

# Sanela Srujan

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## Professional Summary

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- Initiative-taking, peak performing individual with 3 + years of IT experience which includes Salesforce Platform, Congo/Apttus, Agiloft
- Proficient in architecting and automating the Salesforce Platform with other Technologies
- Working experience in building highly scalable infrastructure, build and deployment automation with Salesforce
- Experience in Salesforce Tools like Data Loader, Workbench, Flows, & Files Connect
- Proficient in Apttus/Congo CLM Lifecycle, X-Author Word
- Experience in Writing Triggers and Integrating between Salesforce and Other Systems.
- Received individual recognition for exceeding project team expectations and delivering quality to the program and business.
- Documenting the business requirements and prepare step by step use cases to facilitate project team to understand functional requirements.
- Providing support to the Project Manager, Business Development team in customer presentations.
- Hands on experience on Flows, Workflow, Process Builders, Email Templates, Custom Objects, Custom Labels, Lightning Record Pages (Dynamic), Salesforce Connect (Cross Org Adapter), Managed Packages, Deployment tools (ANT, Changeset).
- Performed Integration Between Salesforce and Other systems using REST API and inbuilt Salesforce Options.
- Good understanding of the principles and best practices of Deployment/Release practices.

## Education

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- BTech in Electronics and Communication from MLR Institute of Technology and Management

## Skills

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- Salesforce Technology (Apex, Automation Tools, Integration, Deployment tools)
- Congo/Apttus CLM Lifecycle
- APIs (REST, SOAP)
- Agiloft CLM
- HTML, CSS, JavaScript, Microsoft Packages

## Work Experience

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### **Salesforce Developer, Epitome Cloud, Hyderabad, TS**

August 2021 – Present

- Discuss projects with senior employees and recommend Salesforce-based solutions
- Integrated between Salesforce Sales and Marketing orgs, DocuSign, PIN Code free API
- Created VF pages, End User Interface using HTML and CSS.
- Work with a Major client to continually improve Salesforce operations, resulting in shifting from SAP to Salesforce with an 20% average increase in CLM ROI
- Responsible for architecting, designing, implementing, and supporting of cloud-based infrastructure and its solutions.
- Package Management with Salesforce and Conga/Apttus (Installation, Updating and Rollback).
- Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
- Customizing the applications on Salesforce platform and Force.com.
- Hands on experience on developing Triggers, Apex Classes, and VF Pages.
- Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules, Workflow and Approval processes, Sharing Rules.
- Restarts and deployments in production and non-production environment.
- Analyzed business requirements and resolved case requests including configuration/customization of 80+ Users, permission sets, public groups, roles, role hierarchy, field level security, record types, queues, reports, dashboards, and identification/documentation of bugs.
- Worked on Custom objects, lightning Web Page, Page layouts, Workflows, Validation rules, Custom settings, Custom labels, Salesforce Security, Schema Builder etc.

### **Associate Salesforce Developer, BATM Global Solutions Private Ltd, Hyderabad, TS**

August 2019 – July 2021

- Collected requirements from clients and communicated them to the company's Salesforce professionals
- Performed quality-control work on software products before delivery to clients
- Conducted market and project research to support Salesforce professionals in designing solutions
- Knowledge of Salesforce security products including event monitoring, encryption, and audit trail
- Managed the fast-paced queue of support/project requests from sales, marketing, finance, human resources, Legal and IT end-users.

- Analyzed business requirements and resolved case requests including configuration/customization of Users, permission sets, public groups, roles, role hierarchy, field level security, record types, queues, reports, dashboards, and identification/documentation of bugs.
- Worked on Custom objects, lightning Web Page, Page layouts, Workflows, Validation rules, Custom settings, Custom labels, Salesforce Security, Schema Builder etc.

## Certification

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- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Agiloft CLM Design Training and Certification