations and deployment of code from one environment to other using Autorabit tool, Force.com IDE deployment wizard, Mavens mate and Workbench deployment Wizard also have hands on experience in ANT Migration.
* Proficient in translating business requirements to technical requirements and architecture. Possesses comprehensive understanding of CRM business processes like Case Management and Campaign Management
* Played a vital role in implementing Secure Identity Management and SAML based Single Sign-on (SSO) application
* Excellent communication and inter-personal skills; accustomed to working in both large and small teams.
* Experienced in JIRA in bug tracking, issue workflow, Labelling, and in creating projects and story points.
* Eclipse IDE with Force.com plug-in for writing business logic in Apex programming language
* WSDL, SOAP API, REST API, Call Outs, Batch and Schedule Apex programs
* Implement data security/visibility rules using Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules across objects and sharing data to different roles.
* Salesforce.com governor limits understanding with ability to optimize code to respect the limits
* Good Hands-on using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Configured Omni-Channel for Web-to-case and Email-to-Case in service cloud.
* Expertise in data modeling, data migration and both API and user interface development principles.
* Experience in using the Sandbox and Java Ant for testing and migrated the code to the deployment instance
* after testing.
* Experience on SFDC implementations covering Sales cloud, Service cloud, Chatter and AppExchange applications.
* Experience in working with Salesforce.com sandbox and production environments.
* Good experience in developing salesforce Lightning Apps , Components , Controllers and Events .
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Using the Zuora CPQ programmatically mainly for creating and submitting the Salesforce CPQ contracts to Zuora by automating manual steps during the quoting process
* Have knowledge on Apttus Quote to Cash Process flow and Order Management flow.
* Experience working in Agile methodology (Scrum) and involved in onsite and offshore coordination.
* Highly proficient in preparing Business Requirement documents (BRD), Functional Requirement Documents (FRD), User Requirement Document (URD), essential in bridging the gap between Business Management and the Development Teams.
* Participated in all stages of Software Development Life Cycle (SDLC) i.e., System Analysis, Design, Development and Testing using Agile Methodology. Expertise with Object Oriented Design (OOD), Analysis (OOA), based on Unified Modeling Language (UML) architecture.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Lightning, Apex, Apex Triggers, Apex Classes/Controllers, Visualforce Pages/Components, apex Web Services, Apex Data loader, Workflow & Approvals, Case management custom objects, Dashboards, S-Controls, Snapshots, SOQL, SOSL |
| **Salesforce Tools** | Force.com IDE, Force.com, API tools (Data loader), Force.com Explorer, Force.com Migration tool, Force.com Excel Connector, AppExchange, Jira, Sandbox environment, Lightning components |
| **Migration Tools** | Change Sets, Eclipse IDE, Visual Studio Code |
| **Business Intelligence** | SSIS, SSRS, Tableau, Power BI, Informatica |
| **App Exchange Packages** | Map Anything, Events, DocuSign, Conga Composeretc |
| **Databases** | MYSQL, SQL Server |
| **Methodologies** | Waterfall, Agile SCRUM |
| **Project Management** | IBM Rational Requisite Pro, HP ALM, MS Project, MS SharePoint, JIRA |
| **Programming Languages** | Apex,Python, R, SQL, SAS |
| **Web Services** | JAVA EE, Servlets, JDBC, SOAP, RESTful web services, WSDL, XML, AWS, Glassfish server 3.1, Tomcat Server |

**Professional Certifications:**

* Salesforce Certified Administrator (WI21)
* Salesforce Certified Platform Developer I (WI21)

**EDUCATION**

* Bachelor’s in Computer Science, BITS Pilani, India - 2014
* Master’s in computer Science, Lamar University, TX, USA - 2017

**PROFESSIONAL EXPERIENCE**

**SiriusXM, Oakland, CA Sep 2019 – Till Date**

**Salesforce Developer**

**Responsibilities:**

* Created Tabs, record types, Organization wide default-settings, Sharing rules and queues and groups. Created custom objects and fields for contractual and transactional information.
* Developed APEX classes, Visualforce pages and APEX triggers to develop the custom functionality as per the requirement. Worked with Sales cloud, service cloud and marketing cloud.
* Developed custom Visual Force pages to automate Approval processes that used Email approvals and parallel Approval steps. Generated custom dashboards and reports to analyze clients and claims.
* Designed, built, test and deployed enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com.
* Written project specifications including technical, functional and solution design documents using UML.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed new features for our Salesforce instance using APEX and Visual Force. Extensively used Apex classes for developing business logic.
* 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.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Monitored Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application.
* Experienced integrating external web systems with salesforce using REST and SOAP web services.
* Experienced deployments of Apex and VF pages across DEV, Test and Production instances.
* Performed SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Created Visualforce pages to identify a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display values depending on whether it is in progress or completed.
* Workedon various Salesforce.com standard objects like Case Management, accounts, Contacts, Content, Reports and Workplaces. Provide Tier-2 support level tasks and resolved issues for end users.
* Developed Validation Rules on various objects and created Assignment Rules on Lead object to assign the leads automatically to various group of users.
* Migrated meta data among various salesforce environments and other tools such as Data expert, etc. using Change sets. Worked with Dynamic Apex to access Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Worked on Data management including data integration from external data sources using API’s, web services, importing and exporting large volumes of data. Worked with Lightning App Builder to build custom interfaces and lightning component actions.
* Setup activities and customized the apps to match the functional needs and built Custom applications to match the existing business needs with the required enhancements.
* Involved in writing test scripts for the encryption and decryption logic and interacting with the testing team to help them with Integration and UAT testing. Used Agile Methodology.
* Worked on Test methods to include the controllers and Trigger Handlers to ensure all the apex code has coverage and is being pushed to other sandboxes and production environments.
* Leveraged Project management standards including repeatable timeline, WBS, and SDLC milestones.

**Environment**

Agile,SQL, Microsoft SSIS, JIRA, Tableau, Agile, SharePoint, SoapUI, Oracle 10g, Teradata, Informatica,Python, R, Tableau 9.2, AWS, SQL Server 2008 , SalesForce, UNIX, Putty, Flat files, Session Logs, Windows.

**Cardinal Health, Chicago, IL Feb 2018 – Aug 2019**

**Salesforce Developer**

**Responsibilities**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs of the application using the Eclipse IDE.
* Developed Visual Force Pages, Visual Force Custom Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Customized Accounts, Contacts, Leads, Campaigns, Cases, Validation Rules, Workflow rules, Triggers, Apex classes to achieve business functionality.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed User Interface using the CSS, HTML tags, Visual Force Components and used JavaScript for front-end validation. Experience in working with Collections like List, Set and Map.
* Created custom VF email templates for enabling the localization using Translation Workbench.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with Data Loader and App Exchange Applications.
* Built two communities from initial strategy and design to implementation.
* Worked on process and configured Products, Pricing Rules, and all other aspects of product set up Case management in Salesforce Communities which provides Quote-to-Cash solutions using Apttus CPQ.
* Worked with different Deployment Plans for each release and Sandbox Refreshing.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Created different profiles and setup the permissions based on the roles in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the apps.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Use App Cloud mobile to instantly deploy apps to users with Salesforce1. Build user friendly and native android with the mobile SDK, design and run massively.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. Profile based permissions on fields and objects are enforced.
* Involved in customization and integration of mobile optimized VF Pages of Salesforce1 application.
* Managed the data using the Apex Data Loader and used GitHub for continuous Integration.
* Experience in working on different deployment tools including Change sets, Eclipse, ANT migration Tool.
* Created Custom Objects and defined lookup and master-detail relationships of the objects.
* Created junction objects to establish connectivity among objects.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Knowledge in AppExchange Applications for integrating with third party applications.
* Work with user groups to provide training, resolve questions, assess user needs, and recommend changes. Scheduled one-on-one meeting with the Product Owner to understand the changes, potential impacts of the changes and to review unit test cases and results.

**Environment:**

Salesforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), S-Controls, Apex Triggers, Custom objects, Web services, Data loader, Security Controls, Wave analytics.

**IHG Atlanta, GA Mar 2017 - Dec 2017  
Salesforce Administrator/Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed solutions by customizing various standard objects of SalesForce.com.
* Developed Apex Classes, Test Classes, Controller Classes and Apex Triggers for various functional needs of the application. Worked on SOQL and SOSL queries.
* Good experience in development and maintenance of Sales & Service clouds.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented DML operations of Inserting and Updating records.
* Worked with Salesforce.com consultants to implement the business solutions for client requirements.
* Communicating with executive management on project status and project progress against target.
* Involved in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
* Salesforce solution implementations (including configuration, custom code, systems integrations, 3rd
* party applications, and AppExchange products) while ensuring technical excellence of the delivered
* product.
* Design solutions to meet business needs, including user experience, as well as object and data model
* structures.
* Support business users during testing and resolve bugs/issues in a timely manner.
* Evaluate and select appropriate design alternatives for production support issues or project
* enhancements that meet requirements and are consistent with current standards and processes, aswell asbest practices.
* Examine SFDC error and debug logs for any surprises. For all the external applications that
* synchronizes data with SFDC, look at its error logs to see if a new error pattern has developed.
* Salesforce development (SFDC), including Force.com, Apex, Visualforce and salesforce.com APIs,
* Triggers, Troubleshooting email alerts, workflows, approval cycles, or auto-responders.
* Develop, test, debug Salesforce applications.
* Migrate code across development and testing landscapes.
* Worked with Data loader for loading the data into salesforce.com
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, andDashboards
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective
* web to lead communication with customers and partner portals.
* Developed and configured various Custom Reports and Report Folders for different user profiles basedon the need in the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Custom tabs, Components and user Dashboards.
* Created profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic. Created Reports and dashboards.

**Environment**

Saleforce.com platform, Apex Language, Data Loader, SOQL, SOSL, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Security Controls, Eclipse IDE Plug-in.

**Etouch Solutions, Hyderabad, IN Jun 2013– July 2016**

**JAVA Developer**

**Resposibilities:**

* Gathered and analyzed the requirements and converted them into User Requirement Specifications and Functional Requirement Specifications.
* Involved in Full Software Development Life Cycle (SDLC). Used Agile Methodology to develop the entire application. Implementing JUnit test cases to test Java classes.
* Designed and implemented the User Interface using HTML, CSS, JavaScript, JQuery and SQL Server.
* Developed Interfaces using JSP based on the Users, Roles and Permissions. Screen options were displayed on User permissions. This was coded using Custom Tags in JSP using Tag Libraries.
* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition.
* Designed and developed web pages using JSP, HTML and used JavaScript for client-side validation
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.
* Developed data model and stored procedures.
* Developed Servlets to process update information.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.
* Used JDBC for communicating with the database.
* Involved in the UI development, including layout and front-end coding per the requirements of the client. Used HTML4, CSS, Bootstrap, JavaScript. Worked with Web services.
* Implemented client side validations using JQuery and used JSF core, PrimeFaces and FLEX to develop UI pages. Used Hibernate along with Spring Framework to integrate with Oracle database
* Built SQL queries and ETL scripts for data extraction and analysis to define the application requirements.

**Environment**

JSP, Servlets, Struts, Hibernate, HTML, CSS, JavaScript, JQuery, AJAX, JSON, REST, JUnit, XML, SASS, DOM, SQL Server, WebLogic 10.3.1(Oracle App server), Apache Axis 2.x, Web Services, Eclipse, Agile.