**Jayapriya Ravi**

**Designation**: Salesforce Admin and Developer

**Contact No**: 8762762974

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***Professional Summary***

* Over 5 years of experience as a salesforce administrator and developer.
* Experience in Salesforce Administration – Hands on creation of Workflow rules, Validation Rules, Approval Process, Page Layouts
* Implemented Security and Sharing rules at object and record level for different users in the organization
* Experience in Sfdc development implementing Apex classes, Visualforce Pages, Apex Triggers and Batch Class
* Experience in data migration using Data Loader, Workbench, Import Wizard, SFDC Data Export.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object
* Creation of Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Followed CI/CD process for deployments using Git and Jenkins.
* Knowledge in providing fix to the issues with existing code.

***Highlights***

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| * Ability to effectively prioritize and complete multiple tasks assigned.
* Earned Lightning Experience Rollout Specialist (Super Badge).
* Good time management,planning and organization skills.
* Salesforce Certified Salesforce Platform Developer – 1.
* Completed 100+ Badges in Trailhead.
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***Work Experience***

NTT DATA GDS – Daimler 2016-2017

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| **Position/Title** : | APP. SOFTWARE DEV. SR ASSOC. CNSLT |
| **Project Description** : Sales Force Automation project for Daimler for its Sales and marketing services. The system contains information about the sales and after sales information of the cars. How a lead is been created either with before sales or after sales. It contains complete information about different markets involved and information about leads. This application is also used to raise cases for various issues faced in the application and provide solutions for the same.**Primary Responsibilities** : * Involved in Creation of fields, Objects, Tabs, Apps, Record Types, Validation Rules, Work flow Rules,Approval Process and Process Builder.
* Creation of Visual Force Pages, Apex classes and Test Classes.
* Customizing like configuring page layouts.
* SOQL queries in apex.
* Involved in Service Delivery (Change Requirements or Improvements).

 NTT DATA GDS – Org Consolidation 2018

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| **Position/Title:** | BUS. SYSTEMS ANALYSIS SR ASSOC. CNSLT |
| **Project Description :** Integra Life Sciences, a world leader in medical technology, offers innovative solutions in orthopedic extremity surgery, neurosurgery, spine surgery, and reconstructive and general surgery.It has Salesforce.com CRM implementations on two separate Orgs for US and EMEA and merging these two orgs into one single org.**Primary Responsibilities** : * Creation of metadata packages.
* Retrieval and deployment of packages through SFDX CLI tool.
* Creation of Reports and Dashboard.
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|   NTT DATA GDS – Integra AMO 2018-2020

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| **Position/Title:** | ENTERPRISE RESOURCE PLANNING ANALYST |
| **Project Description :** Integra Life Sciences, a world leader in medical technology, offers innovative solutions in orthopedic extremity surgery, neurosurgery, spine surgery, and reconstructive and general surgery.It has Salesforce.com CRM implementations for US and EMEA regions.**Primary Responsibilities** : * Handling support tickets.
* Involved in Creation of Validation Rules, Work flow Rules, Approval Processes ,email templates, Apex triggers, Process Builder, Apex Classes.
* Worked on Apex Controllers and Visualfore pages.
* Designed visual force pages using apex controllers.
* Created sharing rules for user groups and day to permission to the users and support issues.
* Timely Completion of assigned tickets before deadline.
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 **NTT DATA GDS – Metlife Claims** 2020-Till date

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| **Position/Title:** | Services IT Development Program Analyst |
| **Project Description :** Metlife Claims Platform allows NTT DATA globally to provide Claims Processing capabilities for North American market not only with LifeSys as an initial sourcing platform but also provides NTT DATA with the ability to integrate into other PolicyAdmin System(PAS) back-ends for us to expand into other geographies. Focus of the Claims development is developing the core capabilities of a modern claim platform for both Group/Worksite/Voluntary and Life & Annuity products. **Primary Responsibilities** : * Involved in Deployment activities using git tool, Jenkins and Azure devops.
* Involved in Creation of Batch class,
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Developed Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
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***Educational Qualification***

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|  **Education** |  **Year of Pass out** |  **Aggregate** | **School / College Name** |
|  B. E |   2011 - 2015  | 73.9% | Prince Dr.K.Vasudevan College of Engineering and Technology (Affiliated to Anna University) |
|  12th |   2010 - 2011 | 84 % | Sai Matriculation Higher Secondary School |
|  10th |  2008 - 2009  | 69 % | Modern Senior Secondary School |

**Work Experience:**

Have 5 years of experience in Salesforce Development and currently working in NTT Data Global Delivery Services (Full-Time) as a IT Development Program Analyst since 9th May 2016 to Till Date.

***Declaration***

I hereby declare that the above furnished information is true to the best of my knowledge.

Jayapriya Ravi