Shireesha A

Ph.: +91-8099311705 E-mail:shireesha72@gmail.com

**Summary:**

* 3+ years of IT experience in salesforce.com Development (SFDC) CRM platform as an administrator and developer.
* Proficiency in administrative tasks like creating profiles, roles, users, email services, Approvals, Workflows, Reports, Dashboards, Developed Formula fields, Work Flow rules, Validation rules.
* Extensive work experience on designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Snapshots, Dashboards.
* Extensive experience in developing APEX classes, Triggers, Visual force pages, Controllers, writing Workflows and Force.com API.
* Good Hands-on experience in implementing Asynchronous Processes (Batch, Future and Schedule Apex).
* Experience working with Force.com IDE, data migration and updates through the tool App Exchange Data Loader in Salesforce.com (SFDC)
* Experience in deploying salesforce.com applications across different sandboxes using Change Sets, Force.com IDE and Force.com Migration tools.
* Extensively used salesforce.com tools like Force.com IDE, Eclipse with force.com plug-ins and Data Loader.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Hands on experience in querying salesforce.com database using SOQL, SOSL queries.
* Experience in working on Sales Cloud , Good knowledge in writing test classes before deploying into production.
* Ability to adapt and learn quickly, Self Motivated and a Team Player.

**Technical Skills:**

**Salesforce Tech** : APEX Language, SOQL, SOSL, APEX Trigger, APEX Classes, Visual Force (Pages, Components, Controllers), APEX data loader, Force.com APEX Explorer, Workflow, Approvals, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in

**Force.com Tools** : Apex Data Loader, Force.com Apex Explorer, Force.com Migration Tool and Force.com Eclipse IDE Plug-in.

**Programming Languages** : Apex and basic JAVA

**Platforms** : Windows 2007 / 08 / 10

**Educational Qualification:**

* Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad.

**Work Experience:**

* Currently working as a Associate Software Developer for Prime ki software solutions Pvt.ltd from 2017 to till.

**Professional Experience:**

**Project 1:**

**Client:** Collegis – USA

**Role:** Salesforce Developer / Admin

**Project:** Rasmussen

**Duration:** June – 2019 to till date

**Description:**

Rasmussen College is an institution of higher learning which provides career-

focused degrees, quality education at an affordable cost and continuous support to its

students and communities. The application is to help, Rasmussen College to provide

integration services in student data migration to Salesforce CRM and leverage both the

CRM’s accordingly.

**Responsibilities:**

* Provided support in all the application in bug fixing and enhancement of issue based on client’s request.
* Created Custom Application, Objects, fields, formula fields and record types.
* Written SOQL queries with consideration to Governor Limits for the data manipulation needs of the application using platform database objects in Apex Classes and Apex Triggers.
* Created Test classes for Unit Testing to check custom business functionality implemented.
* Created Profiles, roles and implemented object level, field level and record level security.
* Created Process builders, Workflow rules and defined related tasks and field updates to implement business logic.
* Supported application code deployment from Test to Production environment using change Set and Force.com IDE.
* Implemented chat with outside customers, using omni channel and live agent
* Worked on support tickets to make changes to the existing Salesforce configuration.
* Used Jira tool to raise change request to assign incidents.
* I have done data conversion from Cvue to CRM using data loader

**Environment:** Salesforce.com Unlimited Edition, Apex Language, Visual Force, Data Loader, Controllers, Lightning components ,Roles, Workflows, Email Updates, Web Services API.

**Project 2:**

**Client :** Sony Music Entertainment – USA

**Role:** Salesforce Developer / Admin

**Project:** Sony CRM (Digital Marketing)

**Duration :** Feb-2017 to 2019 June

**Description:**

SME is using Salesforce CRM application to maintain the music artists and fans. This application is deployed between Artists and Fans. This application is used to promote the artists, sell the music, tickets and provide update on new music, promotional activates and promotional events. Production Support team to fix bugs and stabilize Sony’s existing implementation of Salesforce. In addition, technical assessments for integration with other applications and change requests to the application functionality will be estimated, and completed by the Production Support team. As part of our continued value proposition at support activities, we has been chosen to extend the capabilities of Sony Salesforce platform in following areas: Artist & Fan Management Preference Center Enhancements Marketing Cloud Campaign management Wave Reporting

**Responsibilities:**

* Provided support in all the application in bug fixing and enhancement of issue based on client’s request.
* Written SOQL, SOSL queries with consideration to Governor Limits for the data manipulation needs of the application using platform database objects in Apex Classes and Apex Triggers.
* Implemented Asynchronous Jobs like Future, batch and schedule apex to overcome governing limits.
* Created Test classes for Unit Testing to check custom business functionality implemented.
* Created Profiles, roles and implemented object level, field level and record level security.
* Created Workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Supported application code deployment from Test to Production environment using change Set and Force.com IDE.
* Developed and maintained SFDC Wave analytical reports and dashboards for Client review.
* Hands on experience on designing, developing and supporting Wave Analytics application, Reports and Dashboards.
* Experience on designing and implementing Salesforce Wave Analytics solutions including datasets, lenses, dashboards and wave framework.
* Worked on support tickets to make changes to the existing Salesforce configuration.
* Used Jira tool to raise change request to assign incidents.

**Environment:** Salesforce.com Unlimited Edition, Apex Language, Visual Force, Data Loader, Controllers, Sharing Rules, Workflows, Email Updates, Web Services API, Wave Analytics, Marketing Cloud.

**Personal Details:**

Date of birth : 02-07-1993

Marital Status : Married

Gender : Female

Languages Known : English, Telugu and Hindi

Nationality : Indian

**Declaration:**

I hereby declare that all above details furnished above are true to the best of my

Knowledge.

Shireesha A