   

**LAVANYA.B**

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#  SUMMARY

* 5+ years of overall professional IT experience and relevant 5+ years of experience as a Salesforce.com CRM and Force.com platform.
* Extensive experience in developing Apex Classes, Triggers, Visual force pages, writing Workflows.
* Worked on Lightning Process builder flows, Chatter, and quick Action.
* Experienced in Salesforce.com Sales Cloud and Community Cloud development including SDLC, standard & custom objects, Apex and Visual force pages.
* Competent in SFDC Administrative tasks like creating Profiles Roles Users Email Services Approvals Workflows Dashboards Tasks and Events.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Worked on various deployment tools like Change sets (Outbound & Inbound) and Copado (Sandbox & Production).
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases and Leads.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts and Workflow Alerts/Actions/Approvals.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Worked extensively on various salesforce.com standard objects like Accounts, Contacts, opportunities.
* Good knowledge of Service Cloud and Sales Cloud and Chatter.
* Worked with SOQL, SOSL, Visual force, Apex, Force.com.
* Expert in implementing security & sharing rules at object, field, and record level for different users.
* Excellent team player with Interpersonal, Communicational, Organizational and Project Management skills.
* Flourished in both independent and collaborative work environments with quick learning abilities and good communication skills, presentation skills.
* Proficient in learning new technologies and quickly adapting to new environment.
* Ability to quickly adjust priorities, extensive creativity, and the ability to take on projects with limited specification and an effective team player.

#  WORK EXPERIENCE:

* + Working as Sr. Software Engineer with **Ness Technologies** from May 2020 to Mar 2023
	+ Worked as Software Engineer with **Technosoft Corporation** from Feb 2020 to

May2020

* + Worked as Software Engineer with **Snovaspace Information Systems pvt ltd** from Aprl 2018 to Jan 2020

***TECHNICAL SKILLS:***

# Salesforce Technologies:

Salesforce CRM, Apex Classes/Controllers, Apex Trigger, SOQL, SOSL, Visual force, Migration, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Schema Builder, Apex Web Services.

# Salesforce Tools and Integration Tools:

Force.com Data Loader, Import Wizard, Force.com Platform

**Deployment Tools:**

Changesets and Copado **Web Technologies**:

HTML, CSS, JavaScript, JQuery, Bootstrap, XML, SOAP, REST

***CERTIFICATIONS:***

 Platform Developer 1

 Platform App Builder

 Salesforce Administrator

 Copado Administration

 Service Cloud

 Sales Cloud

 Experience Cloud

***CLIENT DETAILS:***

***Sr. Software Engineer Pearson OBL***

Pearson Education is a British-owned education publishing and assessment service to schools and corporations, as well for students directly.

Pearson owns educational media brands including Addison–Wesley, Peach pit, Prentice Hall, college, Longman, Scott Foreman, and others.

***RESPONSIBILITIES:***

* Worked on Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules,
* Workflow and Approval processes, Sharing Rules.
* Responsible for creating Users, Roles, Profiles, Permission sets.
* Creating batch process to synchronize the daily CRM updates.
* Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits.
* Experience working social customer service application, built on a Saas model, that empowers companies to manage all customer information and service.
* Experience working with Lightning Design System, Lightning App Builder and Lightning
* Components to enable anyone to create modern enterprise apps quickly and easily.
* Used SOQL &amp; SOSL with in Governor Limits for data manipulation needs of the application using Force.com Platform.
* Worked on salesforce configurations, created, Assignment logics and Completion logics using EC, ECC (‘Enrollment Components’ & ‘Enrollment Criteria Component’).
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Assisting in the creation of stories and the understanding business requirements.
* Participate in sprint and release planning activities.
* Worked with the Lightning App Builder and customize the Lightning Experience ..
* Actively involved in prod deployments and data deployments using Copado tool
* Extensive knowledge of CSS and JS methods for providing perform ant visual effects.
* Followed Agile methodology for the execution of day to day work related activities.

***Software Engineer***

***Blue Cross Blue Shield Of Michigan***

Blue Cross Blue Shield of Michigan, a nonprofit organization, provides and administers health benefits to more than 4.3 million members residing in Michigan in addition to members of Michigan- headquartered groups who reside outside the state.

***RESPONSIBILITIES:***

* + Worked on the salesforce configuration part and customization part
	+ In configuration part, I worked on validation rules and process builders, workflows and worked on reports and dashboards.
	+ Interacting with client regarding any clarification needed.
	+ Implementing the business process and schedule KT sessions to the key users.
	+ Deploying the components using change set.
	+ Test case preparation and testing the functionalities by manual.
	+ Creating the documents and providing the complete information for the deployed tickets.

***Software Engineer Symantec Corporation***

***RESPONSIBILITIES:***

* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* prepared business documents for Salesforce.com Custom objects.
* Used Force.com Migration tool to make deployments to different sandbox environments.
* Configured Custom Objects, Formula Fields, Validation Rules, Assignment Rules, Workflow
* Configured List Views, Custom Reports & Dashboard.
* Set up Data Security for the users

Used Data Loader to Import Data from Legacy system

#  EDUCATIONAL QUALIFICATION

 BTECH (ECE) From JNTU (2013-76%)

(Lavanya Bonthala)