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**Srinivas Reddy**

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**Professional Summary:**

* Certified Salesforce Developer with over 8 years in IT, **6** years of experience in the **Salesforce.com CRM** Platform as a Developer & Administrator with hands on SFDC development experience using **Apex classes**, **triggers**, **Batch processes**, **S-Controls, Components**, Reports, **Force.com IDE**, **Eclipse** with **SOQL, SOSL** and **Force.com plug-in.**
* 1.8 years development experience with **Salesforce Lightning and 1 year with Lightning Web Components (LWC).**
* **In addition, One year designing and developing Java 7 aapplications** based on **Spring Boot framework**, Spring MVC, Spring templates, **Hibernate, Web Services** using AXIS and Jersey frameworks.
* Strong client-facing skills in Agile project management, performing assessments, requirements gathering, design strategy, configuration/implementation, testing and training.
* Apex development: creating custom Objects**,** custom Tabs, **Triggers, Bulk Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and **Controller Extensions**
* Developed **Visualforce pages**, **Visual flow** and **Custom Objects** using Apex Programming on Force.com Platform.
* Hand on experience in Salesforce Lightning features and knowledge of **GitHub** for code versioning.
* Used **Lightning App Builder** to create custom Home pages that appear for different profiles.
* Developing Salesforce **Lightning Apps, Components, Controllers and events**.
* **Created Lightning Pages** **inside Lightning Community Builder.**
* Migrated **standard and custom objects** in standard experience to **Lighting experience.**
* **Built customized** **Salesforce Lightning Components** to replace the existing ones.
* **Worked on Lightning Web Components using the kebab-case style.**
* **Documented the modern JavaScript and web standards which Lightning Web Components bring to the Lightning Component framework.**
* **Worked on the data binding for property values in LWCs.**
* Expertise in SFDC Administrative tasks like creating **Profiles, Roles, Users, Field Dependencies, Custom objects**, **Custom Tabs**, **Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, security and sharing rules, Tasks** and **actions**
* Strong knowledge on **Administration setup, Apex, Visual Force** and experience with different SFDC development tools like **Force.com Eclipse IDE** and integration tools like **Apex Data Loader**
* Strong Hands on experience with Salesforce **Security** features like creating **Profiles, roles, Permission Sets, OWD, Role Hierarchy, Sharing Rules** etc.
* Strong programming skills in **J2EE technologies- Java, JSP, HTML5, XML and JavaScript** and **Object-Oriented programming concepts** (OOPS)
* Strong exposure in building **Schedule Apex, Batch Apex, SOQL, SOSL, SOQL** Aggregate functions along with front**-**end design technologies like **HTML5, CSS, and AJAX.**
* Migrated the code using **Eclipse IDE** and **ANT scripts.**
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.**
* Ability in moving code from **sandboxes** to production environments and addressing issues related to functionality, integration, and deployment
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Experience in various **Page Layouts, Record Types** and in configuration of Permission based on the Organization hierarchy requirements
* Experience in **Sales cloud, Service cloud, Partner portal and Customer portal.**
* Created and maintained various profiles and feeds on **SFDC Chatter Plus.**
* Administration experience on CRM Applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User & Security Management
* Experience in scripting languages like **HTML5, DHTML, XML, jQuery, ASP.Net 1.0/2.0, Ajax, JavaScript** and software applications like, Dreamweaver, Microsoft Word, Excel, PowerPoint, **SharePoint.**

**CareFirst BCBS, Washington D.C. April 2020 – Present**

**Salesforce Developer**

**Responsibilities:**

* Worked with the sales operations team, product management team and other stakeholders to capture requirements.
* Developed Technical Design Document after analyzing the different scenarios.
* **Expert in Service cloud and Community cloud implementation.** Used **Aura framework** and **Salesforce Lightning** **Design System (SLDS).**
* Wrote **Apex Text class** (Methods) for SFDC testing.
* **Worked on migration from Aura to** **Lightning Web Components (LWCs).**
* Created **Lighting Web Components.**
* Worked in a modern development environment using Visual Studio Code, Git, and the **SFDX CLI** in conjunction with a Dev Hub and scratch orgs.
* Worked on styling **Lightning web components** with CSS and SLDS.
* Hands on experience developing custom **Lightning components** including custom UI and Grids
* Worked with both desktop and Mobile view **UI issues in Community Cloud**.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Implemented **Validation rules, Email Templates, Sharing and Security rules** for the application.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* **Migrated to Lightning from Classic** so sales reps can find Just-In-Time information about customers and prospects and close deals faster.
* **Migrated Visual Pages to Lightning using SLDS and Lightning Component.**
* **Built pop up window using Lightning component.**
* Experience working with Quick Actions.
* Developed **triggers** to process e-mail requests from system to automatically create new notification records.
* Involved in creating **Approval process, Email Templates** using Visualforce Components according to the requirement.
* Implemented Configuration, Customization and Development with **Salesforce.com on Community and Sales Cloud.**
* Created page layouts, organized fields and other components on a record detail and edit pages.
* Created Apex methods for the **Lightning controller** and helper methods to perform DML operations on the case records.
* **Designed Apex Triggers and Apex classes for performing additional functionalities using controllers**.
* Created Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked with Web-to-case and email-to-case.
* Worked on Email handling requirements for assigning leads to Agents.
* Used Dashboards and reports to show the performance of the offices and time taken to assign leads.
* Prepared various test cases to test the functionality of the code in accordance to Governor’s limits.

**Environment**: **Apex Data Loader, SOSL, Salesforce lighting component**, SLDS, SOQL, CRM, Change Sets, jQuery, JSON, XML and Triggers, **Visual Force Pages**, Security Controls, Sandbox, **Service Cloud, Community Cloud, HTML,** Agile Manager.

**Client: FedEx, Memphis, TN Sep 2018 – March 2020**

**Role: Salesforce Developer / Administrator**

**Responsibilities:**

* Developed Technical Design Document after analyzing different scenarios.
* Worked on building of the Communities for intake of the customer data when they are interested to enroll in the Health program.
* Worked on customer portals and communities & administration.
* Worked on Salesforce Community Workspaces for creating the custom partner portal using Community Management, Branding and Administration which includes Accessibility, Community Landing Page, and permissions to Site Guest User
* Good hands on practice with the **New Lightning System Design** which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Build customer experience portal for **Claims management** using Lightning Web Components.
* Expert in **Service cloud and Community cloud implementation**
* Hands on experience in developing custom lightning components.
* Worked with both desktop and Mobile view UI issues in Community Cloud.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Hands on experience in developing custom **lightning components** including custom UI and Grids
* Migrated consistently to **Lightning** from Classic in order the sales reps find Just-In-Time information about customers and prospects and close the deals faster
* Developed **triggers** to process e-mail requests from system to automatically create new notification records
* Good experience on **Sales Cloud** and **Community Cloud** implementation
* Implemented Configuration, Customization and Development with **Salesforce.com on Community and Sales Cloud**
* Created page layouts, organized fields and other components on a record detail and edit pages
* Designed **Apex Triggers and Apex classes** for performing additional functionalities using controllers.
* Created Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
* Used Dashboards and reports to show the performance of the offices and time taken to assign Leads
* Prepared various test cases to test the functionality of the code in accordance to the governor’s limits

**Environment**: **Apex Data Loader, SOSL, Salesforce lighting component**, SLDS, SOQL, CRM, Change Sets, jQuery, JSON, XML and Triggers, **Visual Force Pages**, Security Controls, Sandbox, **Service Cloud, Community Cloud, HTML,** Agile Manager.

**Rockwell Automation, Milwaukee, WI Feb 2016 – Sep 2018**

**Salesforce Developer/ Administrator**

**Responsibilities:**

* Developed various **custom objects, tabs, Entity-Relationship data model, validation rules** on the **objects, tabs, components** and **custom links.**
* Configured **Salesforce Automation (SFA)** for Campaign Management, Opportunity Management, Account Management, Contact Management and Data Quality Management.
* Worked with Salesforce.com Marketing Cloud which develops analytical software for online marketing.
* Created **page layouts,** search layouts to organize **fields, custom links, related lists,** and other components on a record detail and edit pages.
* Used Salesforce Automation Process (SAP); created **workflow rules** and defined related tasks**, time-triggered tasks, email alerts, field updates** to implement business logic.
* Provided training to end users and updated, modified **Fields, Objects and Page Layouts**.
* Experienced in **iPaaS integration technologies and implementation.**
* Good with Configure Price Quote (APTTUS-CPQ) Product and Pricing; also understand configuration settings as they relate to business requirements. Good with standard Quote/Proposal creation process.
* Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and a few more complex pricing functionalities.
* Using Workflow , APTTUS Approval Process, APEX , VF and APTTUS Pricing Callback Class.
* Developed Quote Documents using X-AUTHOR for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API&#39;s, APEX, Visual Force and Trigger.
* Designed and executed test plans and ensured a quality solution was delivered.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud,** Call Center, Chatter & App-exchange applications.
* Developed **APEX Classes and APEX Triggers** for various functional needs of the application.
* Created Case Queues which automatically assign cases to a specific user or group of users based on predefined criteria.
* **Created data flow diagrams and process flow diagrams to facilitate better system understanding**
* Created various **Reports** and **Report Folders** to help managers better utilize Salesforce as a sales tool. Configured various reports and for different user profiles based on the needs in the organization
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business
* Designed and developed SFA based application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual-Force pages** as user interface.
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers, Visual force, Force.com, Migration Tool** Developed complex **workflows and approval processes** for automating business logic.
* Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce.
* Worked on designing different custom dashboards for various user groups based on their business functionalities and needs.
* Worked with **Data Loader** for loading the records into salesforce.com, related to objects like **Accounts, Contacts, Opportunities, and Activities.**
* Created test scenarios in **Sandbox environment** and migrated code to deployment upon successful testing.
* **Designed and developed data migrations and integrations between Salesforce.com and external systems including developing data transformations and creating automated jobs to support business processes.**
* Developed various **Batch jobs** for scheduling **daily clean up, Schedule Apex, HTTP callouts, single email methods, mass email methods and test classes.**
* Created and maintained various support cases and business processes on **SFDC Chatter** Plus.
* **Performed tasks for data migration like data mapping and data loading.**
* Used Force.com platform for developing feature rich and user-friendly **Visual force pages** for enhancing Sales Force U.
* Developed and ccustomized **salesforce.com** application based on user needs.

**Environment: Salesforce.com platform**, **Force.com ide**, **Apex, Data Loader**, Inside sales telephonic plug-in, Doc E-sign, JavaScript, Workflow & Approvals, Reports, **Sales Cloud, Service Cloud,** Custom Objects, Custom Tabs, Email Services, Security Controls, **SOAP**, **REST,** Sandbox data loading, **ANT**

**SVMC, Bennington, VT May 2015 - Feb 2016**

**Salesforce Developer**

**Responsibilities:**

* Created various **Custom objects, Tabs, Workflows, Reports, Apex triggers** and validation rules for the application
* Analyzed and evaluated complex business requirements and recommended solutions.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created and modified the page layouts, fields, objects, implemented the workflows on objects and validation rules as per the requirement.
* Customized Page Layouts for Salesforce.com Standard and Custom objects
* Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security
* Deployed salesforce components using meta-data API across various sandbox and production instances with Change Set.
* Worked on **Sales cloud, Service cloud** and Marketing cloud according to the needs of the application.
* Worked on data migration **using Salesforce Data Loader from legacy system.** Used **Data Loader** to data, update and export data.
* Implemented Salesforce Chatter for internal users to share information and status updates on various activities.
* Created, maintained and administered **Users, Roles, Profiles, Permission Sets, public groups** andconfigured security setting of the **profile** like **Field Level Security, Record Types, Page Layout assignment, Object permissions.**
* Implemented data security by configuring Organization wide **sharing rules**, created **Owner-based** and **Criteria-based** sharing rules to share data with different roles in the organization hierarchy.
* Used **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects**,** used it to **read, extract** and **load** data from comma separated values **(CSV)** files**.**
* Used **Force.com, Migration tool and Change Sets** to deployed salesforce components across various **sandbox** and **production orgs**.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, **Data Loader,** S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**GGK Technologies, India Jan 2013 - May 2015**

**Salesforce Administrator**

**Responsibilities:**

* **Responsible for creating and maintaining architecture for RESTful API using Spring Boot.**
* Designed and developed application based on Spring Boot Framework, Spring MVC, Spring templates, Hibernate, Web Services using AXIS and Jersey frameworks, Java 7.
* Responsible for **maintaining the code quality, coding and implementation** standards by code reviews.
* Designed and developed shared library for commonly used services in the application.
* Implemented Service Oriented Architecture (SOA) **using JMS (MQ series) for sending and receiving messages while creating web services.**
* Implemented Asynchronous messaging between System Integration components using JMS [Spring JMS Template].
* Used Spring Core for concept Inversion of control (IOC) implemented using dependency injection.
* Developed Spring Controllers, Service Components, DAOs, Web Services.
* Hands on experience with **data persistency using Hibernate and Spring JPA fframework.**
* Created the Grafana dashboards to monitor the count of Primary and Secondary listeners.
* As it was a new application, I created the Low level, QA, and UAT environments and deployed the application in respective environments.
* Involved in implementation of **enterprise integration with Web Services and Legacy Systems using REST (Using Axis and Jersey frameworks).**
* Maintained Content Management System on daily basis.
* Generated JUnit test cases for testing various Java components.
* Involved in setting up Maven configuration and helping with Continuous Integration (CI) Issues.
* Tested applications and documented results and bugs including documentation of information useful in the debugging process
* Developed **Object Model and UML design models for developing Use cases** and created Sequence diagram, class diagram and active diagrams for application components and interfaces
* Mentored, trained and educating the users in technology perspective, worked through walk through and review.
* Worked closely with users, developers and team members in problem solving.
* Involved in debugging the defects, code review and analysis of performance issues.

**Environment:** **Java, J2EE, Java 7, JDBC, Spring JPA,** **Spring Boot, Spring Data, Hibernate, Web Services, RESTful, SOA,** MAVEN, Jenkins, PCF, Splunk, Teradata, DB2, Kafka, IBM MQ, Design Patterns, UNIX, Tomcat, GIT hub, Windows, Linux.

**Client: Infosys July 2012 - Jan 2013**

**Java Developer**

**Responsibilities:**

* Used agile methodology to develop the application.
* Responsible for creating and maintaining architecture for RESTFUL API using Spring Boot.
* Designed and developed Application based on SPRING BOOT Framework, SPRING MVC, SPRING Templates, HIBERNATE, Web Services using AXIS and JERSEY Frame works, Java 7.
* Responsible for maintaining the code quality, coding and implementation standards by code reviews.
* Designed and developed shared library for commonly used services in the application.
* Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Implemented Service Oriented Architecture (SOA) using JMS (MQ series) for sending and receiving messages while creating web services.
* Implemented Asynchronous messaging between System Integration components using JMS [Spring JMS Template].
* Used Spring Core for concept Inversion of control (IOC) implemented using dependency injection.
* Developed Spring Controllers, Service Components, DAOs, Web Services.
* Hands on experience with data persistency using HIBERNATE and SPRING JPA Framework.
* Created the GRAFANA dashboards to monitor the count of the Primary and Secondary listeners.
* As it is a new application, I have created the Low level, QA, and UAT environments and deployed the application in respective environments.
* Involved in implementation of enterprise integration with Web Services and Legacy Systems using REST (Using Axis and Jersey frameworks)
* Maintained Content Management System on daily basis.
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* Involved in debugging the defects, code review and analysis of Performance issues.

**Environment:** Java, J2EE, Java 7, JDBC, Spring JPA, Spring Boot, Spring Data, Hibernate, Web Services, RESTFUL, SOA, MAVEN, Jenkins, PCF, Splunk, Teradata, DB2, Kafka, IBM MQ, Design Patterns, UNIX, Tomcat, GIT hub, Windows, Linux.

 **TECHNICAL SKILLS**:

 **Salesforce Technologies**: **Apex Language, Salesforce CRM, Classes/Controllers, SOSL, SOQL,**

 **Dashboards, Salesforce Security Model, Custom Objects, Apex Data Loader,** Record Type,

 Role Hierarchy, Visualforce Pages/ Components, Workflow & Approvals, S Controls,

 **Service Cloud, Lightning Components, Chatter.**

 **Salesforce Tools**: **Apex Data Loader, Web services APIs like SOAP, Force.com Explorer,**

 **and Force.com Eclipse IDE Plug-in, Force.com Platform (Sandbox and Production)**

 **Programming Languages**: **Java,** C, C++

 **Web Technologies**: JavaScript, CSS, XML, HTML, DHTML

 **Operating Systems**: MS Windows, Vista, Linux, Unix

 **Databases**: **MS SQL,** MS Access.

 **Other Tools**: JIRA, Service Now, Software as a Service, File Manager, **Data Migrator,**

 **Continuous Integration (CI),** Workbench

 **Education:**

 Master’s in information systems 2015-2016