

**Sravya Mokrala  
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**Highlights of Qualifications**:

* Experience in SFDC Development implementing the APEX classes, Batch Class, Schedule Class, Triggers, Test Methods, Visual force Pages, Visual force Components & Controllers Force.com IDE, SOQL, WSDL, REST and SOAP, Triggers, S-Controls, Lightening, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.
* Pervasive experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.
* Extensively worked on managed packages and installing packages from Sandboxes to Production.
* Experience on working with Force.com Service Cloud, Sales Cloud, and Marketing Cloud.
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Workbench, Import Wizard and Data Manipulation Language.
* Automated business process by using workflow rules, approval processes and apex triggers.
* A project-oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.
* Enhance my working capabilities, professional skills and to serve my organization in best possible way with sheer determination and commitment.
* Expertise in Salesforce Lightning Components and Lightning Pages and Lightning Design Systems.
* Good experience in setting up relationships in view of business use cases using Salesforce relationships Master-Detail, Lookup and Many-to-Many (Junction Object) between objects

**Certifications:**

* **Certified nCino Administrator**
* **Salesforce.com Certified Force.com Developer (DEV 401)**
* **Salesforce.com Certified Force.com Administrator (ADM 201)**

**Technical Skills:**

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| **Salesforce.com** | Apex, Visual force, SOQL, SOSL, Apex Triggers, Apex Controllers, Salesforce.com, Workflows and Approvals, AppExchange, Email, Validation Rules, Eclipse, Apex Data Loader, Force.com IDE, |
| **Web Technologies** | XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Databases** | SQL Server 2008/05/2000, MYSQL, DB2 |
| **Operating Systems** | Windows Family, MS-DOS |
| **Programming Languages** | C, C++, Embedded Java, Apex |

**Professional Experience:**

**SmartLogix Inc, Phoenix April 2019 – Present**

**Salesforce Developer**

**Responsibilities:**

* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components to suit to the needs of the application.
* Developed and supported customer support portal to support e-services, CRM Customer Support.
* Created Workflow Rules, Approval Process, Validation Rules.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Modifying Page layouts and setting the Record Types.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on nCino Products, Hands on Platform, Framework, Force.com packages.
* Hands on experience on nCino Document Manager (Classic & UDM) package, Also Created and configured Loan Products on nCino Managed Packages and included Document Placeholders.
* Worked on nCino Spreads Module and assigned Spreads Permission via Permission Set’s to the users.
* Worked on Setting up SSO with against to ADFS.
* Worked extensively on SOAP and REST API web service calls
* Created and Configured Connected App for Mutual SSL between Client and Server. Used Postman to dissect the API calls and assisted the same for QA.
* Build & monitor standard analysis and reporting for marketing campaigns.
* Experience with maintain user roles, security and profiles.
* Create and manage workflow rules, field updates and email alerts
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization. Enforced IP restrictions in SSO for the users.
* Strong knowledge of Force.com platform technologies including Apex, Triggers, Visual force, Workflows and Approvals, Integrations with end-to-end product development experience.
* Worked on various SFDC implementations covering Sales Cloud, Service Cloud, and Chatter and App Exchange applications.
* Used the sandbox for testing and migrated the code to the deployment instance after testing by using change sets.
* Involved in defect tracking, fixing and enhancements requirements document as per business user feedback and change in functionality of the application.
* Focused mainly on the new functionality implementation and simultaneously assisted with the production defects and enhancements.
* Provided training to the internal business users to use the application and develop their own custom reports.
* Worked with Business, Product Owner on a daily basis on assisting the Acceptance Criteria on the user stories and coordinated the same to Off-Shore resources.
* Created Design-Docs throughout the project and made sure that it meets the standards with in the Organization
* Worked closely with the data team to assist and validate the data mappings and the data migration from SQL servers to SFDC cloud using ICS (Informatica Cloud Service).

**Environment:** SalesForce.com Platform, Salesforce.com Custom Objects, Apex Language, Visual Force (Pages, Component & Controllers), Data loader, HTML, Java Script, Workflows & Approval process, Reports, SalesForce.com sandbox.

**Aetna, Phoenix Oct 2018 – April 2019**

**Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Worked on translating several Visual Force pages to lightning framework.
* Created and deployed Service Cloud console to manage the support process.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records.
* Worked efficiently with Standard Salesforce.com object like Accounts, Contacts, Leads, Cases, Opportunities.
* Experience in creating Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visual force pages to lightning components.
* Worked with SOQL &amp; SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Hands on experience in Sales Cloud, Marketing cloud and Service Cloud functionalities.
* Created various workflow rules, profiles and permission sets based on the organizational hierarchy requirements.
* Defined Org wide defaults to restrict access from users.
* Involved in defect tracking, fixing and enhancements requirements document as per business user feedback and change in functionality of the application
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Imported data from excel sheets into Sales Cloud like Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Key role in gradual transition of company’s application from Salesforce Classic to Lightning Experience.

**Environment**: Saleforce.com platform, Sales Cloud, Service Cloud, Lightning components, Apex, Visual Force, Data Loader, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, Eclipse IDE Plug-in, AppExchange apps, SOAP and REST API.

**Digital Federal Credit Union – Austin TX Jan 2018 to Sep 2018  
Salesforce Developer/ Administrator**

**Responsibilities:**

* Good Knowledge in administration and have implemented security and sharing Rules at object, field, and record level for different users at various levels of organization.
* Knowledge in Development activities like developing Apex Classes, test classes, Visual force Pages, controllers &amp, Triggers.
* Experience in declarative customization to add automated functionalities like workflows, approval processes to the applications.
* Customization of approval process.
* Automated flows using workflow and process builder.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com.
* Strict use of repository (SVN).
* Management & maintenance of sandboxes (different environments).
* Worked in person KT session on the applications developed and the provided the complete documentations
* Generated Reports and Dashboards as per business requirement. Worked on using external tool like Force.com IDE for development, testing and deployment and migrated activities using Apex data loader.
* Made sure that Test classes maintain 85% above code coverage for all my development.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Worked on the Service console.
* Involved in the development of custom CPQ for Credit union.
* Configured Single Sign On by creating a connected App with OAuth2.0.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com.
* Worked in KT sessions of the developed applications.
* Worked closely with the data team to assist and validate the data mappings and the data migration from SQL servers to SFDC cloud using ICS (Informatica Cloud Service).
* Good Experience with Service Cloud, Sales Cloud and Chatter.

**Environment:** Salesforce.com, Customer Portal, Sales Cloud, Service Cloud, Apex Language, Visual Force (Pages, Component & Controllers), Triggers, SOQL, SOSL, Workflow Approvals, CSS Style sheets, Custom Objects, HTML, WSDL, Security Controls, Page Layouts, Sandbox data loading, Apex Data Loader Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Ecolab, MN Jan 2017 to Jan 2018**

**Salesforce Administrator**

**Responsibilities:**

* Designed and Implemented activities related to SFDC setup, Configuration, Customization, Administration, Data Migration, and Deployment of applications from sandbox to live environment.
* Configured Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields
* Implemented various security and sharing rules and worked in customizing automated functionalities like workflows, approval processes, Process Builder and Visual flows
* Created reports and Designed Dashboards
* Expertise in working with workbench, Data loader, Import wizard, Lightening
* Expertise in designing, developing and data modelling of the application to ensure that they are within the Salesforce governor limits
* Deployed changes using Force.com IDE tool, Change sets from sandbox to production environments.
* Created custom build reports for trend analysis using standard reports functionality.
* Worked and built Custom Rules/Validations & Workflows depending on the BRD.

**Environment:** Windows XP, Force.com Platform, Sales force Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Salesforce.com sandbox data load, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

**Trade Wings, HYDERABAD, INDIA May 2014 to July 2015**

**Java/J2ee Developer**

* Involved in analysis and design phases of Software Development Life Cycle (SDLC/Waterfall).
* Developed the application using Eclipse as the IDE and used standard features for editing, debugging, compiling, formatting, build automation and version control (CVS).
* Involved in Object Oriented Analysis and design using UML and create activity diagrams, sequence diagrams, class diagrams and use case diagrams for various use cases using Rational Rose.
* Implemented the controller using J2EE (Servlets).
* Development UI modules using HTML, JSP, JavaScript and CSS.
* Involved in the integration of spring for implementing Dependency Injection (DI/IOC).
* Primarily focused on the spring components such as Dispatcher Servlets, Controllers, Model and View Objects, View Resolver.
* Used different types of controllers like simple form Controller, Abstract Controller and Controller interface etc.
* Integrated Tiles Framework with Struts Framework
* Used JavaScript for client-side validations, and AJAX to create interactive front-end GUI.
* Involved in coding for presentation layer using JSF framework, JSPs, Java Script, and XML/XSLT.
* Developed and deployed EJB components (business tier) into the WebSphere Application Server.
* Used JDBC to access Oracle database and implemented connection pooling.

**Education:**

* Master of Science – Information Technology – 3.31
* Bachelor of Computer Science and Technology from Jawaharlal Technological University in India GPA-3.8