**Srinivasa Korutla**

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**Salesforce Consultant:**

* Extensive 10+ years of extensive experience in Information Technology with **5+ years in Salesforce.com** CRM and Force.com platform with proficiency as a Developer and Administrator.
* Experience in SFDC Development in Implementing **Apex classes, Visual Force, Triggers, SOQL and SOSL**.
* Hands on Experience of Salesforce **Web Services API** like **REST, Bulk & SOAP**.
* Experience in Apex programming language, **Apex Classes, Apex Triggers, Apex Scheduler, Batch Apex, Apex Web service**.
* Knowledge on **Lightning Components**.
* Effective employment of **Apex Data Loader, Import Wizard** and Data Manipulation Language for data migration and management in bulk.
* Good understanding of Salesforce.com **Governor Limits with Batch Apex** an ability to optimize codes to acknowledge those limits.
* Expertise in using **Process Builder** to implement functionalities in standard way.
* Extensive experience in **lead, case management, web-to-lead, Web-to-case** and Live Agent.
* Experience in **Sales Cloud and Service Cloud**.
* Good experience in **Dell Boomi Integration.**
* Experience in working with Salesforce.com sandbox and production environments.
* Proficiency in **SFDC Administrative** tasks like creating **Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Actions, Tasks, Events, Reports, and Dashboards**.
* Well knowing with TDD Test Driven Development Using **Selenium Automation**.
* Good exposure on CI/CD using **Salesforce DX & GitLab.**

**Technical Skills:**

**Salesforce.com:** Apex, Visual Force, Apex Triggers, SOQL, SOSL, Salesforce.com, Process Builder, Apex Data-Loader, Batch Apex, Test Data Setup, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Eclipse, Roles & Profiles, Selenium, Salesforce DX, Visual Studio, Gitlab.

**Web Technologies:** JQuery, HTML5/CSS.

**Web Services:** SOAP, REST API, Dell Boomi Integration

**Office Tools:** MS Excel, MS Word, MS Power point, MS Project, MS Outlook, MS SharePoint.

**Work Experience: SalesForce Consultant**

**Key Stone Business Solutions (Dell Technologies) September 2019 to till date.**

**#Project: DELL SFDC:** Dell empowers countries, communities, customers and people everywhere to use technology to realize their dreams. Customers trust us to deliver technology solutions that help them do and achieve more, whether they’re at home, work, school or anywhere in their world. Learn more about our story, purpose and people behind our customer-centric approach.

**Roles & Responsibilities:**

* Purely into Sales Cloud where we developed features for business functionalities on Account, Contact and related custom Objects.
* Implemented Apex Code Refactory where the same code was used in different locations as DELL is exceeded limit of Apex classes.
* Implemented Test Data Factory using @testSetup annotation for test apex classes to reduce the run time for deployment process.
* Implemented apex classes and triggers for updating and creating the records in our salesforce application.
* Used Dell Boomi for integration between Dell to other applications.
* Used Gitlab and Visual-studio to deploy the code from one environment to other environment.
* Implemented TDD (Test Driven Development) for every user story from business.
* Used Agile methodology with TFS tool.
* Fetched the data using SOQL & SOSL.

**Environment:** APEX Language, Visual Force Pages, Triggers, Process Builder, SOSL, SOQL, Dell Boomi, Data Loader, Batch Apex, Salesforce DX, Test Setup, Workflow, Reports, Custom Objects, Custom Tabs, Security Controls, Gitlab, Visual Studio.

**Mphasis Limited August 2018 to August 2019.**

**#Project: FedEx Europe:** FedEx Corporation is an import/export company. Serving Europe for more than 25 years, the FedEx European network offers next-day service to hundreds of cities and markets across Europe with late collections and early morning deliveries together with unmatched access to next-day services to the US and Asia Pacific through the FedEx Express hub at Roissy-Charles De Gaulle, the largest of its kind outside the US.

**Roles & Responsibilities:**

* Purely into Service Cloud where we developed features for business functionalities on Case Object.
* Implemented Integration with Database server to fetch golden records of Accounts, Contacts, Tasks & Cases using REST API.
* Implemented apex classes and triggers for updating and creating the records in our salesforce application.
* Created VisualForce Pages as per business requirements & enhancements for CSR Agents to fulfill the customer quires.
* Created Process Builder for standardize the functionality for email-to-case and web to case and used milestone & Entitlements for understanding case status to CSR agent.
* Exposed the same functionality to other countries for business requirements.
* Fetched the data using SOQL & SOSL and created Batch classes, schedule classes for updating salesforce records to database center using callouts.
* Implemented Live Agent functionality to service the customers for their queries by CSR Agent.

**Environment:** APEX Language, Visual Force Pages, Triggers, Process Builder, SOSL, SOQL, Email Services, Data Loader, Batch Apex, Rest API, SOAP, Live Agent, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Security Controls.

**Scorg International Consultancy(Mphasis Limited) Jan 2018 to July 2018**

**#Project: Blue Scope Steel:** BlueScope is a global leader in premium branded coated and painted steel products - the third largest manufacturer of painted and coated steel products globally. They have great strengths in engineered steel buildings in key markets and are number one in building and construction markets. Their strong partnerships and networks are built on BlueScope's great product brands, such as COLORBOND®, Clean COLORBOND® and ZINCALUME® steels, LYSAGHT® steel building products, and Butler® and Varco Pruden® engineered buildings.

**Roles & Responsibilities:**

* Purely into Sales Cloud where we developed features for business functionalities on Lead Object.
* As they have multiple product brands, we implemented functionalities through Integration using REST API & SOAP.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com using Rest API.
* Created VisualForce pages where business required enhancements in current application for different functionalities.
* I have implemented Apex Classes, Controllers & Triggers to achieve functional needs for business.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects Batch Apex.
* Implemented Batch Classes, Scheduled classes and Email alerts to manage the sales process easy.
* Created Auto response mails by Visualforce Email templets, HTML templets.
* Created users, roles, territories, public groups and implemented role hierarchies, sharing rules and record level permissions and developed Workflow rules, Validation rules, Approval process, Customization in the application.
* Implemented enhancements on objects like Accounts, Leads, Contacts, Opportunities, Quotes, Activities, Tasks, Reports and Dashboards.

**Environment:** Saleforce.com Platform, APEX Language, Visual Force Pages, Triggers, SOSL, SOQL, Email Services, Data Loader, Batch Apex, Rest API, SOAP, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Sandbox.

**Cynosure Software Solutions Pvt Ltd June 2014 to Dec 2017**

**#Project 1: Churchill Insurance:** Churchill Insurance was among one of the UK’s first direct Motor Insurers. In 1990, we started selling home insurance over the years, have extended our services, now offering car insurance, home insurance, travel insurance, pet insurance, breakdown cover and van insurance.

**Roles & Responsibilities:**

* Involved in Planning and Implementing new SFDC features according to the Business and Software requirements.
* Developed Apex classes, Controller classes, Visualforce pages and Apex triggers for various functional needs in the application.
* Developed Apex Classes for performing Email alert and scheduled them as required.
* Used Visualforce framework to integrate the application with web services. Created Visualforce pages and embedded it into the application.
* Worked on SOQL and SOSL queries to fetch the data from the salesforce database.
* Used Dataloader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created various HTML, Visualforce Email templates for Auto response to customers and outbound messages.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects Batch Apex.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com using Rest API.
* Created users, roles, territories, public groups and implemented role hierarchies, sharing rules and record level permissions and developed Workflow rules, Validation rules, Approval process, Customization in the application.
* Implemented enhancements on objects like Accounts, Leads, Contacts, Opportunities, Case, Solutions, Quotes, Activities, Tasks, Reports and Dashboards.

**Environment:** Saleforce.com Platform, APEX Language, Visual Force Pages, Triggers, SOSL, SOQL, Email Services, Data Loader, Batch Apex, Rest API, SOAP, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Sandbox.

**#Project 2: McKesson Corporation:** McKesson work with health care organizations of all types to strengthen the health of their business, helping them control costs, develop efficiencies and improve quality. We build essential connections that make health care smarter, creating intelligent networks that expand access, reduce waste, and bring people and information closer together.

**Roles & Responsibilities:**

* Actively participated and worked with business users to understand and document technical requirements for salesforce.com customizations/ enhancements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed and developed Visualforce pages based on the business requirements.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing SalesForce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Interacted with the SalesForce.com premium tech support team on a regular basis.
* Used Wrapper Classes to provide support for different data types or properties for Visualforce Pages.
* Performed job chaining through Queueable apex and managed multiple jobs.
* Created Visualforce page components, apex classes using JavaScript, CSS, JQuery and Ajax.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.

**Environment:** Salesforce.comApex Classes, Visual Force Pages, Standard Objects, OWD, Validation Rules, Page Layouts, Email alerts, Triggers, Approval Process, SOQL, SOSL.

**Manual Test Engineer**

**Magic N Colors Pvt Ltd Oct 2009 to Mar 2014**

**# Project 1: BeeDOOR LLC (I am a Kid (IOS Mobile Application))**

“I am a Kid” is a dream la-la land for kids. A place for singing, dancing, playing and Learning application for IOS Users.

**# Project 2: Reliance Games (Shaktimaan (Android Tablet Game))**

Reliance Games, a leading publisher and developer of mobile games is a division of Reliance Entertainment Group whose subsidiaries include entities like IM Global and Codemasters.  
Reliance Games block buster hits include Real Steel, Real Steel World Robot Boxing, Pacific Rim, and a slew of exciting mobile games developed in association with Hollywood Studios such as DreamWorks, Sony Pictures, Paramount Pictures, Columbia Pictures and Warner Bros.

**# Project 3: Magic N Colors (Blu and Mo (Animation Series))**

Magic N Colors combines the best in Traditional Animations with latest cutting edge technology to create rich legacy of quality creative content. The heart of Magic N Colors are its Animated features. The objective of the company is to combine technology and creative talent to develop computer animated feature films with memorable characters and heartwarming stories that appeal to audience of all ages.

**Education:** Bachelor’s Degree in Mathematics with Kakathiya University, Warangal.