**Vrunda sri**

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**Sr. Salesforce Administrator/Developer**

**PROFESSIONAL SUMMARY**

* Around 8+ years of overall professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills. More than 4 + years of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a Developer and Administrator.
* Hands on experience in modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience in integration of Salesforce.com with external applications by using web services SOAP and REST API.
* Hands on experience in upgrading some Apps from Salesforce Classic to Lightning.
* Experience in design and implement Salesforce enhancement solutions to support various departments such as sales, customer service, collections, etc.
* Experience in working with Force.com IDE &Eclipse IDE in design and development of Custom Application for Complex business processes in Sales, Service, and marketing module.
* Experience in implementation of Salesforce CRM for different organizations including Sales Cloud, Service Cloud, Customer portal, Partner portal, Contract Management, and Chatter.
* Hands on experience on apttus CPQ and Steel brick CPQ.
* Expertise in solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Analyzed, designed and configured the end-to-end Apttus Quote to Cash (CPQ) process that covered the entire sales lifecycle - from product and service configuration, to pricing, quote creation, contract negotiation and execution, all the way through to invoicing, billing, orders, revenue recognition and renewals.
* Proficiency in administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes.
* Experience on working with Custom Objects, Custom fields, Pick-list, Page Layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, custom Tabs, Custom Reports, Report Folders, Dashboards.
* Experience in SFDC development using Apex Language, Apex Trigger, Apex Classes, Apex Test Methods, Apex Web Service, Visualforce Pages, Visualforce Components & Controllers, Visual Force, Force.com IDE, Dashboards and Reports.
* Expertise in designing and implementing Enterprise Single-Sign-On SSO, Identity and Access Management solutions including Federated SSO using SAML.
* Good knowledge of creating policy domains, realms, policies and rules, configuring access to User directories, setting up response attributes and cookie variables, defining authentication schemes in a SSO Environment.
* Experience in Workbench to fetch data using SOQL queries.
* Excellent experience working with salesforce.com sandbox, production environments, and Force.com Plug-in environment using Eclipse IDE.
* Expertise in Apex to implement the complex business logic with in Governor Limits.
* Implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, entity relationships and Email generation according to application requirements.
* Experienced in Web technologies like HTML, CSS, and Java Scripts and Java technologies like JDK, J2EE, JSP, and Servlets.
* Software Development Tools, Methodologies & Environments: Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL., Stored Procedures, Serena Dimensions, GitHub, Business Objects, Captiva, Documentum, Docusign, Rightfax, Exstream, Jenkins, Vlocity, Salesforce..
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Designed and Developed Vlocity CPQ for couple of telecom clients.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies .
* Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**PROFEESIONAL EXPERIENCE**

**Sr. Salesforce Administrator/Developer**

**American Info Systems, NJ September 2019 to Present**

**Responsibilities:**

* Responsible for gathering requirements from key users.
* Implemented Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.
* Implemented app-exchange applications.
* Responsible for porting custom java script buttons into lightning experience
* Replaced visual force pages with custom lightning components
* Build Number of Lightning components which intern used again in a different Lightning Pages.
* Worked with private managed package reusable lightning components.
* Integrated Apex with External services by making callouts that used SOAP and WSDL
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL an SOQL queries, Locking statements, Transactional control and Exception statements to invoke Apex triggers
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.
* Worked with Ajax toolkit to invoke Apex through anonymous blocks and Public web service methods.
* Worked with Anonymous Blocks that could be compiled and executed using System Log Console, Force.com IDE and Web Services API call.
* Worked with components, functions and global variables to embed links to default actions for creating new Accounts, Contacts and other standard objects.
* Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visualforce pages.
* Worked with Visualforce components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.
* Worked with Visualforce List Controllers to act on a set of records with pagination and iterate over a list of records to produce output in a list.
* Worked with Visualforce Style sheets and Static Resources to augment all standard styling on a VisualForce page and utilize un-stylized text output to gain full control when iterating over lists of data.
* Laid the groundwork for the Force.com platform by creating custom objects, fields, tabs and filled object data using Data Loader.
* Modified simple workflows to incorporate Email Alerts and Field Updates.
* Scheduled retrieval of report data to be used with Analytic Snapshots.
* Worked with Formula fields for calculation, related object display, integration and data realization.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features.
* Worked with Setup Audit Trail to gather information about client usage.
* Building Complex and Reusable Components in Vlocity.
* Optimize and improve the overall runtime of Omniscripts, DataRaptors and Vlocity Integration Procedures using best practices.
* Led workshops and interviews with client leadership and Vlocity Subject Matter Experts to analyze and improve the client's current business process.
* Led the design and solution architecture for complex Vlocity stories
* Provided high level Contract Lifecycle Management guidance to client leadership and created end to end manuals for team members regarding CLM Vlocity.
* Built custom user interface components using AngularJS to comply with acceptance criteria requirements to enhance out of the box Vlocity OmniScripts.
* Collaborate in high level meetings with leadership while providing expertise for converting their word formatted process scripts into multi-language Vlocity scripts (English and Spanish)
* Created Custom OmniScripts, DataRaptors and Vlocity Cards to facilitate the Enrollment process of their Health Insurance Plans.
* Helped the Vlocity Support Team with solutions and was referenced in their Official Technical Documentation as a "solution creator".
* Completed a fit/gap analysis that evaluated business group readiness for incorporation into the existing global Vlocity CPQ solution and documented current state, pain points and future state from discovery sessions with client leadership from every business unit
* Provided Vlocity expertise to assess current-state and gathered requirements to assess the complexity and effort to align to current Vlocity / CPQ solution

**Environment**: SalesForce.com CRM Application Platform, Lightning Components, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

**Sr. Salesforce Administrator/Developer**

**Bank of America /Merrill Lynch Hopewell, NJ January 2018 to August 2019**

**Responsibilities:**

* Worked closely with inside, outside sales teams and business analysts to perform detailed analysis and technical requirements and to design the solution by customizing various standard objects of SFDC.
* Performed developer and admin role for this project and working with functional team of business analysts (BA's) and QA testers.
* Involved in requirements gathering with the business users and preparing the requirement document.
* Created custom apps, custom objects and tabs, page layouts, workflow rules, approval process and validation rules.
* Defined lookup and master detail relationships on objects and created junction objects to establish connectivity on objects.
* Worked with various salesforce objects like Accounts, Contacts, and Leads, Cases, Reports and Dashboards.
* Designed and developed several apex controllers, triggers, Visualforce pages, apex classes for various functional needs in the application.
* Developed Lightening apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Configured single sign on mechanism for salesforce instance in Transaction Systems.
* Using this, customer have the ability to login to the company portal and easily navigate to salesforce instance without providing any salesforce credentials.
* Designed and configured PARDOT integration with Salesforce for Supply team with lightning.
* Implemented Salesforce Marketing Cloud / PARDOT in Email Studio, Web Studio, CSS, HTML, JS, and AMPSCRIPT.
* Designed and configured salesforce Marketing Cloud / Exact Target in Email Studio, Web Studio, CSS, HTML, JS, and AMPSCRIPT.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals, and validation rules.
* Created custom buttons using Visual Force.
* Performed collaborating with chatter.
* Created Visualforce Email templates and automated Email process to send installation instructions to new and existing customers.
* Implemented the requirements on salesforce platform and force.com IDE plugin using Eclipse.
* Involved in creation of SOQL and SOSL queries.
* Developed Visualforce controller extensions & custom controllers, standard controllers.
* Automated case creation on replying to the email thread (email to case).
* Experience to develop rich user interface and better interaction of pages.
* Worked with data loader for loading the attachments into salesforce.com, related to objects like account, contact, opportunities and activities.
* Used data loader for insert, update and bulk import or export of data from salesforcom.com objects.
* Created and deployed several custom reports by use of force.com platform.

**Environment**: Saleforce.com platform, Apex, Visualforce, Lightening, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, SAP HANA studio, Case Management, Demand Tools, SSO authentication.

**Sr. Salesforce Administrator/Developer**

**US BANK St. PAUL, MN January 2016 to December 2017**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation.
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightningcomponents. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Understanding Marketing Cloud application, web services and requirements for automating web services.
* Expertise in Development of applications in SOAP and Restful Web Services.
* Apache CXF, JAX-WS and Spring MVC Rest.
* Experience consuming RESTful web services.
* Coding of HTML emails and landing pages using Exact Target Marketing Cloud Services proprietary scripting language (i.e. AMP Script) as well as automation and database tools to execute highly dynamic, data-driven campaigns.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring appexchange apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docusign etc.
* Worked on Service Cloud and Sales Cloud implementations in two different projects.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Hands-On Experience in Implementing Sales cloud, Service cloud, Chatter, Marketing, Customer
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements.
* Created a .Net custom handler to insert customer data in Marketing Cloud by using Soap API
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Performed the role of sfdc developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Develop portal solution using Lightning Components
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Integration with ETL tools like Informatica, Infosphere.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Involved in various user stories and worked with QA team to test in various sandbox environments and update fields in Production.
* Configure and Maintained the Sandbox Environment for easy facilitation of Development and QA Activities.
* Created custom Java Application to Interact with Salesforce using SOAP and Rest webservices.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Developed visual Force pages with JavaScript and Apex classes.
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.

**Environment**:Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Sr. Salesforce Administrator/Developer**

**Visa Foster City, CA May 2013 to December 2015**

**Responsibilities:**

* Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and to design the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked on customer portals and communities' administration.
* Gathered business requirements by communicating with user team and created Custom Dashboards for community managers and gave accessibility to dashboards for authorized people.
* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Created Visualforce pages for custom login and configuration of communities.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals, and validation rules.
* Worked on Apttus CPQ configuration for quote/cash proposal.
* Implemented constant rules, conditions and price matrix and integration (bundles-standards-options).
* Created pricing constraint rules and configuration of the price book and custom coding of the web services into the pricing system for new models from internal systems etc.
* Maintained custom solution using CPQ platform for 'Order' process.
* Implemented Contract life cycle management by configuring the agreements, templates, query templates, agreement output formats, agreement protection, agreement rules, configuring wizard, approval management and x-author for templates and contracts.
* Designed and Configured Bundles, Configuration Attributes, Product Rules, Price Rules, Summary Variables, Discount Schedules and Approval Process Management.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Developed Visualforce pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Designed and configured PARDOT integration with Salesforce for Supply team with lightning.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups, and Queues.
* Used Salesforce Connect to access product information stored on an external system and Utilized Lightning Connect to get real time data from external system.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.

**Environment**: Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Data Migration, Pardot, SOQL, SOSL.Apttus CPQ/CLM,

**Salesforce Consultant**

**PFIZER, Morristown NJ PFIZER, Morristown NJ January 2012 to April 2013**

**Responsibilities:**

* During JAD sessions gathered requirements from Business and documented for development.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflows & approval process for the flexibility and functionality of force platform application.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.
* Developed integration processes using Salesforce.com'sWeb Services API and third-party integration tools
* Used C#.NET Web Services to integrate Salesforce from e-marketing web site using Webservice API.
* Integrated salesforce with e-Marketing web site using webservice API in .net.
* Set up Marketing Campaigns, Campaigns hierarchies, Lead Queries, Assignment Rules, Web-to-Lead and Auto Response Rules.
* Created summaryreports, matrix reports, pie charts and Dashboards to assist the business team.
* Responsible in resolving the issues and requests within the agreed SLAs.
* Coordinated work assignments with developers and Administrators throughout the product development life cycle.
* Integrated POS system with CRM system.
* Developed Apex classes, Visualforce components and extensions.
* Developed, deployed and monitored SSIS Packages including upgrading DTS to SSIS.
* Involved in complete SSIS life cycle in creating SSIS packages, building, deploying and executing the packages in both the environments (Development and Production).

**Environment**: Saleforce.com platform, Apex Language, Visualforce, Data Loader, HTML, Java Script, Eclipse IDE Plug-in.