**LAKSHMI PRASHANTHI VECCHA**

**SUMMARY:**

* Having **8+** years of experience with over **4+** years of experience in **Salesforce** CRM Implementations: Analysis, Design, **Development, Administration, Integration, supporting the cloud applications, communities, and migration from classic to lightning, lightning component development**.
* Strong experience with **Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities** and **Force.com platform.**
* Proficient with understanding of CRM business processes - **Account, Contact, Opportunity, Lead, Campaign and Case Management.**
* Good experience with salesforce **out of the box data model and modeling** in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages** and integrating with external source by developing **SOAP, RESTful Apex Web Services and Force.com API.**
* Sound experience in writing**, tuning of SOQL, SOSL queries, relationship queries** in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of **Visualforce pages** with **Visualforce components, Custom, Extension controllers** and **developed dynamic components**.
* Hands on experience with **Inbound and Outbound Integration** of salesforce with external systems by developing custom **Apex SOAP, RESTful** classes for inbound class and written **Apex callout** for invoking outbound applications.
* Good experience in **rollout** of Saleforce1 for mobile and customized visual force pages with **Aura** components.
* Worked on customization of **visual force** to have **lightening experience** for desktop and mobile applications.
* Expertise with salesforce.com administrative activities: **Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards.**
* Proficient in building business logic using salesforce declarative programming like **Validation rules**, **Formula Fields, Workflow Rules, Approval process** and its actions Field update, Email alert, Outbound message, and Creating Task.
* Strong experience in implementing salesforce new features like **Process Builder** and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and Apex managed **sharing rules.**
* Hands on experience in **building Reports, Dashboards, Analytics** **Snapshot** using Standard and custom Report types for the business users, management for higher visibility.
* Hands-on experience on writing code in **Apex, Java 1.6 or higher, JavaScript, XML, HTML 5**.
* Build Lightening controllers with the **AURA** framework.
* Involved in developing salesforce **Lightening Apps, Components, Controllers and Events**.
* Good experience in developing **salesforce Lightning Apps, Components, Controllers** and Events.
* Customized existing Visualforce to align with **salesforce new Lightning UI experience**.
* Performed data analyst roles and used tools: **Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing, and exporting**.
* Proficient with tools **Eclipse IDE** (Force.com Plug-in), **Developer Console** for developing, customizing of Apex Class, visual force pages and changing meta-data components**; Force.com Explorer** and **Workbench** Querying and testing **REST** web services.
* Deployed salesforce components from **Sandbox** to other Sandboxes and Production instances using **Force.com Migration tools** (Ant based), **Changeset** and **Eclipse IDE**.
* Complete Platform Ownership: Management of Technical Debt and Platform Life Cycles for Salesforce and other platforms.
* **Troubleshoot** and **fix production** **issues** and help prioritize against existing backlog based on severity and impact.
* Lead the design and development of assigned projects.
* Developing **Salesforce workflows** and enhancements to **Health Cloud** application.
* **Administrative tasks** (user management, role definition) for the Health Cloud application.
* Support and facilitate modifications to **SFDC Cloud** (Lightning, Community, FinancialForce PSA, and future platforms).
* Experience in supporting Salesforce integrations with **ERPs** like **QuickBooks**.
* Ability to build and demonstrate prototypes in **Salesforce** and **data migration** tools.
* Experience leading and implementing the charge within the Salesforce ecosystem, including **SDLC** and **Agile** experience.

**EDUCATIONAL DETAILS:**

* Bachelor of Technology in ECE, JNTU, India (2009-2013).

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1
* Salesforce Certified App Builder

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **CRM** | Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM |
| **Salesforce** | Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing Cloud, [Force.com](http://force.com/) Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards |
| **SFDC Tools** | Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron |
| **Languages** | Java, J2EE, Servlets, JST, Struts, Hibernate |
| **Web Technologies** | XML, HTML5/4, CSSS3/2, JavaScript, jQuery, AngularJS |
| **Application Servers** | Apache Tomcat, Sun Web server, Resonate, WebSphere 4.0/4.1, Tomcat 6.0, JBOSS 5 |
| **Databases** | SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL |

**PROFESSIONAL EXPERIENCE:**

**GRAHAM HEALTH CARE GROUP, TN January 2021 – Till Date**

**Role: Salesforce Lightning Developer**

**Project: Integration of Bridge Connector with HCHB Patient Ping**

**Responsibilities:**

* Built **Salesforce** applications using **Apex, Visualforce**, and other **Force.com** Platform tools.
* Used given toolsets to enable business processes.
* Worked in **Agile** environment (**Kanban**).
* Created **Custom lightning components** by using lighting tabs for the list views data pull into Visualforce Pages.
* Retrieved some data and its functionality from **Third-Party API's** and displayed within the Lightning Components.
* Worked with team in a collaborative environment to deliver solutions **internal** and **external** customers.
* Hands on Experience with **Integration, Interface support** for **Salesforce** and **third-party applications (i.e: Informatica, HL7, other APIs).**
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from **Sandbox** to **Production**.
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Maintenance of installed Managed Packages in **Lightning using Apex**. Experienced in using **Data Migration** tool called Data Loader.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script** Codes, Sharing Visualforce pages between Classic and Lightning.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on Integrating Bridge Connector and Salesforce systems using **SOAP and REST API's**.
* Involved in daily standup meetings**, Scrum**. This resulted to bring good solution to the business requirement.

**Environment:** Lightning experience, Lightning Components, Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com.

**A & R DIST LLC, TN December 2019 - October 2020**

**Role: Salesforce Admin/Developer**

**Project: AUTOMATION OF INVOICE MANAGEMENT, BATCH RUNS DELETE AUTOMATION**

**Responsibilities:**

* Created modern **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
* Involved in project **technical design plan**, conversions, **Mapping**, configuration of portions of the SFDC application.
* 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.
* Worked on front end application development using **CSS3, HTML5, JavaScript**.
* Retrieved some data and its functionality from **Third-Party API's** and displayed within the **lightning component**.
* Created multiple **Lightning Components**, **added CSS and Design Parameters** that makes the **Lightning** component look and feel better.
* Enabled Aura Framework, by adding **Aura Attributes** and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from Sandbox to Production.
* Experienced using **Force.com IDE** for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL and SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on **Apttus CPQ** configuration and integration.
* Integrated **CPQ** system with multiple **CRMs** like Salesforce and CRM On Demand.
* Supported and improved sales cycles by implementing **CPQ** solutions effectively.
* Implemented **Single Sign-On** on force.com.
* According to the business user's requirement, creating **Reports and Dashboards**.
* Worked with various salesforce.com objects Lead, **Account, Contact, Opportunity**, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Public Groups, Queues, **Permission Sets, Profiles, User**s &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce **Service Cloud** & **Opportunity Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.

**Environment:** Lightning experience, Lightning Components, Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

**Facebook, Hyderabad, India February 2016 – November 2019**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Configured **force.com** to meet business requirements which includes creating custom fields, page layouts, Process builders, Workflows, Approval Process and Validation rules.
* Implemented **security** and **sharing rules** at object, field, and record level for different users in the organization.
* **Configured** and **designed** data models for large data volumes.
* Maintained the **Data Integrity** of the org with high security considerations using **org-wide, sharing settings, record level** and **profile level security** features of **Salesforce** platform.
* Maintained **system efficiency** and evaluated system’s performance.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the **user Roles, Profiles, Permission sets** and **Sharing settings.**
* Developed and configured various **Custom Reports, Report Folders** and **Dashboards** for different user profiles based on the needs in the organization.
* Implemented **Email** to Case for various businesses and developed Assignment rules and workflows to assign and **notify** the cases to users or queues.
* **Deploying** code changes from **Sandbox** to **Sandbox** and **Sandbox** to **Production** environments using Change Sets.
* Had setup Territories, Roles, Profiles, Permission sets, sharing settings, Sharing rules and Assignment rules.
* Developed and maintained **Salesforce Reports** and **Dashboards.**
* Created **Apex Classes, triggers, visual force pages** on daily basis.

**Environment:** force.com, Data Loader, Workbench, SOQL Explorer, App exchange, Change Sets, Force.com IDE.

**Google, Hyderabad, India May 2012 – December 2015**

**Role: Test Engineer**

**Responsibilities:**

* Understand and implement policies of relevant **Geo process**.
* Help in making maps per client request.
* Deliver maps that are used on **PC, Tablets** and **Android**.
* Perform implementation processing and **quality assurance/control** (on updated and new DC GIS data).
* Create translate and integrate **GIS data layers** and digitize new data using a variety of software.
* Coordinate with other technicians and analysts in various data development and project support initiatives.
* Complete special requests for various Agencies by utilizing existing data analyzing results and **producing reports** maps and supporting documentation.
* Hands on experience in **Quality Center**.
* **Map production** and **Address matching** and **geocoding** techniques.
* **Documentation** and **reporting**.
* Quality improvement processes.
* Pavement condition data.
* Gathering Requirements and Analyzing Requirements.
* **Releasing product** after thorough **verification, validation & testing**.
* **Understand** and **interpret** user requirements & develop test scenarios. Report defects and correctio and work with other developers in completing assigned tasks in timely fashion.
* Track and report **software defects** and verify resolved issues.
* **Google Map Maker** is a **web-based** application which enables the user to create his own features on the **Map Maker Front End**. The system also provides access to various features like **adding landmarks, buildings, Waterbodies** etc.
* Understanding Requirement Specifications and Design Documents.
* Involved in **Peer Reviews** and **Team meetings**.
* Categorized **bugs** based on the **severity** and **Defect** Reporting.
* Communicating with other team members like **Development Team, Technical Support, Business Analyst** in order to resolve the issues.