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**Revathi Simhadri**

Salesforce Certified PD1

## PROFESSIONAL SUMMARY:

- Overall, 5 Years 2 Months, including 3 years of experience in **Salesforce.com CRM platform**.
- Hands on experience in **Development, Configuration, Administration, Implementation** and Support of Salesforce CRM and leveraging Force.com platform.
- Experience in setting up **Profiles, Creating Roles, Page Layouts, Org-Wide-Default (OWD) and Permission sets**.
- Worked on various **Lightning Aura Components** and **Lightning Web Components** related project responsibilities.
- Worked as an enhancement team member and performed the roles of **Salesforce Developer on Lightning Framework**.
- Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
- Worked extensively on **Lightning component building**, worked on many components to convert existing classic programming work like Visualforce into Lightning components.
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder and Lightning Component features**.
- Primary level experience in working on **SOAP and REST Integration's**.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
- Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
- Experience in **Governor Limits** enforcing and tracking the resources statistics as set by Salesforce.
- Hands-on experience in **Asynchronous Operations** using Batch Apex, Schedulable Apex and Future methods.
- Extensive experience on creating **Formula Fields, Validation Rules, Roles, Users, Security and Sharing Settings**.
- Experience working with **Sales Cloud and Service Cloud**. Experience with data migration and updates through **Data Loader** in Salesforce.com
- Good knowledge in designing **Process Builder, Workflow Rules, Visual Flows and Approval Process**.
- 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.
- Good understanding and knowledge in designing **Reports & Dashboards**. Hands on experience in building processes using **Process Builder and Flows** in Salesforce.

## WORK EXPERIENCE

### 1. **Current Organization:** Zenoti Pvt Ltd.

**Position:** Salesforce Developer.

**From:** Nov 8, 2021, to Present. **Location:** Hyderabad, India.

**Project Name:** - Ticketing Tool.

**Description:** Ticketing tool project provides a platform to automate all the customer cases when raised and maintain all the data of users, incidents, resolution etc.

#### **Roles and Responsibilities:**

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Creating Objects and Validation Rules inside Salesforce.com and Mapping them to the existing

functionalities and Objects.

- ♦ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ♦ Maintain and develop the Custom objects, Custom fields, Custom tabs, and Validation rules.
- ♦ Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- ♦ Implemented automation tools like Process builder for updating the records or auto emails based on certain condition.
- ♦ Customized different page layouts and assigned them for different profile users.
- ♦ Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application.
- ♦ Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- ♦ Worked on APEX Triggers, APEX Classes, Apex Test Classes, Visual force pages to fulfill various business requirements.
- ♦ Designed various Web Pages in Visual Force for functional needs within Salesforce.
- ♦ Worked on workflows for field updates based on time dependent workflow.
- ♦ Involved in creating action components based on client requirements.
- ♦ Import & Export of the Bulk data through Data Loader.

**2. Previous Organization:** Tech Mahindra Pvt Ltd.

**Position:** Software Engineer.

**From:** Jan 2, 2018, to Nov 5, 2021. **Location:** Pune, India.

**Project Name:** - Education – IT Courses.

**Description:** IT Training Courses project provides a platform to automate all the IT courses activities where we can maintain all the data of students, courses, training deals, trainers etc.

**Responsibilities:**

- ♦ Involved in SFDC application setup and customization to match the functional needs of the Company.
- ♦ Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation.
- ♦ 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.
- ♦ Configured validation rules in order to avoid wrong data entry.
- ♦ Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
- ♦ 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 field & page layout customization for the standard objects like Account, Contact, and Leads.
- ♦ 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.
- ♦ Developed Lightning Web Component framework to create web applications that run anywhere.
- ♦ Worked as an enhancement team member and performed the roles of Salesforce Developer on Lightning Framework.
- ♦ Worked on APEX Triggers, APEX Classes, Apex Test Classes, Visual force pages to fulfill various business requirements.
- ♦ Build Apex classes implementing SOQL statements within Force.com IDE to manage interaction with the database.
- ♦ Experience in Lightning Aura Components. Worked on LAC Apps, Components, Client-side controller, Helper and Server-side controllers.
- ♦ Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- ♦ Worked on Lightning web component building by using Visual Studio Code IDE.

**Project Name:- Airline Project.**

**Description:** Airline project provides a platform to automate all the travel management activities where we can maintain all the data of Bookings , Flight Details , Payments etc.

**Responsibilities:**

- ♦ Customize and personalize Salesforce.com based on requirements.
- ♦ Creating Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
- ♦ Maintain and develop the Custom objects, Custom fields, Custom tabs, and Validation rules.
- ♦ Customized different page layouts and assigned them for different profile users.
- ♦ Designed and deployed Custom tabs, validation rules, Approval Processes and AutoResponse Rules for automating business logic.
- ♦ Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- ♦ To make Business process fast , dynamic and make customer experience better ,automated the business process using Process Builder.
- ♦ Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- ♦ Worked on workflows for field updates based on time dependent workflow.

**Project Name: - Telefonica UK Project.**

**Description:** It is a UK Govt based project where we worked on CHDB-CCDB Application that stores the details of the chip that they use for the tracking purpose of their usage and bills of every household.

**Roles and responsibilities:**

- ♦ Understanding and including additional functionalities in existing API and resolving defects raised.
- ♦ Supporting customer in their API integrations and troubleshooting technical issues
- ♦ Leading the Daily Line of Business calls, ensuring that the queries get resolved & escalations.
- ♦ UAT testing for projects that involved system migration/enhancements.
- ♦ Sending management reports to onshore and offshore management teams.
- ♦ Analyzing and resolving production incidents, querying and scripting for WO.
- ♦ Random deep dives for quality assurance purposes. Initiations for process betterment.
- ♦ Daily health checks, monitoring and troubleshooting production issues.
- ♦ Raising Change request for release and performing sanity testing of applications.
- ♦ Enhancing and deploying the changes required on production and test environments.
- ♦ Solving Incidents and Work Orders related to applications.
- ♦ Implementing service matrix and creating implementation instructions for development team.

**SKILLS**

Salesforce Admin, Lightning Aura Components, Apex Classes, Visualforce, Lightning Web Components, Data Loader, Force.com, Data Import Wizard, Apex Triggers, Dashboards, Custom objects, Layout, SOQL, SOSL, REST APIs, Oracle, PL/SQL, Unix, JavaScript.

**EDUCATION**

**Geethanjali College of Engineering and Technology, Hyderabad, B.Tech – CSE, 2013-2017.**

**Sri Gayatri College, Hyderabad, Intermediate - MPC, 2011 - 2013.**

**DAV Public School, Hyderabad, 2011.**

**Declaration:**

I hereby declare that the above-mentioned information is true to the best of my knowledge.

**Revathi Simhadri**