**Srujana Lakshmi**

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**Professional Summary:**

* 6 years of experience as a salesforce Administrator and Developer in **Salesforce.com CRM and Force.com.**
* Excellent understanding of **Salesforce MVC architecture** and its components such as Model, View and Controller.
* Excellent in **Administrative tasks** **like Creating Profiles, Roles, Users, Page Layouts, Permission Sets, Email Services, Approvals, and Activities**
* Experience in designing **Custom Objects, Custom Fields, Customizing Page Layouts, Workflow Alerts, Pick Lists, Record Types, Process builder, Custom Tabs, Campaigns, Reports, Dashboards, and Email Generation** according to application requirements
* Experienced in creating the **Lightning components** and **Lightning Applications**.
* Experience in understanding how to design Formula Fields, Validation rules, **Work Flows** and **Approval Process, Push Notifications,** **Triggers, JQueries.**
* Experienced in developing **Visualforce Pages, Apex Code, Components.**
* Worked on diverse types of deployments like **Change Sets** Eclipse **Force.com IDE, Lightning**.
* Excellent understanding with **writing SOQL and SOSL** for specified applications
* Designed and documented **SOAP, REST APIs**, including **JSON** and **XML formats**.
* Ability to understand **Governor Limits with an ability to optimize code to respect those limits.**
* Experience working across various SFDC implementations covering **Service Cloud, Sales Cloud, Chatter & App-exchange applications.**
* Experienced in Deployment using Force.com IDE, Change Sets, ANT MigrationTool.
* Background with web technologies including **HTML, XML, CSS** and **JavaScript**
* Have knowledge on LWC (Lightning Web Components).
* Ability to perform quality assurance for client websites and new product releases which involves high attention to detail and documentation skills
* Good knowledge on **Object Oriented Concepts.**
* Working exposure with business partners to realize the full capabilities of Salesforce.com CRM to meet the business requirements and implement efficient workflows.
* Worked with various repositories like **GitHub, Auto Rabbit, PerForce**.
* Handled production related issues and solving tickets in the given timeframe.
* Experience on various software methodologies including **Waterfall** and **Agile models.**
* Strong ability to troubleshoot any issues in production support and **self-motivated, quick learner** takes independent responsibility to contribute and teamwork skills

**Technical Skills:**

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| --- | --- |
| **CRM/EAI**   | Salesforce CRM, Lightning UI, LWC  |
| **CRM Modules** | Sales Cloud, Service Cloud, Lightning |
| **Languages** | C, Java,SQL, JavaScript, Apex Classes & Triggers, Visual Force, Batch classes |
| **Tools** | Apex Data Loader, Ant Migration Tool, Jenkins, Eclipse. |
| **Platforms** | Windows |
| **Custom Integrations**  | Workflows & Approvals, Field Updates, Reports, Custom objects, Custom settings, Custom labels and Tabs, Role Hierarchy, Security controls. |
| **Web Technologies**  | HTML 5, Java Script, CSS, XML, JSON, JQuery, REST, SOAP, Node.JS |
| **Others** | MS-Excel, MS-Power Point |

**Certificates:**

* **Salesforce Certified Service Cloud Consultant**
* **Salesforce Certified Platform Developer I (401)**
* **Salesforce Certified Administrator**

**Professional Experience:**

**Client: Aetna December 2019 - Present**

**Role: Salesforce Application Developer**

 **Responsibilities:**

* Actively involved with Business analysts, other developers, involved in enhancement of business modules using **Standard and Custom Objects, Lightning Components, Lightning Events, APEX classes, Triggers and writing SOQL queries**.
* Involved in Developing Lightning pages using Aura, implemented lightning Controllers, Components using **Lightning Design System (LDS)**
* Maintained and developed Custom objects, Custom fields, Custom Tabs, Validation Rules and HTML & JavaScript
* Worked on **Community Cloud** for developing Customer portal.
* Worked on **Service Cloud** for developing Call center application for CSR’s.
* Developed Lightning components using aura framework on the client side and Apex Classes to retrieve data from the server side.
* Built reusable **UI/UX** components with **aura framework** to ease the development.
* Worked on Salesforce **Lightning Process Builder and Lightning Flows** to Automate the Process.
* Write SOQL, SOSL query language necessary for the application in **Apex Classes and Triggers,** and in Data loader and Workbench to upload/extract data across cross-objects.
* Develop **Apex test utility classes, test methods** and achieved 90% code coverage across the organization by reducing test methods.
* Documenting the Work in Component Level to help the Production Support team in Identifying the problems easily.
* Migration of Classic application to Lightning application.
* Worked on **Rest API** web services Integration with the Aetna Internal Database to the salesforce.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Have knowledge on **LWC** (Lightning Web Components).
* Developed complex workflows, Lightning Flows for automating business logic
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Client: State of Colorado May 2017- December 2019**

**Role: Salesforce Application Developer**

 **Responsibilities:**

* Involved in estimation, analysis and Developing the application in migration from **Java to Salesforce Lightning.**
* Involved in developing Salesforce Lightning applications using **Lightning Components**, Controllers and Events.
* Developed Lightning components using **aura framework** on the client side and **Apex** Classes to retrieve data from the server side.
* Developed various Custom Objects, Tabs, Entity Relationship data model, Validation rules, Data mapping and Visualforce Pages.
* Created Workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Worked on Salesforce Lightning Process Builder and Lightning Flows to Automate the Process.
* Created **users, roles,** public groups and implemented **role hierarchies, sharing** rules and record level permissions to provide shared access among different users
* Written **Apex Triggers** on Account contact and Cases to automate business process.
* Developed **Visualforce pages** using standard controller, Custom controller and extension controller.
* Designing the structure for Integration which follows Synchronous and Asynchronous pattern approach, any integration which comes next can follow the same which will be easier for other developers.
* Worked on **Soap API and Rest API** web services Integration with Internal Database to the salesforce.
* Created various **profiles** and configured permissions based on organizational hierarchy requirements.
* Worked on various standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports, and Dashboards**.
* Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application. Good experience with various testing approaches such as Unit testing, Functional Testing, Integration testing and Regression testing.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP.

**Client: Denta Quest Aug 2016 – May2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Responsible for analyzing and documenting business requirements, business workflow, developing file mapping and technical specification and working with business partners/ stakeholders to determine details and priority of requirements.
* Worked on various salesforce standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Territory Management, Reports and Dashboards.
* Created Reports and Dashboards so that users can generate reports and visualize data on dashboards and exporting reports to Excel
* Export, update, delete and insert data in development sandboxes using Data Loader.
* Expertise in implementing Salesforce Security Model using Profiles, Permission Sets, OWD, Roles and Sharing Rules.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Worked on Lightning components, Event registration, handlers and apex classes for performing logic in the actions.
* Developed various components and Visual Force pages and controllers.
* Good familiarity with Sales, Service cloud and Salesforce Communities.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS).
* Worked on Force.com Explorer for querying Salesforce database using SOQL and SOSL queries and Data Loader for insert, update, and bulk import or export of data.
* Involved in design, development, test and implementation phases of Software Development Life Cycle and Agile Development using JIRA with focus in Object Oriented Programming

# ENVIRONMENT: SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, Jenkins, Jira HTML, Java Script, Eclipse IDE Plug-in.

**Client: Popcorn Apps May 2013 – Dec 2014**

**Location: Hyderabad.**

**Role: Salesforce Administrator**

* Interacted with various business team members to gather the requirements and document the requirements.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the
Organization hierarchy requirements.
* Created Master-Detail relationships to implement Roll-up Summary fields to aggregate data from child records on the parent. Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at various levels of organization.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Triage and troubleshoot issues reported by end users in Sales and Service Console. Worked with Data Loader to update, insert and delete records using excel sheets as part of the data migration.

ENVIRONMENT: Apex, Force.com, Visual Force Pages, XML, Trigger Controllers, API, Workflow, Custom Objects, Page Layouts, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.

**Education:**

 **Master’s in computer science**

 **River University (2015 to2016)**

 **GPA: 3.6**

 **Bachelor’s in computer science**

 **JNTU (2009to2013)**

 **GPA:3.5**