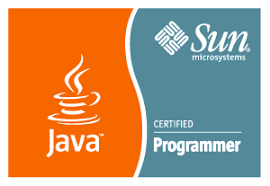
**    **

**Srilakshmi C**

**srilakshmisalesforce62@gmail.com**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Summary:**

* Around 10 years of professional IT experience, with 7 Years **Salesforce Developer/Admin**   using salesforce.com platform, Visual Force, and APEX, with 2+ Years of **Lightning experience**.
* Good Hands on in Salesforce applications development and Administration using **Apex Development**, Visualforce pages, Apex Classes, Controllers, Triggers, Web services, Lightning Components, Custom Objects, Scheduler and Batch Processes.
* Experience in customizing **Sales** Cloud and **Service** Cloud implementation.
* Good experience in SFDC User Management activities **like Roles, Profiles, Security and sharing rules.** Implemented security and sharing rules at object, Field and Record level for different users in different levels of organization.
* Good experience in SFDC customization and configurations like creation of  **Page Layouts, Tabs, Custom Fields, Validation Rules, Email Templates etc.**
* Experience in automating certain business processes using **Workflow rules, Process Builder, Lightning Flows, Approval processes and Assignment rules.**
* Working knowledge in Web Technologies like **HTML, XML, CSS and JavaScript**.
* Experienced implementing third party integrations with Salesforce using **SOAP and REST based webservices APIs.**
* Designed, developed and deployed Apex classes, Controller Classes and ApexTriggers for various business needs in the application using Developer console and Force.com IDE, VS Code.
* Good Hands on in working with **Lightning** **Aura Components and Lightning AppBuilder.**
* Good knowledge on Lightning web components.
* Good at writing efficient **SOQL** and **SOSL** queries to retrieve data from Salesforce and good in understanding and implementing complex data models.
* Good experience in handling bulk data imports and exports using tools like Data Loader, Import/Export wizards etc. Good experience in implementing asynchronous apex using Batch Apex, Future methods etc.
* Good experience in creating **custom reports and dash boards** asspecifiedbyusers**.**
* Good experience in .NET applications development using **ASP.NET, C#.NET, VB.NET.**
* Good experience in implementing Oracle PL/SQL Joins, Cursors, **Triggers, Views, Functions, Procedures and Packages.**
* Having good knowledge and technical experience Visual Basics 6.0, SQL 2008, SAP Crystal Server 2013, SAP Crystal Reports 2013, Crystal Reports 11.5,7, Basics of Core JAVA, UNIX Scripting.
* Good knowledge on System Analysis, Requirement gathering, Business analysis, Documentation and implementation of business centric software applications in Insurance domain.
* Involved in all phases of Software Development Life Cycle **(SDLC)** on requirement analysis, database design, Coding, Testing and deployment.
* Implemented and deployed most of the projects using **Agile** Methodology.
* Gained end-to-end experience in Design, Coding, Test case preparation, **Unit & Integration Testing**.
* Excellent communication and interpersonal skills with a keen understanding of business applications, their Integration and a proven ability to adapt to new areas. Effective communication with all business and IT stakeholders.

**CERTIFICATIONS:**

* Certified Salesforce Administrator
* Certified Salesforce Platform Developer I
* Oracle PL/SQL Developer Certified Associate certification
* Sun Certified JAVA Programmer.
* Acquired LOMA ALMI certification in Life Insurance domain offered by LOMA Org.

**Environment:**

SalesForce.com CRM Application Platform, **Sales Cloud, Service Cloud**.

**Technical Skills:**

|  |  |
| --- | --- |
| **SalesForce.com Development Tools :** | Developer Console, Force.com Eclipse IDE plug-in, Data Loader, VS code. |
| **Languages :** | Apex, SOQL, SOSL, Aura component framework, C#, ASP.NET, Visual Basics 6.0 |
| **Web Technologies :** | Visual force, HTML, XML, JavaScript, ASP.NET |
| **Other Technologies :** | UNIX, Crystal Reports 2013, 11.5, 7 |
| **Platforms :** | Windows, UNIX |
| **Databases :** | Oracle PL/SQL, SQL, MS Access DB |

**Education Qualifications:**

Bachelor of technology in Electronics and Communications Engineering from Andhra university.

**Professional Experience:**

**Project Name: Zions, USA Duration: Nov 2020 to Till date**

**Role: SalesForce developer**

**Organization: Infyshine**

**Project Summary:**

  Zions Bancorporation is a [bank holding company](https://en.wikipedia.org/wiki/Bank_holding_company) headquartered in [Salt Lake City, Utah](https://en.wikipedia.org/wiki/Salt_Lake_City,_Utah). Zions Bancorporation originated as Keystone Insurance and Investment Co., a Utah Corporation, in April 1955. The goal of this project is to build and maintain a salesforce application for providing support functions for existing customers of Zions bank.

**Roles & Responsibilities:**

* Responsible for Business Communications, requirement gathering, analysis, Project Design, Development and Deployment of the Cloud solutions with robust Agile Practices.
* Implementing lightning supported Visualforce pages, Apex Triggers, Controllers to implement complex business functionalities.
* Worked on creating Lightning Pages using Lightning AppBuilder.
* Implemented Lightning components using Aura Framework and SLDS.
* Debugging existing code and resolving user issues. Development and deployment of business requirements as per the user needs
* Responsible for resolving user issues, maintenance, and support for existing salesforce applications.
* Automation of complex business processes using Process builder, Workflow rules and lightning flows.
* Created user Profiles, Permission sets, Role Hierarchies and shared settings for data security control.
* Data management activities using Data Loader, Import/Export wizards.
* Developing and Customizing Sales with Salesforce.com out of the box features comprising of standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows, Process Builder and Approval processes to meet complex business requirements.
* Implementation of enhancements using Apex triggers, controllers and lightning components.
* Working on deployments using change sets, SFDX deployments through VS code.

Environment: SalesForce.com CRM Application Platform, Visualforce pages, Lightning components, HTML, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Sandbox, Production environment, Apex classes, Controllers, Triggers, VS Code.

**Project Name: Mylan, USA Duration: Sep 2017 to Jan 2020 Role: Sales Force developer**

**Organization: Tata Consultancy Services**

**Project Summary:**

Mylan is a global [generic](https://en.wikipedia.org/wiki/Generic_drug) and specialty [pharmaceuticals](https://en.wikipedia.org/wiki/Pharmaceuticals) company domiciled in the USA,UK. The company develops and produces medicines for a wide range of medical disciplines and distributes them all over the globe. The goal of the project is to build a Salesforce CRM Application which is used as global sales force automation serving in Mylan Sales Team in all Region. The functionalities enable the Users to simplify the sales, marketing and promotion of the products and better manage their accounts and increase the ROI.

**Responsibilities:**

* Responsible for Business Communications, requirement gathering, analysis, Project Design, Development and Deployment of the Cloud solutions with robust Agile Practices.
* Developed various Visualforce pages, Apex Triggers, Controllers to implement complex business functionalities.
* Worked on creating Lightning Pages using Lightning AppBuilder.
* Implemented Lightning components using Aura Framework and SLDS.
* Used salesforce.com platform for developing feature rich and user-friendly Visual force pages for enhancing Salesforce UI. Implemented test classes for Unit Testing, Test Coverage.
* Created user Profiles, Permission sets, Role Hierarchies and shared settings for data security control.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Developing and Customizing Sales with Salesforce.com out of the box features comprising of standard objects, custom objects, standard fields, custom fields, relationships, page layouts, record types, workflows, Process Builder and Approval processes to meet complex business requirements.
* Worked in integrations to third party tools using Apex Callouts with REST API and SOAP APIs.
* Business logic integration implemented using REST APIs to connect with PhoneGap application to synchronize data between Mylan app and PhoneGap application
* Used apex callouts using REST APIs and SOAP webservices to allow access to users from other applications.
* Worked on data imports and uploads using Data Loader, Data Import/Export wizards.
* Handle all basic administrative functions including user account maintenance, reports and dashboards, and other routine tasks.
* Addressing user issues and support for Salesforce CRM application.
* Experience in deploying components from one sandbox to another sandbox using changesets, ANT Migration tool.

**Environment: SalesForce.com CRM Application Platform, Sales cloud, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Sandbox, Production environment, Apex classes, Controllers, Triggers, VS Code.**

**Project Name: DJO Global, USA Duration: Mar 2016 to Aug 2017**

**Role: Sales Force Dev/Admin**

**Organization: Tata Consultancy Services**

**Project Summary:**

DJO Global, Inc. is a leading global provider of high-quality, orthopedic devices, with a broad range of products used for rehabilitation, pain management and physical therapy. They also develop, manufacture and distribute a broad range of surgical reconstructive implant products. They are the largest non-surgical orthopedic rehabilitation device company in the United States and among the largest globally.

**Roles & Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked in Service Cloud and Sales Cloud as administrator.
* Worked on entitlement management and Milestone management for service cloud. Implemented and managed customer and partner communities.
* Analyzed complex business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Developed and configured various Custom Reports and dashboards for different user profiles based on the needs in the organization.
* Managing data security by creating user roles and profiles, security controls for Object level security, Field level security and Record level security using shared settings.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
* Automation of business processes using workflow rules and Process Builder, Assignment Rules.
* Designed, developed and deployed Validation Rules and chatter posts using process builder for various functional needs in the application.
* Used the sandbox for testing and migrated the code to the Production instance after testing.
* Deployed the components from One Sandbox to Other sandbox/Production Org using the Change sets and ANT migration tools.

**Environment: Salesforce.com platform, Service Cloud, Sales Cloud, Apex, Visual force Pages, Component & Controllers, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, ANT migration tool.**

**Position: Salesforce Developer/ Admin**

**Client BODHTREE - HYD, INDIA Aug 2014 – Mar 2016**

**Project:** This is for an education system. Entry point is Contact. From contact new form which creates Student type contact. Student holds all relevant information as input fields. Student information creation will also hold information of Class Schedule chosen for that student. There are Registered classes in system. From within those classes, a student can select his/her schedule and time for attending class. Courses are also available to choose from. Attendance of students are also kept in system. After examination grade and population of transcript for each student is there. Apart from start from contact, also quick link to register is there at system at side menu of salesforce UI.

**Roles & Responsibilities:**

* Communication with clients on the project requirements, schedules.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Involved in creation and maintenance of Custom objects, Tabs, Fields, Record types, Page layout as per business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
* Created Data Validation rules and Formulas as per business requirement.
* Help users with Chatter teams/Groups and follow application as well.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpage in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used Email templates in HTML and Visual Force.

***Environment*: Saleforce.com, Apex, Visualforce pages, Triggers, Batch apex, HTML 5, CSS, Eclipse**

**TATA CONSULTANCY SERVICES**

**1.Project Name: E&D Collaboration Agilent Services - TCS Apr 2011 – Feb 2014**

**Role: DotNet Developer and Support Lead.**

Project Summary:

Agilent Technologies, Inc. is an American public research, development and manufacturing company established in 1999 as a spin-off from [Hewlett-Packard](https://en.wikipedia.org/wiki/Hewlett-Packard). The resulting [IPO](https://en.wikipedia.org/wiki/Initial_public_offering) of Agilent stock was the largest in the history of [Silicon Valley](https://en.wikipedia.org/wiki/Silicon_Valley) at the time. The company provides [analytical instruments](https://en.wikipedia.org/wiki/Analytical_instruments), [software](https://en.wikipedia.org/wiki/Software), services and consumables for the entire laboratory workflow. Agilent focuses its products and services on six markets: food, environmental and forensics, pharmaceutical, diagnostics, chemical and energy, and research. From 1999 to 2014, the company also produced test and measurement equipment for electronics; that division was spun off to form [Keysight](https://en.wikipedia.org/wiki/Keysight)..

**Responsibilities:**

* Writing program specifications and Preparing Low level or Technical design documents.
* Preparing the Analysis, UTP documents, UTR documents and test scripts documents.
* Prepared Estimates for new discretionary projects and involved in implementation.
* Performed the IQA and EQA testing for the major projects before deployment into production.
* Participated in handling internal Audits and creating necessary documents.
* Performed a wide range of tasks which falls under different SDLC phases.
* Enhancements and development of new functionalities and requirements in **C# .Net and ASP.NET**
* Client communication - Clearing client queries, asking queries regarding projects & updating common work progress.
* Also updating regular activities on daily basis to the project lead.
* Follow quality processes thoroughly - checklists, coding standards, naming standards etc.
* Preparing client application packages, implementation plan for code migration from one region to other region.
* Involved and responsible for Production Support Activities.
* Maintaining project repository, relevant documents related to project in common folders which helps for future resources and team as well for reference.

Technologies used: C#.NET, UNIX scripting, SQL Development server, TFS, SVN repository.

**2.Project Name: AXA Equitable Life Insurance, Charlotte, NC**

**Role: Developer and Technical Lead.**

**Project Summary:**

AXA Equitable, formerly known as The Equitable Life Assurance Society of the United States, has been offering a broad portfolio of traditional and variable life insurance and fixed and variable annuities for over 145 years. AXA Equitable is a wholly owned subsidiary of AXA Financial, Inc. (“AXA Financial”).

**New Equitable Workflow System (NEWS):**

New Equitable Workflow System is windows application, which was developed to provide world-class service to the clients which has interface with 13 interfacing systems. It is a work flow system which tracks the work flow right from the beginning to completion of any request came for life insurance policies.

Life Data Entry (LDE):

LDE is a new business life insurance system which is used for data entry and approval of the new policies for direct customers and customers acquired by insurance agents.

**Roles & Responsibilities:**

* During this project I involved in Development, Production Support, Enhancements and Management Activities:
* As part of enhancements for this application I closely worked on PL/SQL Joins, Cursors, Stored Procedures, Functions, Triggers, Views and Packages etc.
* Developed and deployed application front end enhancements on C# and Crystal Reports 7, 11.5.
* Worked on application migration from windows XP to windows 7 OS.
* Basic knowledge on IBM FileNet tool.
* Writing program specifications and Preparing Low level or Technical design documents.
* Preparing the Analysis, UTP documents, UTR documents and test scripts documents.
* Prepared Estimates for new discretionary projects and involved in implementation.
* Client communication - Clearing client queries, asking queries regarding projects & updating common work progress.
* Follow quality processes thoroughly - checklists, coding standards, naming standards etc.
* Preparing client application packages, implementation plan for code migration from one region to other region.
* Involved and responsible for Production Support Activities.
* Maintaining project repository, relevant documents related to project in common folders which helps for future resources and team as well for reference.

**Technologies used: Visual Basic 6, Oracle 9i (SQL and PL/SQL), Crystal Reports, JAVA, UNIX scripts, PVCS repository.**

**Education Qualifications:**

Bachelor of technology in Electronics and Communications Engineering from Andhra university.