****

**Hymavathi Bhadriraju**

**Salesforce Administrator/ Developer**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Professional Summary:**

* Certified salesforce professional with around 8 years of experience in Salesforce.com **CRM Platform**, **Sales Cloud** and **Service Cloud** modules and performed both as Salesforce **Developer** and **Administrator**.
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and **leveraging Force.com** Platform.
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming** and

**Lightning Web Components.**

* Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning**

**Component features.**

* Worked extensively on **Lightning component building**, worked on many components to convert existing classic

Programming work like Visualforce into **Lightning components.**

* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce

Pages as expected by business requirements.

* Implemented Security and Sharing rules at object. Worked on tools like **Git and Jenkins and version control**

system tools.

* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to

The governor limits.

* In-depth understanding of **CRM business processes that include Forecasting, Campaign management,**

**Lead Management, Order Management, Account Management, Case Management and merging management**.

* Experience in customizing Sales force CRM for generating **web-to-leads and web-to-cases used Force**.com,

REST API Web services and outbound messaging for implementing web services to integrate External systems

And websites.

* Experienced with **SSO Setup and SAML 2.0 to integrate internal and third-party** applications.
* Extensive experience in designing of, **Workflows, Validation Rules, Formula Fields, Visual Flows, Hyper Link**

**Formula fields and Email Generation according to application requirements.**

* Strong knowledge of **Salesforce configuration, data migration, system integration**
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e., System Analysis, Design, Development

And Testing Expertise.

* Created various Lightning Apps **combining Lightning Design System, Lightning App Builder and Lightning**

**Component features.**

* Working on building and **embed Lightning Components in Visualforce Page** by using new Lightning Out feature

By **event-driven programming.**

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and

Force.com platform and **Force.com Sites**.

* Experience in understanding business requirement to design the required entities like custom objects,

Creating the **relationships and junction objects**.

* Developed **Apex classes** using other platform-based technologies like **Visualforce, Force.com IDE**.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**)

And **Report Folders**.

* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval**

**Process, sharing rules** automation for satisfying complex business process automations.

* Experience in implementing **security and sharing rules** at object, field, and record level for different Users

at different levels of organization, also created various profiles and configured the permission based on the

Organizational hierarchy.

**Certifications:**

**https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=EAJJabQ8cC/6InZ0JWY6NwIAOOCuTEB2rT0j9vTftPXIAZ9/EoNyKrfw7PfOAtod**

* Salesforce Certified Platform Developer I (Certification No: **21120857**)
* Salesforce Certified Administrator (Certification No: **20723433)**

**Education Details:**

* Master of Technology in Computer Science and Engineering from Bharat University, Chennai, India.

**Technical Skills:**

|  |  |
| --- | --- |
| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers,  Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | APEX, Visualforce, JavaScript |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production),  Force.com Explorer, Excel Connector and Force.com Migration Tool. |
| **Operating systems** | Windows, IOS |

**Professional Experience:**

**Client:** KBX Logistics, Green Bay, WI. Nov’ 2019-Present

**Role: Salesforce Developer**

KBX is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge Supply chain and logistics business. KBX Logistics is striving to create solutions that attract quality capacity, reduce costs, increase loaded mileage, improve utilization of assets, and consume less fuel. In this project SFDC team is primarily responsible for developing, enhancing, and supporting applications and solutions on Force.com such as Service Cloud and Financial Force and several custom applications solutions developed on Salesforce.com. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation and custom code used like APEX, VFP in this project to maintain this business on Salesforce. We are working on classic to Lightning migration phase now.

**Roles and Responsibilities:**

* Involving in Discovery analysis, Requirement gathering, architecture design, development, and testing phases.
* Using Configuration and Salesforce Automation tools like workflows, process builders, Flows as per requirements
* Developing Lightning Web Components using HTML, JavaScript in VS code and deploying to the repositories.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed **Lightning apps** using Lightning Components and made them compatible with Saleforce1 Mobile app.
* Created multiple Lightning Components, added Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework by adding Aura Attributes and Aura Handlers for events to Interact in lightning Applications.
* Use of Asynchronous Apex like batch class and scheduling the batch class using Chron Expression in scheduler class to schedule it at interval of time.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and
* Created permission sets where necessary.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security. Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,
* Automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users.
* Worked on Bulk Data Transfer API integration to query, insert, update, upsert, or delete a large number of records asynchronously by submitting batches that Salesforce processes in the background.
* Helped integrate Salesforce application to external system using WSDL generated classes.
* Use Apex Data Loader to bulk load data into the application.
* Used Full Copy Sandbox for Testing and assisted in deploying to the production system.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

**Environment:** Salesforce.com platform, Custom objects, Workflows, DRE’s, Triggers, Process Builders, Batch Process, Flows, Lightning Web Components, Aura Components, Rest API, Web services, Composite API, Integration with Mule Soft, Salesforce Connector Sandbox and Production.

**Client**: Liberty Mutual, New Hampshire. Nov’ 18-Oct’ 19

**Role: Salesforce Developer**

My team’s responsibility in this project is primarily responsible for developing, enhancing, and supporting applications and solutions on Force.com such as Service Cloud and several custom applications solutions developed on Salesforce.com. The team works on customizing, developing, implementing Sales force solutions for the Services & Support divisions.

**Roles and Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services
* Wrote various queries in generating reports using a combination of custom objects and standard objects. Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface
* and better interaction of pages.
* Developed **Lightning apps** using Lightning Components and made them compatible with Saleforce1 Mobile app.
* Involved in API/Web Service design and developing technical specifications for the Salesforce.com (SFDC) application.
* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Worked in Administration, Configuration, Implementation and Support of service max and Salesforce applications.
* Executed security & sharing rules, Communities user licenses for Field, Record Level & Object, Community access for distinctive users at different levels of organization
* Work on creating multiple Communities includes Partner and Customer Communities for secure and fast communication between the Company and Customers.
* Worked on customer portals and Communities administration.
* Created Custom Dashboards for Communities managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created Visualforce pages for custom login and configuration of Communities.
* Setup new objects and implement appropriately to handle new business needs
* Created New Reports, New Dashboards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs and Components to suit to the needs of the application.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Worked on Custom objects, Validation rules on the objects, Page layouts, Custom tabs, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit the needs of the application.
* Developed and used JavaScript, CSS for performing validation and assigning style sheets to the Visual Force page and developed HTML to create Custom Email Templates inside Visual force page and under the Communication templates section.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.

**Environment:** Salesforce.com platform, Workflows, DRE’s, Triggers, Batch Process, Flows, Lightning Web Components, Aura Components, Rest API, Web services, Composite API, Salesforce Connector Sandbox and Production.

**Client**: BCBS, USA.  **Apr’ 17- Sep’ 18**

**Role: Salesforce Developer**

BCBS is a Insurance company serving many customers across the globe is using Salesforce platform to maintain its huge customer base. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce. We are working on classic to Lightning migration phase now.

**Roles and Responsibilities:**

* Involved in gathering and analysis of business requirements and then effectively took part in sprint

Planning to achieve the requirement.

* Analysed the business process of client and then involved in creating the application and data model

Required for the requirement.

* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface

And better interaction of pages.

* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in

Salesforce1 mobile platform to make Lightning Application mobile.

* Created multiple Lightning Components, added Design Parameters that makes the Lightning component

Look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve

Data from various API’s and displayed them on to the component.

* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the

Business requirement.

* Defined lookup and master-detail relationships on the objects and created junction objects to establish

Connectivity among objects.

* Created reports, dashboards, and processes to continuously monitor data quality and integrity and

Assisting users with report design and management.

* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and

Created permission sets where necessary.

* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.

Responsible for setting up Filed Level Security.

* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,

Automation and queues, auto response rules, escalation rules, chatter groups, person accounts,

Cases and solutions.

* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users.
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,

Roles, Reports and Dashboards etc.

**Environment:** Salesforce.com platform, Lightning Web Components, Aura Components, Rest API, Web services, Composite API, Integration with Mule Soft, Salesforce Connector Sandbox and Production.

**Client: Orion and Event Management Jan’ 16- Mar’ 17**

**Role: Salesforce developer**

This application integrates Orion Advisor Services Portfolio Accounting Data and Functionality into the Force.com platform. Maintain portfolio data, open new accounts, performance reporting, trading, billing and More.

**Roles and Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the functional organization.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Create and Customize Custom Objects, Formula Fields, Validation rules, Cross Object Formulas, Roll up summary fields, validation rules, and dependent pick lists and complex page layouts.
* Set up the permissions based on User roles, Profiles and Permission Sets.
* Developed VF pages replacing the existing standard Account pages and billing pages.
* Developed APEX Classes, Triggers on Opportunity, cases, Account objects and Custom Objects.
* Involved in data integration and data migration tasks of the Salesforce.com
* Worked bulk imports of data using Apex Data Loader.
* Established Validation Rules, Workflow Rules to assign a Task, send out Email Alerts to Opportunity Owners/VP/OD and Update fields, Custom Settings and Custom Labels.
* Developed and maintained custom logging mechanism by inserting data into custom object.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Scheduled monthly email reports to VP/OD for past due Close-date Opportunities
* Unit tests code coverage and deployments.
* Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules.

**Environment**: Saleforce.com platform, Sales Cloud, Service Cloud, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Standard objects, Sales Cloud, Eclipse, Windows.

**Client**: American Red Cross, USA.  **Apr’ 14- Dec’ 15**

**Role: Salesforce Developer**

America Red Cross is a huge organization in USA which has many activities related to health care. They have 1000s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speaker details and various process they followed. They mostly conduct 100s of such seminars in the world per month. The project was created for employees of the organization to enter these data and maintain the details. In this project SFDC team is primarily responsible for developing, enhancing, and supporting applications and solutions on Force.com such as Service Cloud and Financial Force and several custom applications solutions developed on Salesforce.com.

**Roles and Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom

E-mail templates.

* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Company:** Intelogik Solutions, Pune, India.  **Feb’ 12- Mar’ 14**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in **Salesforce.com Application Setup activities** and **customized the applications** to match the functional needs of the organization using Sales cloud and Service cloud.
* Performed the role of **Salesforce.com Admin** in the organization.
* Interacted with various business team members to gather and documented the requirements, Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using **Eclipse**.
* Worked with SalesForce.com teammates while implementing the solutions for the requirements.
* Developed several **Triggers, Apex classes** and **Visual force pages** as part of the application development.
* Worked on various **salesforce.com** standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports,** and **Opportunities**.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented, and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, **Components** to suit to the needs of the application.
* Created Custom Objects and defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish many-to-many relationship among objects.
* Created **various profiles** and configured the **permissions** based on the organizational hierarchy requirements
* Customized **tabs** for different business user’s groups and business centers.
* Created the **workflows** for automated lead routing, lead escalation, alerts and custom coaching plans.
* Experienced in the use of Data Loader.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Performed the role of **support engineer** for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Supported the **data migration activities** for Migrating the data from various business centers and business center users with the support of Saleforce.com.
* Set up **Marketing, Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead** and **Auto-Response rules.**
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Data Loader, SF Explorer.