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Experience Summary:

* Salesforce Professional with 3.6 years of IT experience working extensively on configuration, customization, integration, communities and lightning migration from classic, lightning component development using lightning design system.
* Remarkable experience in project life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding expertise in troubleshooting and superior communication skills.
* Extensive Knowledge in building Custom Applications that includes Administration, Configuration and Implementation and Support experience with Salesforce.com platform.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and Visual Force pages.
* Experience in working with various deployment tools like Change sets, ANT,Eclipse IDE .
* Experience in working with Service Now and handled help desk tickets without reaching service level agreements.
* Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and Executing queries in SOSL/SOQL.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and External systems.
* Worked with Apex Data Loader tool to migrate and update the data from External data base.
* Good knowledge in automating business with Lead and Case Assignment rules based on different criteria.
* Experience withSalesforce.com Reports, Dashboards, Workflows.
* Experience in Force.com platform, Sales Cloud, Eclipse Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
* Extensive experience working on custom objects, custom fields, Pick list, and role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.
* Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Sales force custom objects, lookup relationships, junction objects, master-detail relationships
* Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.
* Gathering information from various sources and evaluate them according to the client's needs.
* Excellent inter-personal skills, accustomed to working in both small and large team environments.
* Ability to work in a fast-paced environment with changing priorities.
* Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum.

## Professional Experience:

* Working as a software Engineer in G9 Techno Innovations Pvt. Ltd..

**Qualification:**

* B-tech - 2014 from JPNCE Mahabubnagar, JNTU University.

**Technical Skills:**

* CRM : Salesforec CRM
* SFDC : Apex Class,Apex Trigger, VisualForce Page, BatchApex,

Schudule Apex, Workflows and Approvals.

* SALESFORCE TOOL : Eclipse, Force.com,IDE , Apex, Data Loader
* Database : SOQL, SOSL
* SAND BOX

PROGRAMMING

LANGUAGE : APEX, JAVA

**Projects 3:**

**Salesforce Platform Developer I**

**Role: Salesforce Developer**

**Client: Ritter Communications**

**Ritter Communications -** Ritter Communications is a subsidiary of E. Ritter & Co., which began providing phone service in Northeast Arkansas in 1906. Ritter's residential and business services include local phone service, long distance, cable television and high speed Internet, as well as customized business communications systems and services. Ritter Communications is a full-service communications provider with decades of experience.

**RESPONSIBILITIES:**

* Involved in creating a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Sales force.
* Involved in Case Management System using Lightning Components, Controllers, Helper Methods.
* Hands-on experience on Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Involved in creating Test methods to make sure complete code coverage of apex class and triggers.
* Involved in creating various types of email templates based on various stages of case progression.
* Created triggers to send out emails to the case owner and case team along with the attachments after the case record is created.
* Created processes using Process builder to send out email alerts and assign the cases to queues.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional needs in the application.
* Created various Visualforce templates for sending Email notifications.
* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SObjects.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed and developed salesforce.com Standard Objects, Custom Objects, Apex Classes to support Visualforce pages development.
* Developed Triggers to implement the business logic as per the requirements. Worked on Apex classes like Schedule Apex and Batch Apex.
* Developed Visualforce pages using the Visualforce components, HTML, JavaScript and CSS.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards. Worked on REST API Integration.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Used the Sandbox for testing the developed App after migrating some test data from client application.
* Used Salesforce Developer Console to execute apex codes and SOQL Queries to verify Salesforce data.
* Provided ongoing salesforce.com maintenance support and administration services

**Project 2:**

**Salesforce Platform Developer I**

**Role: Salesforce Lightning Developer**

**Client: Copart**

**Description:** Copart is a provider of online vehicle auction and remarketing services. Copart provides vehicle sellers with a range of services to process and sell salvage and clean title vehicles over the internet using its patented virtual auction Technology. Copart implemented salesforce application for its sales and marketing team, Relationship Managers, Implementation Mangers and other teams to improve the sales process.

**Responsibilities:**

* Involved in various activities of the project like Information Gathering and analyzing the Information.
* Involved in Administration and Development of Salesforce.com.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Worked on Apex classes, Controllers, Extensions, Triggers for various functional needs of the organization.
* Designed various tabs and web Pages using Visualforce pages and controllers to customize the UI.
* Used SOQL, SOSL and DML's effectively considering all the governor limits for data manipulation needs of the applications.
* Implemented Workflows, Process Builder, and Validations for customization.
* Developed Batch, Schedule jobs for Bulk data processing at scheduled intervals.
* Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of Lightning and its features
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and files.
* Worked on Sales cloud functionality, including Account Management, Sales Forecasting, Opportunity Management and Lead Management.
* Involved in Deployment of Components using Change Sets and Eclipse.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

**Project 1 :**

**Role: Salesforce Developer**

**Client: Anthem**

**Description:** Anthem, Inc. is an American health insurance company founded in the 1940s, prior to 2014 known as WellPoint, Inc. It is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. It was formed when Anthem Insurance Company acquired WellPoint Health Networks Inc

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the customobjects; identified the lookup and master-detail relationships; and created the junction objects.
* Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user Requirement, designed the solution by customizing various standard objects ofSalesforce.com (SFDC).
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Createdpagelayouts, search layouts to organize fields, customlinks, related lists, and other components on record pages.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dashboards.
* Developed and configured various CustomReports and Report Folders for different user profiles based on the need in the organization.
* Involved in Business Requirement meetings like gathering information for IT team and also analyzing the information provided by Business users.
* Architected solutions to meet business needs mostly within Salesforce.com Service Cloud, Sales Cloud.
* Involved in creation and maintenance of custom objects, tabs, fields, Record types, pagelayout 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.
* Implemented picklists, dependent pick lists, and validation formula fields to the custom objects.
* Developed UI using CSS3, HTML5 tags, VisualForce components and used JavaScript for front-end validation.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC.
* Worked with Salesforce.com Reports, Dashboards and deployed several Reports using Salesforce.com platform.
* Experience on Apex Soap API, ApexRest API and Bulk API, building classes for synchronous/asynchronous integrations.
* Involved in customization of various VisualForcePages for Salesforce users as per requirements.
* Created Custom Reports and configured the AnalyticSnapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed triggers to support business process and Custom Buttons.
* Worked in Agile environment, as of solving the issues within deadlines.