



SIVATEJA K

Email: sivateja.k12@gmail.com

Phone: 9966993240

PROFESSIONAL SUMMARY

- Having **5+ years** of experience in Salesforce application development.
- Salesforce 4x certified developer (**Admin, PD1, PD2, Copado**)
- Expertise in **gathering Business requirements** from Business Analysis/UAT Users to meet the Business Requirements.
- Experience in Agile methodology, Waterfall model and CI/CD based project deployment.
- Expertise in **salesforce customization like Apex Classes, Batch Apex, Triggers, Visualforce pages, SOSL, SOQL, Lightning**

Web Components.

- Designing **Custom formula fields, Validation Rules, Workflows, Approval process, Process Builder, Flows, Page Layouts** and **Record types** for different Business requirements.
- Expertise in **Salesforce callouts** and designed **REST Services** to share salesforce data with external systems.
- Good expertise in designing **wrapper classes** to handle Callouts/REST Services at Salesforce level.
- Having knowledge on LWC development and Aura Component Development.
- Good knowledge in handling callouts from **external systems (Vlocity CPQ)** applications with Order Management systems.
- Good knowledge on **Gainsight Customer Success** and **Gainsight** Administration.
- Having Knowledge on **Field Service Lightning** related project development.
- Experience in **Salesforce Developer Console, Notepad++, Workbench, Data loader/Dataloader.io, JSON Beautifier, Beyond compare** and **Force.com** tools.
- Experience in data migration or data update for Historical data using data loader and Apex script.
- Having good knowledge on deployment using **Copado Migration tool** and **Change sets**.
- Having good experience in Threat Model Assessment Documentation.

EXPERIENCE HIGHLIGHTS

- Working as Software Development Engineer II in F5 Networks Innovation, Hyderabad from Feb 2020 to till date.
- Worked as Associate Consultant in INFOSYS INDIA PRIVATE LIMITED. Hyderabad, from August 2018 to Feb 2020
- Worked as Associate Consultant in CAPGEMINI TECHNOLOGY SERVICES INDIA LIMITED, Bengaluru from February 2017 to August 2018.
- Worked as Associate Software Engineer in Prolifics Corporation, Hyderabad from June 2015 to Feb 2017.

PROJECTS PROFILE

Project 1:

- **Project Name** : **GSL (Global Service Logistics)**
- **Role** : **Application Developer**
- **Systems Involved** : **Salesforce, Zenkraft, Conga Composer**

Role & Responsibilities:

- Understanding business requirements related to Field Service Lightning.
- Involved in software development life cycle phases like requirements gathering, analysis, design, development and testing.
- Gathered and documented the requirements by interacting with different business users.
- Experience in setting up the FSL Data model (Work Order, Return Order, Location, Entitlements etc..)
- Experience in deploying the user stories using Copado.
- Experience in designing and developing Flows, Apex classes, Utility classes, trigger for various functional needs in applications.
- Having knowledge on generating pdf using conga composer on the FSL related objects.

Project: 2

- **Project Name** : **LIT (Lead Initiative Team)**
- **Role** : **Salesforce Developer**
- **Systems Involved** : **Salesforce, LeadIQ**

Role & Responsibilities:

- Understanding existing Renewal business to implement new changes to establish business needs
- Underwent Business calls/ Scrum to understand business requirements
- Updating user stories with the feasible solution approach to meet the business requirements.
- Experience in designing and developing Flows, Apex classes, Utility classes, trigger for various functional needs in applications.
- Worked on service now tickets related production defects/ Enhancements.

Project: 3

- **Project Name** : **Gainsight CS**
- **Role** : **Software Developer and Gainsight Administrator**
- **Systems Involved** : **Salesforce and Gainsight**

Role & Responsibilities:

- Work with Customer Success team to get the requirements and implementing an optimized solution
- Used **Rules Engines** to load the salesforce data to MDA and vice versa.
- Having knowledge on **Score cards 2.0, Dashboards, Rules Engine, JO Programs.**
- Worked on Gainsight SFDC to NX migration.

- Implemented Medallia integration with Gainsight and Salesforce.
- Implementing changes related to salesforce Gainsight objects and deploying them to production using change sets/Copado.
- Helping team in fixing production defects to providing a quick fix.

EDUCATION PROFILE

- MTECH in Computer Science Engineering from Pondicherry Central University, Puducherry.
- BTECH in Information Technology from Pondicherry University, Puducherry.