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Professional Summary:

- **Around 3 years of experience in Salesforce.com CRM platform.**
 - **Worked on various Lightning Aura Components.**
 - Experience in **Development, Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language**.
 - Good Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming**.
 - Worked on **Field Service Lightning**.
 - Hands-on Experience with SFDC development using Apex classes, Triggers, Apex Test Classes for SFDC testing and Batch Apex for complex data processing.
 - Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
 - Primary level experience in working on web services and giving solutions by **REST integrations**.
 - Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.
 - Participated in all stages of Software Development Life Cycle (SDLC) i.e., System Analysis, Design, Development and Testing Expertise.
 - Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
 - Experience in using **Flows**.
 - Experience in using **Git and Git Hub**.
 - Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders**.
 - Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
 - Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying complex business process automations.
 - Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
 - Excellent team player, self-motivated, **quick learner** with good communication skills and problem-solving skills.
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PROFESSIONAL EXPERIENCE:

Company : Konnectsu Technologies Pvt Ltd
Client : Escorts.
Duration : May 2022 – Present.
Role : Salesforce Developer.

About Client: Escorts Limited is one of India's leading engineering conglomerates operating in the high growth sectors of Agri-machinery, construction & material handling equipment, railway equipment and auto components. With over 1 million tractors in the fields in India, 16,000 construction and material handling equipment and 5 million auto-components manufactured till date, Escorts is leveraging its engineering expertise and positioning as a change agent in the agriculture, construction equipment and automotive sectors.

•Roles and Responsibilities:

- Created Mobile Flows.
- Created Auto launched Flows and Scheduled Flows.
- Worked with various Salesforce.com objects Service Appointment, Service Resource, Work Order, Service Objectives, Work Types.
- Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
- Developed validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created Quick Actions.
- Developed Lightning Component. Have worked on Apex classes for various functional needs in the application.
- Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
- Deployed application from Sandbox to Production environments using Change Sets.

Company : Konnectsu Technologies Pvt Ltd
Client : Varian Medical Systems.
Duration : February 2021 – April 2022.
Role : Salesforce Developer.

About Client: Varian Medical Systems is an American radiation oncology treatments and software maker based in Palo Alto, California. Their medical devices include linear accelerators (LINACs) and software for treating cancer and other medical conditions with radiotherapy, radiosurgery, proton therapy, and brachytherapy.

Roles and Responsibilities:

- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Added Lightning Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
- Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
- Implemented SFDC Integration using REST Web Service API'S. Integrated the REST API based Web Services on Demand for extracting the data from external systems.
- Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards
- Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
- Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
- Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
- Worked with various salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
- Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
- Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
- Developed validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
- Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
- Deployed application from Sandbox to Production environments using Change Set.

Company : Konnectsu Technologies Pvt Ltd
Client : BCBS, USA.
Duration : October 2019 – January 2021.
Role : Salesforce Administrator.

About Client: BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Responsible for setting up Filed Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data folder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Involved in end-to-end testing and gathering feedback from business users.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

PROFESSIONAL QUALIFICATION

- Bachelors
CVR College of Engineering
Hyderabad, Telangana, India.