

**Sravan Kumar**

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## SUMMARY:

* Over 7+ years of Salesforce experience as an Administrator and Developer on integrating enterprise applications using **Force.com,** **Visualforce**, and Apex with **Salesforce customization**, **security access**, **workflow approvals**, and **support administration** in **salesfore.com CRM**.
* Contract Life Cycle Management (CLM) 2 years of experience in **SFDC platform**.
* Responsible for package installation and setup of **Apttus CLM X- Author**, **DocuSign**, **Apttus approvals**.
* Simultaneously working on different customized implementations of **CLM** and providing consultation on improving their existing business processes.
* Experienced in implementing **Visual force** pages, **Apex class**, standard **Salesforce** configuration which include **Workflow rules**, **Validation rules**, **Assignment rules**, **Page layouts**, **Record types**, etc.
* Experienced in building **Custom objects**, **Reports**, **Dashboards** and **Tabs**.
* Proficient in understanding of **Salesforce.com CRM** and its Development life cycle.
* Experience in SFDC development using Apex classes, Triggers, Visualforce, Force.com IDE, SOQL, and SOSL.
* Experience in Salesforce **Lightning** framework and components.
* Developed Lightning apps and components to be more interactive to end users.
* Experience with **sales cloud**.
* Knowledge in generating **reports**, **workflows**, **dashboard**, customized reports, analyzing data in Salesforce.
* Experienced in SFDC administrative tasks like creating and assigning **roles**, **profiles**, **Email services**, page layouts, Sharing rules, validation rules.
* Experienced with SFDC platform to build **custom** applications which includes administration, configuration, implementation and support experience.
* Experienced in using **Import wizard** and **Data loader utility** for Data migration.
* Implemented **security** and **sharing rules** for users at different levels of organization, **pick lists**, **lookups**, **master** detail relationships, **formula** fields to the **custom objects**.
* Administrator experience in **Marketing** Salesforce **Cloud** using both **Classic** and **Lightning** versions.
* Knowledge with **Eclipse IDE** and force.com plug-in.
* Experienced in developing Salesforce Lightning Apps, events, components and controllers.
* Experienced in Web technologies – **HTML**, **CSS**, and **JAVA scripts**, **JDK**, and **WSDL**.
* Experienced with profiles, permission sets, Organization wide defaults (**OWD**) and roles.
* Experienced in **Object oriented analysis**, **Object oriented design**, **client/server architecture** based on Unified Modeling Language.
* Knowledge in customizing Salesforce **CRM** for generating web-to-leads and web-to-cases.
* Experienced in querying salesforce.com database using **SOQL** & **SOSL** queries using Force.com explorer.
* Excellent communication, problem solving and programming skills. Self-sufficient, flexible, and a good team player. Familiar to working with both large and small team environments.
* Enthusiastic in learning new concepts, applications, and implement for a successful project.

## TECHNICAL SKILLS:

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| **Salesforce Technologies** | Apex Language, Apex Classes, Apex Triggers, Apex Web Services, Apex Data Loader, Dashboards, Reports, Custom Objects, Force.com, Eclipse IDE Plug-in, AJAX, Visual Force (Pages/Components & Controllers), Veeva, Lightning (components and controllers), Workflow rule, Approvals, S-Controls, SOQL, SOSL, Custom Objects, Force.com IDE, Standard objects, Data loader, Data integration, Data migration, Sales cloud, Marketing salesforce cloud, CRM. |
| **Salesforce Tools** | Eclipse, Force.com Explorer, Apex Data loader, Command Line Data Loader, Force.com Platform (Sandbox, and Production). |
| **Apttus Technologies** | Apttus CPQ, CLM, X-Author For Word, X-Author for Excel, DocuSign for Apttus, Adobe sign. |
| **Programming Languages** | Apex, PL/SQL, Java, C, C++ |
| **Web Technologies** | HTML, XML, Java script, CSS, JDK, and WSDL |
| **Databases** | Oracle, SQL server, PL/SQL |
| **Operating Systems** | Windows XP/Vista/NT/98/UNIX |

**PROFESSIONAL EXPERIENCE:**

**Client: Center for Sustainable Energy, San Diego, CA Dec 2019 to Present**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Performed analysis, design, solutioning and development of user functional requirements and prepared technical design document.
* Written **SOQL, SOSL queries** which are required in the **Apex Classes, Triggers, Batch and Schedule classes**.
* Implemented **Communities** and built external pages.
* Designed and developed **Apex Classes**, **Utility framework classes**, **Apex Triggers** and **Visualforce pages**, **Components** in the application.
* Written **Apex Batch**, **Schedule class** to handle bulk logic on Account Teams.
* Worked on implementing application in salesforce like **Einstein** **Analytics**.
* Worked on **Einstein Analytics** to generate **Dashboards** and **Reports**.
* Worked on salesforce custom mobile app development for displaying Public Account pages.
* Used componentslike **PageBlock, PageBlockTable, PageMessages, ActionRegion, OutputPanel, CommandButton, ActionSupport and ActionFunction** in the **Visualforce page**.
* Enhanced **UI** **using CSS, HTML, Visualforce components** and **used JavaScript, jQuery** for front-end validation and control page level sections based on the user input.
* Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using **Aura** **framework, Lightning app builder** and **Lightning Design System** for styling.
* Implemented Custom Settings to store Trigger Activation/Deactivation data and store Last Runtime Datetime of the queries used in **Apex Batch class**.
* Prepared various test cases to test the functionality of the code in accordance to the governor's limits and achieved 90% code coverage on an average always.
* Designed and configured **– Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation rules**.
* Performed administration tasks: Creating **Users, Roles, Profiles, Permission Sets, Sharing Rules and Key Management.**
* Configured Connected App for OAuth based Authentication of salesforce for external applications.
* Created **Email templates** which are used in **Email Alerts** in **Workflow** and **Approval process**.
* Created **Workflow Rules, Approval Process, Process Flows** and related **Actions Tasks, Email Alerts, Field updates** and Outbound messages to automate the business process.
* Implemented **Single Sign-On (SSO)** in multiple Salesforce instances using SAML 2.0.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Deployed the changes from Sandbox to Production using **Change Sets**, **Ant Migration tool/Script**, and **Eclipse Force.com IDE tools.**
* Worked on troubleshooting production issues and fixed the issues within the time frame and moved to production.
* Experience in using **Data loader** and cleansing and de-duplicating Bulk loads.

**Environment:** Saleforce.com CRM, Apex Classes, Visualforce Pages, Custom Component, Custom Objects, Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in, Apex Data Loader, Git.

**Client: Blattner Energy, Avon, MN April 2019 to Nov 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Salesforce Configurations across all the Standard objects like **Accounts**, **Contacts**, **Opportunity** etc.
* Complete Full Lifecycle **salesforce.com** Implementation Experience.
* Designed relationships among objects using **Lookup**, **Master-detail** and **Junction Object relationships**.
* Work directly with Business **POC's** and independently perform development, testing, implementation, and documentation relates to the **SalesForce.com development**.
* Managed Salesforce platform for end-users.
* Configured **Single Sign-On (SSO)** for user authentication using **SAML 2.0**.
* Worked on configuring **Standard Salesforce Chatter** and also customizing it by including **custom logics** on **chatter objects** using **Triggers** and **Classes** and **VF Pages**.
* Expertised in **Standard Chatter Objects** and their **limitations**.
* Designed Implemented and deployed the **Sales Cloud** with various **Custom-built Page layouts, Custom tabs, Custom Apps** to suit the needs of the application.
* Designed and developed various **Visualforce Pages Apex Classes** Controller Classes Extensions and **Apex Triggers** for functional needs in the various applications.
* Created Various **Validation Rules** **Workflows** specific to limited user groups by filtering out through their **Profiles** while working on **Sales Cloud**.
* Designed very complex **Visualforce pages** using **JavaScript,** **CSS**, **HTML,** **JQuery** and **Controllers**.
* Involved in **User Management** - Creating **users Roles & Profiles**.
* Created various **Record Types** Support Processes Assignment Rules Public Groups Queues Custom Settings Sites Time-Based Workflows etc.
* Used complex **SOQL Queries** in the Codes and also in the tools like **Data Loader** to Extract Insert or Update vast data millions of records from/into custom objects Standard objects.
* Used **HTTP** Callout using **JSON** to fetch records/data from other systems and display them on the fly in the **Visualforce Page** each time the page opens.
* Designed System Configuration Enhancements **Dashboards,** Reporting **Page Layouts,** Sharing **Rules, Role Hierarchy** etc.
* Well maintained Test Code Coverage Unit Testing for all the codes in the system following the **Salesforce** limits.
* Responsible for my Project deployments for all the releases and for Post-deployment Testing.
* Involved in working with Offshore **QA DEV** teams.
* Developed Documentation of all the Projects those I worked on and maintained them in **SharePoint**.
* Responsible for guiding **QA UAT** teams for testing the assigned Projects for all the releases both in **Sandbox** and **Production Orgs.**

**Environment:** Saleforce.com platform, Force.com Sites, Reports, Custom Objects, Custom Tabs, Data Loader, Apex, Visual Force (Pages, Component & Controllers), Eclipse IDE Plug-in, HTML, Java Script, CSS, Workflow & Approvals, Email Services, Security Controls.

**Client: Sherwin Williams, Minneapolis, MN Nov 2017 to Mar 2019**

**Role: Salesforce Developer/Admin**

## Responsibilities:

* + Collected requirements, design workflows and to implement the work flow from different business groups within the organization.
  + Worked with business analyst to analyze the business and technical requirements and by customizing standard objects of **SFDC** derived the solution.
  + Configured **Apttus templates**, using **conditional** **segmenting**, **dynamic document** **assembly**, **smart clauses**, **smart fields**, and should be able to migrate **templates** from lower instances to production.
  + Worked on configuring **Apttus** Intelligent Workflow Approvals and Standard Salesforce Workflow approvals.
  + Extensive knowledge on **Apttus** capabilities and **Apttus CLM** Out of the box components Vs **Custom** **components**.
  + Achieved user design functionality using **Apex triggers** and write the **dependent test classes**.
  + Developed and implemented **workflows**, **field updates**, **email alerts**, **custom tabs**, **validation rules**, **approval processes**.
  + Organize **fields**, **custom links**, **related lists** and other components on record pages using page layouts, search layouts.
  + Developed and customized visual force pages using **standard controllers**, **controller extensions**, **and custom controllers**.
  + Generated various Reports and Dashboards in Lightning for Sales performance tracking.
  + Using data loader from SFDC objects for insert, update and bulk import/export of data.

## Implemented lookup, master detail relationships, formula fields, pick lists, dependent pick lists

And **validation** to the custom objects.

* + For data migration with in governor limits used **SOQL** and **SOSL** using Force.com explorer.
  + Configured profiles, permission sets and implemented security setting for the organization wide users.
  + Managed **custom fields, integration** and **data cleanup** which are a part of administration tasks.
  + Customized SFDC profiles and roles as a part of security and privileges.
  + For different user profiles developed and configured **reports, report folders** and **dashboards**

Depending on the need in the organization.

**Environment:** Saleforce.com platform, Force.com Sites, Reports, Custom Objects, Custom Tabs, Data Loader, Apex, Visual Force (Pages, Component & Controllers), Eclipse IDE Plug-in, HTML, Java Script, CSS, Workflow & Approvals, Email Services, Security Controls, Windows XP Pro / 7.

## Client: United Health Group, Minneapolis, MN Jun 2015 – Oct 2017

**Role: Salesforce Developer/Administrator**

## Responsibilities:

* + Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with Visualforce, Force.com API and web services.

## Created Custom objects, settings, Setup validation rules, Record types, custom tabs, field updates and email alerts.

* + Worked with several SFDC objects like **Accounts, contacts, leads, opportunities, reports** and created custom objects based on Business need.
  + Integrated with Salesforce by using **Sales Cloud connector**. Worked on Automation studio, Email Studio and created related activities.
  + Using the **Apttus Approval Management**, setting up pending approvals, consolidated approvals and auto re-approvals based on the business criteria.
  + Configuring the Preview page, **E-mail templates**, **Approval rules**, **Custom queues**, **Approval processes**, **Approval Matrices** and **child object filters**.
  + Using the **Apttus X-Author** for **Word capabilities**, **creating compelling templates** for business to streamline their **Quotes/Contracts**.
  + Developed Lightning apps and components to be more interactive to end users for enhancements in enrollment, admissions and donations.
  + Worked on **data loader** by uploading close to a million records and **cleansing** and **de-duplicating bulk loads, created new reports, dashboards**.
  + Lightning components added to record pages and lightning pages.
  + Preparing and getting approval of design, functional and technical specifications from business using sales cloud.
  + For transactional and contractual information created custom objects and fields. Created email alerts, field updated, workflow rules and defined related tasks.
  + Organized **fields, custom links, related lists,** and **record pages** by creating page layouts and search layouts.
  + Get real time data from external system using Lightning connect.
  + Provided support to marketing team on Marketing Cloud.
  + Within the Salesforce CRM and cloud computing model created custom Apps and reports.
  + Developed, administered, configured, implemented and support of Salesforce CRM.
  + Implemented various relationships using **master detail relationships, pick lists, validation** and

**Formula fields** to custom objects.

* + To complete development and deployment activities worked with CRM application development team.
  + Used Salesforce marketing cloud to create journey and sync data from Salesforce CRM to Marketing cloud.
  + Used lightning components and visual force to create new tabs for improved look and experience.
  + Made **customizations, implementation, integration** with existing applications, community portals and mobile apps including marketing and service cloud implementations.
  + Connected to various Salesforce orgs using Salesforce marketing cloud.
  + Using **WSDL** created Apex classes and for integration with external web services to the system wrote business logic layer according to the functional needs.
  + Implemented and developed **Apex classes, triggers to manage the workflows, develop custom business logic**.
  + To extract the data from external systems to display the pages of salesforce.com by integrating the web services.
  + Salesforce CRM application was administered and monitored. Created automated lead routing, lead escalations and email alert.

**Environment:** SFDC platform, Lightning (controllers and components), CRM, Data loader, workflow, Email services, and security controls, sandbox data loading, Apex language, Visual force, Eclipse IDE.

## Client: Target, Minneapolis, MN Jan 2014 – Dec 2015

**Role: Salesforce Developer**

## Responsibilities:

* + Maintained functional areas of **contacts, accounts, campaigns, opportunities, leads, dashboards**.
  + Developed and implemented the **custom objects, page layouts, custom tabs**.
  + Within the Salesforce CRM managed users, public groups, profiles, and roles which involved assigning access to the user according the user hierarchy.
  + Developed **classes** and **triggers** using Force.com Eclipse IDE plug-in.
  + Tables like opportunities, accounts and contacts has been moved to the Salesforce CRM standard objects.
  + Developed and implemented APEX classes, APEX triggers, and controller classes for various functional needs in the application.
  + To monitor lead activities on sales geography customized the dashboards.
  + Mapped **data sources** and loaded data using **APEX data loader**.
  + For the flexibility and functionality of force platform application created **formula fields, assignment rules, validation rules, approvals and workflow**.
  + Written SOQL queries against force.com API.
  + Developed various visual force pages according to the needs of the application using different visual force components.
  + For testing used Sandbox and migrated the code for deployment after testing.

**Environment:** SFDC, Apex, Force.com, Triggers, API, Controllers, Import Wizard, Eclipse IDE, Data Loader, Visual Force Pages, XML.

## Client: Amrutha Systems, Hyderabad, India Jan 2013 – Dec 2013

## Role: Salesforce Administrator

## Responsibilities:

* + Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
  + Worked in setting up Marketing Campaigns, Campaign Hierarchies, Lead Queries, and Assignment rules.
  + Modified existing Approval processes and created Approval steps which used email alerts and field updates.
  + Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.
  + Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
  + Prepare data files and upload data into Salesforce using API data loader and third-party tools such as Data loader.
  + Implementation support services at various SDLC stages like custom development and production support.
  + Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
  + Worked on converting existing Visual force pages to lightning experience by using Salesforce1 Lightning Design System (SLDS) styles and images.
  + Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
  + Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
  + Created Visualforce pages as per the client requirements and customizing Partner portal using various components.
  + Analyze data and documentation i.e. Excel import/ export files, System Requirement Specifications(SRS), Mockups, Conceptual Design Documents(CDD),Technical Design Documents(TDD) and Configuration Workbook.
  + Developed Lightening components and used them in in-line visual force pages for good look and feel in Lightning experience.
  + Customized the standard objects as per the business requirements by using Visual force components.
  + Deploying applications from Sandbox to Production using Change Sets.
  + Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
  + Created a user interface in Lightning using Aura components, CSS for a user to enter case details and submit in to Salesforce.
  + Integrated the existing SAP system with force.com platform using Cast Iron.

**Environment:** Salesforce.com, Force.com Platform (Sandbox and production) including Apex Programming Language and Visual force pages, Data Loader, HTML, JavaScript, SOQL, SOSL, Force.com IDE, lightening, Oracle.