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**Pravallika Soli**

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**(682) 268-1043**

**SUMMARY**

* Over 8+ years of professional experience as a Software Consultant, with nearly 6+ years of experience on Salesforce CRM platform as Salesforce Admin/Developer working with **Sales, Service and Marketing Could.**
* Experienced in all phases of **Software Development Life Cycle (SDLC),** quality management systems and project lifecycle process.
* Strong experience working with Apex classes, Triggers, Controllers and Controller Extensions, Visual Force, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Worked on **Validation Rules, Workflow, E-mail services and Approval Processes** using customization &**Apex** and Managed and C**onfigured Outlook to Salesforce, chatter, SalesforceMobile**.
* Generated Various reports and Dashboards for business use cases and experiencing in debugging system logs.
* Experience in Salesforce Lightning-Upgrade, migration, setup and development. Worked on Lightning Experience, Lightning connect and Lightning Component.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard and Data Loader Utility.**
* Extensive experience working with Salesforce DevOps tools like IntelliJ, Eclipse, Force.com IDE, Change Sets and ANT Scripts for code migration.
* Performed Metadata and Master data migration using SFDX.
* **Experience with Devops CI/CD using SFDX, Jenkins.**
* Experience in Source Version Control Systems (SVN, GIT).
* Experience in integration of Salesforce with Third party and middleware applications using SOAP and REST web services.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Experienced with **Apex Test Class** for **SFDC Testing**, **and continuous integration (CI)process.**
* Extensive work experience working in an Agile development environment using Jira, Confluence. Supported critical simultaneous fast-paced assigned projects with distributed teams for Bi-Weekly and Monthly Sprints and Releases.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.

**CERTIFICATIONS:**

Salesforce Certified Administrator (201)

Salesforce Certified Platform Developer (PD-1)

Salesforce Certified Platform Developer II

Salesforce Certified Service Cloud Consultant

**EDUCATION:**

**Bachelor’s in computer engineering from JNTUH, Hyderabad in 2011.**

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex, Visual Force, SOQL, SOSL, Custom Objects, S-Controls, Apex Triggers, Workflows, Approvals, Email-Templates, Web Services, Formulas, Validation Rules, AppExchange, Record Types, Mobile, Web service Integration, Custom Visualforce Pages. |
| **CRM Tools** | Salesforce.com, Sales Cloud, Service Cloud, Service Console, Chatter, Communities. |
| **Tools** | MS Office, IntelliJ, JIRA, ANT, Jenkins, SVN SharePoint GIT**,** Maven |
| **Programming Languages** | Apex, C, C++, Java, SQL, PL/SQL, JUNIT, SOQL, SOSL |
| **Web Development** | HTML, XML, CSS3, JavaScript, Servlets |
| **Databases** | SQL server, Oracle 10g, Oracle 11g, DB2 |
| **Operating Systems** | UNIX, LINUX, Windows |

**PROFESSIONAL EXPERIENCE:**

**Sabre holdings Dallas, TX Aug 2019 – Present**

**Salesforce Developer/DevOps Administrator**

**Responsibilities:**

* Implemented Configuration, Customization and Development with **Salesforce.com on Service Cloud, Sales Cloud, Marketing Cloud.**
* **Design & Development of SFDX packages for enterprise deployment.**
* Worked on **VS code** to connect orgs using SFDX to retrieve user profiles and **Deployed using SFDX.**
* Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application

And created Case Management **Workflows**.

* Implemented various **Apex Classes, controller classes and Apex triggers** for various needs of the application.
* Worked on translating several **Visual Force** pages to **lightning framework**.
* Worked on Python script to Create **Package.xml** from CSV.
* Expertise with Git Branching, resolving conflicts with merge requests and ANT Scripting Commands.
* Utilizing the DevOps tools (ANT, Jenkins, GIT, Source Tree, Flosum IntelliJ) to create the Software Release Branches needed for the developers to raise Merge Requests.
* Worked on continuous Integration with GitHub using Jenkins
* Created **templates, page layouts, and record types** according to the business process requirements.
* Built Customized **Lightning Components** replacing the existing ones using Java script on the client side and apex on the Server side.
* Enabled Aura Framework, by adding **Aura Attributes** and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed and configured various **Reports** for different user **profiles** based on the need in the organization.
* Developed integrations between Salesforce.com & other applications/systems (SharePoint systems) using REST API, or SOAP API.
* Written **Apex batch** and **Scheduled classes** to process large volume of data on a periodic basis
* Used **Force.com** web service **API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Also embed **Lightning Components** in **Visual force page** by using new **Lightning Out feature by event-driven programming.**
* Worked on **SOQL** and **SOSL** queries to store and download the data from Salesforce.com platform database.
* Created Jenkins pipelines for Deployment in Multiple Environments integrating SFDX docker setup and documented the **Jenkins pipeline** Process.
* Written several **Unit Tests with good code coverage.**
* Performed **Data Migration** from **legacy system to Force.com** with knowledge of **Data Mapping.**
* Involved in **Agile** estimation (story points), **SPRINT** planning, Daily **SCRUM**, SPRINT reviews.

**Environment:** Saleforce.com platform, Apex, Visualforce, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, S-Controls, AppExchange, Custom Tabs, Python Script ,Migration Tool ,SFDX deployments.

**Blue Cross Blue Shield, Detroit, MI** **Jan 2019 – June 2019**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on Customizing **Accounts, Contacts, Leads, Campaigns and Cases** in salesforce**.**
* Developed and customized several **Apex classes, Validation Rules, tasks, Workflow rules, Triggers** for various functional needs in the application using the **Eclipse IDE.**
* Performed analysis of the Business, coining CRM solutions for the business problems. Maintained data securely, responsible for any loss/misuse of data.
* Worked on migrating applications from Salesforce Classic to **Lightning** for rich user interface and better interaction of pages.
* Connected with the customers, partners and employers for data work that should be done using Community Cloud.
* Wrote apex triggers to update the community user profiles for various status changes.
* Used **Force.com** web service **API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Integrated the **SOAP** and **Rest** based **Web Services** for extracting the data from external systems to display in the pages of **salesforce.com**
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created **Custom Objects** and defined **lookup and master-detail relationships on the objects**. Also created **junction objects** to establish connectivity among objects.
* Collaborated with the QA team in reviewing and validating test plans and test cases and ensure that the application meets user requirements.
* Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
* Created **email templates** and **inbound emails** using **Visual force** for the clients and customers.
* Used **Data Loader** to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Maintained **data cleanliness** and accuracy by adding **custom validation rules, custom formulas, reports and dashboards.**
* Ensure all Salesforce.com code changes seamlessly move from Development through staging to Production. Build and execute ANT scripts to automate packaging and deployments to Production.

**Environment:**Salesforce.com platform, Salesforce CRM,Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force, Reports, Custom Objects, Tabs, Email Services Apex, Data Loader, Force.com, Eclipse IDE, Controllers, Visual Force Pages, Triggers, Security Controls, API.

**Symantec, Mountain View, CA** **Aug 2017 – Dec 2018**

**Salesforce Developer**

**Responsibilities:**

* Worked on industry standard messaging and communication protocols
* Worked closely with development teams to design, develop and test applications, provided direction for system enhancements and defect fixes.
* Implemented **Case Management** by creating **record-types** specific to the **user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.**
* Implemented Configuration, Customization and Development with **Salesforce.com on Service Cloud, Sales Cloud, Marketing Cloud.**
* Experience on **Marketing Cloud** with **Exact target** Implementation.
* Developed **Einstein Analytics** Apps, Dashboards.
* Developed **Lightning components and Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Added **Lightning Component** to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Used **Sales Cloud** in Preparing and getting approval of design, functional and technical specifications from business
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Experience in creating visual **work flows** to automate certain business flows.
* Experience working with **Standard Service Analytics application** and **Marketing Analytics Application** in **Einstein Analytics .**
* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce pages in custom console components, highlight panel and interaction log.**
* Developed Email templates in Text, HTML and Visualforce for setting up email alerts for auto response and data updates.
* Performed application **configuration, testing and evaluation to ensure quality and consistency.**
* Developed JSON and XML based Web Services using SOAP/WSDL for common interface across all internal and external application and users.
* Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce.
* Created **Use Case Diagrams, Activity Diagrams, Sequence Diagrams in MS Visio.**
* Created **templates, page layouts, and record types** according to the business process requirements.
* Created **custom reports** to track the **cases, asset** to be available to different levels in the organization based on their **profiles.**
* Created **Change Sets** and deployed it in Production organizations.
* Experience with **Agile** software development methodologies

**Environment:** Saleforce.com platform, Apex, Visualforce, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, Custom Tabs

**New York Life Insurance, New York, NY Oct 2016- July 2017**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the roles of **Salesforce Administrator/Developer** in the organization
* Customized **sales cloud** and **service cloud** modules as per the business requirements.
* Worked on Sales Cloud in Account management, Opportunity management and on new feature enhancements on Service cloud console view.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Experience on Marketing Cloud with Exact target Implementation.
* Working in digital marketing, with a focus on direct, email marketing and analytics.
* Worked on custom report types, interfaces, roles, security and sharing settings.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming** language.
* Worked on **Salesforce.com Community implementation and customization**.
* Wrote custom **Visualforce pages** for community login and portal features.
* Implementing Web Services (REST API) between three salesforce organizations to send and retrieve information based on criteria.
* Designed various types Email templates for auto response to customers.
* Accomplished custom integration of outbound messages, workflows & approvals, reports, dashboards, Custom Objects and Tabs, Email Services and Security Controls.
* Worked on custom report types, interfaces, roles, security and sharing settings.
* Used the Force.com explorer/Developer console to build and test SOQL and SOSL queries.
* Configured data loader, Monitored User adoption rates and responded accordingly.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**Salesforce.com platform, Salesforce CRM, Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force, Reports, Custom Objects, Tabs, Email Services Apex, Data Loader,

**MoneyGram, Frisco, Texas Jan2014-Sep 2016**

**Salesforce Developer**

**Responsibilities:**

* Responsible for providing object level/record level/ field level security by **creating roles** and **profiles**.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
* Involved **in Design, development, planning, testing** and **integration** of salesforce cloud services.
* Implemented record types, lookup, and **master detail relationships** for custom objects.
* Created **page layouts**, search layout to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and deployed **workflows** and **approval process** for new job openings and hiring as per the management policies.
* Created **e-mail templates** and used the in workflow and approval process and maintained user profiles, roles, and created permission sets, sharing rules.
* Worked on **SOQL** and **SOSL** queries to store and download the data from Salesforce.com platform database.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in writing business logic in Apex programming language.
* Proficient in data migration and integration using tools like Data Loader, and Force.com migration Tool.
* Developed **Apex Triggers, Apex Classes and Test Methods** and worked with **GitHub.**
* Involved in **Agile** estimation (story points), **SPRINT** planning, Daily **SCRUM**, SPRINT reviews.

**Environments:** Salesforce.com, Apex, JavaScript, SOQL, SOSL, GitHub, Eclipse IDE, Agile, Visual Force

Page.

**UST Global, Bangalore, India Feb2011 – Dec2013**

**Java Developer**

**Responsibilities:**

* Provided day-to-day technical support in maintaining system. Identified, analyzed, and resolved problems in system.
* Experienced working with web applications and programming languages like HTML, CSS, and JavaScript.
* Implemented the various unified modeling language diagrams like use case diagram, ER diagram for the project
* Created the user validations on client side as well as server side.
* Developed the Java classes to be used in JSP and Servlets.
* Implemented the application using JAVA and JDBC connectivity was used to integrate with the database.
* Extensively used JavaScript for client-side validations.
* Improved the coding standards, code reuse and participated in code-reviews.
* Worked with PL/SQL scripts to gather data and perform data manipulations.
* Worked with testing teams and implemented Unit Testing and Integration Testing.

**Environment**: Eclipse, SVN version control, SQL, HTML, CSS, JAVASCRIPT, JAVA