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Credential ID:21870071

**Sri Vaishnavi Kandukuri**

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**SUMMARY**

* Certified Salesforce Administrator with 5+ years of IT experience and 5 years of experience in Salesforce.com CRM Platform.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, and Design, Development, Testing, Deployment and Maintenance of Salesforce applications.
* Skilled in administrative tasks like creating Profiles, Roles, Users, Page layouts, Email services, Approvals, Workflows, Process Builder, Validation rules Assignment rules, sharing rules automation for satisfying complex business process automations.
* Experience in Data Migration and cleansing using Apex Data Loader.
* Experienced in working with Salesforce developer toolkit (Apex, visual force, force.com IDE, SOQL and Web services).
* Sound knowledge on Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Experience in creating Custom Objects, Custom fields, buttons, links, Record types.
* In depth understanding of CRM business processes like Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management.
* Experience with Salesforce lightening and Salesforce Marketing cloud.
* Experience in implementing Shield Platform encryption and Classic Encryption.
* Worked on communities and built robust Visualforce/Site.com pages for various portals
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using aura framework.
* Experience in data migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard, and Informatica Data Loader.
* Have knowledge in implementing various advanced fields like Pick lists, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules for automated alerts, field updates & Email generation according to application requirements.
* Implemented Security and Sharing rules at Object, Field and Record levels for different users in the organization.
* Proficient with SOQL and SOSL query language to specify the criteria that should be used to select data from the force.com database.
* Experience with web application development, including good experience with Java, as well as HTML, JavaScript, JQuery, CSS, XML, and JSON.
* Good understanding and experience with Agile, SCRUM Methodologies.
* Able to develop and create customized Reports and Dashboards.

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visualforce (Page, Controllers). |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector  |
| **Web Technologies** |  Java, HTML5, CSS & Java Script, XML, Microsoft Office 365 Suite |
| CRM Applications | * Salesforce.com: Sales Cloud, Service Cloud
* Force.com: Custom Cloud
* Salesforce Lightning
* Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud.
* Salesforce.com AppExchange: Application for code backup and sub versioning within Salesforce.
* Salesforce Communities.
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| Operating Systems | Operating Systems: Windows 7/8/10, Windows Server 2012 |
| **Databases** | MS SQL Server, RDBMS, MySQL, MS Access |

**PROFESSIONAL EXPERIENCE**

**Cision** Chicago, IL

*­ Salesforce Admin/Developer* Dec 2019 – *Till Date*

* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards and Process knowledge of Sales and Service Clouds
* Provided support ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, and triggers.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using aura framework.
* Assisted in migrating existing functionalities from Salesforce classic interface to lightning interface.
* Created new Record Types, page layouts, Validation rules for several objects.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Created Force.com Sites for external users and configured public access to accommodate data access in visual force pages and implemented Salesforce Chatter functionality for one-to-many business users.
* Worked closely with Team Lead to develop solution in accordance to the system design
* Worked with Manager to provide scope and timelines.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and development of Triggers and APEX Classes on both Standard and Custom objects.
* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.

**Virtusa Consulting Services** Southborough, MA

 *Salesforce Admin/Developer* Jun 2017 – July 2019

* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and used Email templates in HTML 5 and Visualforce.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, Entity-Relationship data model, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created Pricing rules, constraint rules for types of products.
* Deploying applications from Sandbox to Production using Change Sets.
* Used agile methodology of development for all the project requirements given by the BA Team. Also have regular scrum meeting between BA and Developer team to discuss issues and goals fulfilled.
* Created Custom Profiles and Permission Sets to manage security and data access.
* Created several Validation rules and Workflow rules to meet the business requirements.

**Dlight Energy**  Hyderabad, India

 *Salesforce Administrator* Mar 2015 – May 2017

* Salesforce implementation using Account/ contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Modified existing profiles, roles, Object permissions and field permissions.
* Responsible for supporting the day-to-day operations of a complex Salesforce.com implementation.
* Troubleshooting the existing issues in the environment.
* Created custom objects and Lookup relationships associated to Cases.
* Worked on prioritizing the records based on the business requirements.
* Created reports for total open cases and also created support dashboard.
* Written Test Classes for unit testing.

**CERTIFICATIONS:**

Salesforce Certified Administrator

AWS Certified cloud practitioner

ISTQB Certified Tester

**EDUCATION**

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**Gandhi Institute of Technology and Management,** Hyderabad, India

­*Bachelor of Science, Computer Science*

***University of Illinois****, Springfield, IL*

*Master’s in computer science*