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**Professional Summary:**

* I have 3+ years of experience in the **Salesforce.com CRM** Platform both as Administrator and Developer
* Good knowledge on **Lightning Components**, **Community Portal**, **Salesforce setup menu, Configuration, Custom Application Development, Administration, Data Migration** and **Deployment** of applications to Force.com platform
* Developed **Visual force pages** and **Custom Objects** using Apex Programming on Force.com Platform.
* Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions**
* Experienced in building Custom Applications that includes **Administration, Configuration, Implementing and Support experience with Salesforce.com platform**
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts**, **Actions**, Reports and **Approval Processes**
* Designed junction objects and implemented various advanced fields like **Pick list**, **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows**, **Sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements
* Implemented **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 permissions based on the organizational hierarchy
* Experience in Using **Schema Builder, Flows, Process Builder**.
* Experience in Data Migration using **Import Wizard and** other tools like **Apex Data Loader**.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments
* Technology savvy with aptitude and experience in adopting modern methodologies and innovative techniques to boost work efficiency
* Detail-oriented **Energetic team player**, motivated with **Multi-Tasking Capabilities**, problem solver, and hands-on leader with exceptional presentation and **Client/Customer relation** skills
* Strong communication and inter-personal skills with ability to work well in a dynamic team environment
* Experienced in **SOAP API, REST API** using **OAuth 2.0** .
* Experience in **Metadata API and HTTP Class.**

**Educational Profile:**

* **B.Tech** from **JNTUA**( Jawaharlal Nehru Technological University, Anantapur) in 2013.

**Professional Experience:**

* Working as a **Salesforce Developer** in **DECCAN INFOSYSTEMS Pvt limited**, from 2017 to JAN 2021.

**Technical Skills:**

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| Salesforce Technologies | Lightning Components, Rest, Soap, Salesforce CRM, Apex Language, Apex Classes, Apex Triggers, SOQL, Visual Force Pages, S Controls, Salesforce.com customizations like Workflow Rules, Record Type, Role Hierarchy, Validation, Custom objects, Page Layouts & Approvals, Dashboards, Reports, Analytic Snapshots |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com Platform (Sandbox and Production). |
| Languages | Apex, Java |
| Operating Systems | Windows 2007 / XP / Vista. |
| Documentation Tools | MS Office. |
| OtherTools Utilities | Microsoft Visual Studio 2008, SQL Server 2008. |
| Web Related |  HTML, Java Script, CSS, Angular JS, jQuery, Bootstrap |

**Project Summary:**

**Client : West Field Group, Irvine, CA**

**Project: Order Management System**

**Role : Salesforce.com Consultant**

**Description:**

**‘Order Management System’ is a web portal based primary distributor management tool for WebMD employees that also allow the investors and customers to interact with West Field Group. It is a CRM application built on Salesforce.com CRM solution and provides a single place to manage and view everything about the clients like its Account detail, contact information, pending orders, cases in pipeline.**

**Responsibilities:**

**• Worked as enhancement team member and performed the roles of Salesforce.com Analyst / Developer and Administrator in the organization**

**• Responsible for setting up login restrictions and resetting the user passwords**

**• Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles**

**• Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC)**

**• Implemented web based case management automation – Web to Case (on Case Object) to track and solve customer’s issues**

**• Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry**

**• Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application**

**• Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards**

**• Used SOQL & SOSL with consideration to Governor Limits for data manipulation need**

 **of the application using platform database objects**

**• Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields**

**• Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups**

**• Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com SObjects. Used it to read, extract, and load data from comma separated values (CSV) files**

**• Defined lookup and master-detail relationships on the objects and created junction objects**

**• Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic**

**• Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes**

**Technologies: Saleforce.com platform, Force.com Sites, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script,, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro.**

**Client : NetApp Inc,Fremont,CA**

**Project : Salesforces-CRM**

**Role : Salesforce.com Consultant**

**Description:**

**CRM application was built on on-demand Force.com Platform using Salesforce Customer Relation Management, to increase growth opportunities and enhance customer service. It enables sales & marketing teams to provide higher levels of service to clients and improve overall productivity by: managing leads and opportunities; increasing data retention; and decreasing administrative tasks. The application allows managers to monitor tasks and progress across the entire sales organization, which provides a real-time overview of the organization's progress.**

**Responsibilities:**

**• Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements**

**• Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and using other Platform based technologies like Visual Force and Force.com API**

**• Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization**

**• Involved in Salesforce.com Application Setup activities and customized the apps to match**

**• Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards**

**• Implemented case management automation (on Case Object) to track and solve customer’s issues. Implemented Email-to-Case entry and manual case entry for entering customer’s cases in Cases Tab**

**• Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application**

**• Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application**

**• Participated in the training sessions provided by the Salesforce team**

**Technologies: Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.**

**Client : Verizon, Irving**

**Project : Optimization & Implementation of Salesforce.com**

**Role : Salesforce.com Developer/Admin**

**Verizon provides a wide range of wireless and wire line communications services bringing the freedom of mobility to consumers, businesses and government users, it needed to customize the application for viewing the data and auto populate the required fields which gathers the required details when an account is generated, sends messages and alerts to the users and provide the security to the sensitive data by deploying the administrative rules to handle the users.**

**Responsibilities:**

**• Experienced in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL**

**• Worked on Salesforce.com setup & configurations, Data migration and conducting end-user trainings**

**• Experienced in developing Apex Triggers using the Apex programming using Apex Editor**

**• Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements**

**• Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization**

**• Experienced in creating the Work Flow Rules in the Approval Process**

**• Experienced writing the technical specification documents**

**• Responsible for Creating the Validation rules for email and other custom fields**

**• Custom development using Apex and Visual Force Pages**

**• Installed the Call Centre Applications and Allowed the end users to maintain a track history of customers complaints**

**• Performed data clean-up and/or Data migration to/from salesforce.com**

**• Developed Formulas, Validation rules to maintain the quality of the data**

**• Worked with Apex Data Loader tool to perform DML operation using CSV files**

**• Experienced in creation of Queues and Assignment Rules**

**• Implemented groups in salesforce.com for the sales and support user groups based on the user requirements**

**• Experienced to maintain, enhance and create workflows and validation rules.**

**• Created the Dashboards, Reporting Tabs and Pages based on the available data**

**• Build the Role Hierarchy System in Salesforce.com and created Profiles setup according the Profiles**

**• Responsible for setting up Filed Level Security**

**• Developed custom Workflows and Assignment Rules for case escalation**

**• Implemented Field Level security for sensitive data holder fields**

**• Created different Record Types, Page Layouts, Formula fields, Workflows**

**Technologies: Force.com, Apex, Data Loader, Import Wizard, Informatics, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, Security Controls.**