

# SHRAVANI KOTHA

## SALESFORCE DEVELOPER

### CONTACT

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Location: Bangalore, Karnataka

### EXPERIENCE

#### Larsen & Toubro Infotech - LTI

Software Engineer  
May 2019 - Dec 2021

#### Deloitte

Analyst  
Dec 2021 - Till Present

#### Intern

Ghrian Technologies  
2018-2019

### EDUCATION

#### JNTUK

Bachelors of Technology  
Computer Science- 85%

#### Vignan Junior College

Intermediate - 94.5%

#### Nehru High School

SSC - 8.8 CGPA

### PROFILE SUMMARY

4 years of experience on an Administration and Development in Salesforce.com. Has good knowledge on the Technical and Functional aspects of Salesforce.com, on demand CRM package. Customizing the applications on Salesforce platform and Force.com.

- Experience in working with both Sales and Services Cloud.
- Have knowledge on Service Max.
- Working on development and testing of the salesforce applications.
- Willing to learn new technologies.
- Team player with ability to work independently and as part of a team.
- Excellent communication skills, analytical thinking and positive attitude.

### SKILLS

- Salesforce CRM
- LWC
- ServiceMax
- Nintex

## CERTIFICATIONS

- Salesforce Administrator Certification– Adm-201.
- Service Max Certified Administrator -101.
- Service Max Certified Advanced Administrator-201.
- Service Cloud Consultant Certification.
- Salesforce Platform Developer Certification-PD1.
- Salesforce Platform App Builder Certification.

## TOOLS

- Developer Console
- VS Code
- Workbench
- Data Loader
- SNOW
- SMax-GO App
- Github
- NINTEX

## HOBBIES

- Dance
- Linguistics
- Anchoring

## WORK EXPERIENCE

### Project : PMI Service Cloud Implementation

Description: The objective of PMI is the functional solution regarding the processes and capabilities in “CRM Tool for Remote Coaches” project.

#### Key Achievements:

- Person Account Management
- Case Management
- Campaign Management
- Call Scripting
- Marketing Cloud Integration
- Knowledge Base Management.

### Project : Carrier

Description: The objective of **CARRIER** is Application built to provide support for Field Service Asia including sales & service cloud. It consists of Opportunity Management, Lead Management, Cases, Work Order Management, Service Contracts, Timesheet HVAC Asia Field Service - **Salesforce and Service Max.**

### Project : Doordash

Description: DoorDash, Inc. is an American company that operates an online food ordering and food delivery platform. Purely Development on NINTEX Technology, As it is an Integration Connector tool to Salesforce

#### Role & Responsibilities :

- Business Requirement Analysis & Design.
- Handling Deployment & Bug Fixes for all the Environments.
- Prepared the detailed work reports & Dashboards on various enhancements.
- Develop complex custom Nintex workflows and Forms.
- Customizing Lightning apps & Lightning Record pages
- Implementing lightning features, moving users from salesforce classic to lightning.
- Set up Profiles, Roles & Roles hierarchy and assign them to Users.
- Setting up security implementation as per the requirement
- Worked on Salesforce configuration - Custom Objects, Custom Fields, Workflow Rules, Validation Rules, Process Builder, Flow, Custom settings, Custom Meta data, Reports & Dashboards, Approval Process, Duplicate and matching Rules.
- Worked on Apex Classes, Wrapper Classes, Test Classes, Triggers with best coding practices, created utility class for code re-usability.
- Worked on REST API Callouts.
- Develop Solutions for User stories
- Preparation of Functional Design Documents (FDD), Technical Design Document (TDD)
- Migrating all the records and data to new environment.
- Validate/Deploy the changes to sandboxes and PROD.
- Perform Pre/Post Loads in PROD.