



**Sriharsha**

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### **Professional Summary:**

- ☐ **5+ years** of experience in IT Industry as a **Salesforce.com (SFDC) Administrator and Developer.**
- ☐ Expertise in creating custom objects, fields, apps, Profiles, Roles, Relationships, Tabs, workflows, Reports and Dashboards, Record Types, Validation Rules, Process Builder DML operations.
- ☐ Experienced in creating Salesforce Flows.
- ☐ Hands-on experience on developing **Apex Triggers, Apex Class, Lightning component, Web services, Lightning Web Components, workflows, Process builder, Flow.**
- ☐ Hands-on experience on apex classes Batch Apex, Schedule Apex & Controller, Test Classes.
- ☐ Experience in application support and JIRA ticketing tools.
- ☐ Have in depth knowledge on **SOQL & SOSL.**
- ☐ Experience in Email Services Functionalities.
- ☐ Utilized Apex **Data Loader** in handling massive amounts of user data.
- ☐ Expertise in Agile Methodology
- ☐ Flourish in both independent and collaborative work environment with quick learning abilities and good communication skills.

### **Education Qualifications:**

- ☐ Bachelor of Technology from JNTU Anantapur, 2016.

### **Technical Expertise:**

- ☐ CRM : Salesforce.com (SFDC).
- ☐ SFDC : Apex, LWC, Lightning Component.
- ☐ Tools : Data Loader.
- ☐ Web Technologies : HTML, CSS & JS.

### **Professional Experience:**

- ☐ Working as a Senior Software Engineer at **Accion Labs India Pvt Ltd** from **December 2021** to till date.
- ☐ Worked as a Senior Software Engineer at **CenturyLink Technologies Pvt Ltd** from **March 2020 to December 2021.**
- ☐ Worked as a Software Engineer at **Tata Consultancy Services** from **Mar 2017 to February 2020.**

### **Certifications:**

- ☐ **Certified Force.com Administrator– ADM 201.**
- ☐ **Certified Force.com Platform developer– PD1.**

#### **Project#4:**

**Title: Case Management for Clients**

**Client : Central Bank of Africa.**

**Role: Developer.**

**Duration: December 2021 to Till date.**

**Management: Lightning web Component, Apex triggers, Apex classes, Configuration.**

#### **Description:**

CMC is service cloud based application which is a Case Management Application that supports agents to solve clients queries using email to case, web to case. This app development is quit elaborative and complicated structure with over 10 custom objects and various relationships. This application requires Development of Custom Components which were developed primarily using LWC and Flows.

#### **Responsibilities:**

- ☐ Requirement gathering for the development in Salesforce Lightning
- ☐ Created Lightning web Components.
- ☐ Created new profiles and permission sets with access to the application.
- ☐ Automation thru Flows.
- ☐ Deploying components from sandbox to production.

#### **Project#3:**

**Title: Customer Enterprise Desktop(GCED).**

**Client : Lumen**

**Role: Administrator and developer.**

**Duration: March 2020 to December 2021**

**Management: Lightning web Component, Integration, Apex triggers, Apex classes.**

#### **Description:**

CED is service cloud based application which supports agents to solve customers queries using email to case, web to case. CED is integrated with legacy applications such as tracking and Account Restrictions apps which are helping agent to track the customer package details and account restrictions using track numbers and Account numbers respectively.

#### **Responsibilities:**

- ☐ Requirement gathering for the development in Salesforce Lightning
- ☐ Created Lightning web Components.
- ☐ Created Continuation class to make callouts.
- ☐ Created new profiles and permission sets with access to the application
- ☐ Created Apex Classes and Triggers to update Livechat Transcript and case object fields.
- ☐ Involved in Designing & Developing User Interface.
- ☐ Created Escalation rules.
- ☐ Created email to case service.

## **Project#2:**

**Title: Salesforce Pulse CRM.**

**Client : Commonwealth bank of Australia. Role: Administrator and developer.**

**Duration: March 2018 to February 2020.**

**Management: Lightning Component, Apex triggers, Apex classes.**

**Pulse** is a Salesforce instance used by IB&M CCG, Product and Risk teams. It is used to manage the sales process for the top tier Institutional clients and prospects (Approx. 5,000), Complex Products, typically structured deals. Pulse has approximately 1,000 CBA users globally for 9 years now. Functionality includes Pre-Sales, Client Maintenance, Corporate & Revenue Hierarchy / Structures, Client Contacts, Call Reports, Activities, Tasks, Proposed Deals, Event Management, Communities. Management Reporting Pre-Sales Activity Dashboards, Rolled up (summary) Revenue.

### **Responsibilities:**

- ☐ Involving in Designing & Developing User Interface using lightning component.
- ☐ Writing Apex classes, Triggers and writing Test Classes for those Developed Classes and Triggers.
- ☐ Workflows, Process builders, Flows.
- ☐ Utilizing data loader in order to Import, update bulk data and export existing data.
- ☐ Customization that includes setting up Roles, Profiles, Sharing Rules, Reports.
- ☐ Create Objects, Fields, Page Layouts, Permission sets, Record Type Public groups and Users.
- ☐ Sandbox refresh Activities.
- ☐ Deploying components from sandbox to sandbox and to production.
- ☐ Interaction with client and onsite team and Created Reports as per the customer requirements.

## **Project #1:**

**Title: Salesforce Connect.**

**Client: Commonwealth bank of Australia**

**Role: Developer and Administrator.**

**Duration: Mar 2017 to Feb 2018. Management: Apex Data Loader.**

Connect is salesforce based Web application hosted on Force.com, It is used to supervise and Monitor advisers in the CBA Advice business. Connect is mostly used for Adviser ASA, Certification, On boarding, Off-boarding and Reporting purposes. The Connect user interface is primarily used by the CBA Advice business to supervise and manage their advisers both salaried and non-salaried.

### **Responsibilities:**

- ☐ Designing & Developing User Interface using Lightning web Components.
- ☐ Creating the Workflows.
- ☐ Creating triggers for the applications.
- ☐ Writing Test Classes for those Developed Classes and Triggers.
- ☐ Handled Bulk Records.
- ☐ Customization that includes setting up Roles, Profiles, Sharing Rules, Reports.

**Place: Chennai**

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