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**Sripal Kotha**

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5X Certified Salesforce Consultant

Summary:

* Certified Salesforce Developer with 7+ years of experience in IT industry, this includes 6 years in Salesforce.com CRM Platform both as Administrator and Developer.
* Experienced on developing Lightning Components, Apex classes, Visual Force Pages, Controllers, Triggers, Batch jobs
* Hands-on Experience on Configuration, Customization, Integration, Deployments, Communities and Classic to lightning migration.
* In depth understanding of CRM business processes like campaign management, lead management, account management, opportunity management.
* Expertise in creating various reports (summary reports, matrix reports, pie charts, dashboards and graphics) and report folders.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Experience in Creating new topic objects and creating tiles for Knowledge articles in Communities
* Familiar with common Wave Analytics Terminology like App, Dashboard,Data Monitor, Dataflow, Dataflow Job, Dataset, Dataset Builder, Designer.
* Experience in Integration of Salesforce with ERP systems using Apex Web services WSDL and Outbound Messaging.
* Experience in Apex coding for the implementation of complex business logic with in SFDC Governor Limits.
* Expertise in implementation using tabs, custom objects, reports, analytic snapshots, dashboards and good knowledge on classes, controllers, triggers and components.
* Proficiency in administrative tasks like creating roles, profiles, users, email services, page layouts, workflow alerts, actions and approval processes.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dash board.
* Experience on Salesforce CRM platform and Worked on different environment of SFDC such as Sales Cloud
* Experience in using the CI/CD Tools like Git hub, Source Tree, VS code, Auto Rabit
* Experience in Integration from Salesforce to SAP using Middleware tool ‘Jitterbit’
* Used standard and custom controllers in visual force for development of Custom Salesforce pages as per business requirements
* Good experience in UI Development and Visual force pages using HTML5, CSS, Angular JS and Java-Script.
* Proficient in using meta-data migration tools like Eclipse IDE, Change sets and Apex Data Loader.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Good experience in querying Salesforce objects using SOQL and SOSL in Apex Classes & Apex Triggers.
* Experience in Configuring the Single Sign on for sandboxes and production instances

**Skill Matrix:**

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| --- | --- |
| **Salesforce** **Admin** | Reports, Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Lightening Process Builder, Visual Flows, App Exchange Sandbox Refreshments, Apex Data Loader, Import Wizards, Wave Analytics, Data Security, Process Automation, Sales force Connect, Lightning App builder, Filed Service Lightning, Email to Case, Salesforce1 Mobile Basics, Chatter, Email to Case, Macros, Knowledge articles  |
| **Salesforce Development/****Tools** | Apex Language, Trigger, Apex Class & Apex Web Service, SOQL, SOSL, Visual Force, Data Loader, HTML, XML, Lightning components, Community builder pages, Apex Batch Jobs, Git, VS Code, Jitterbit, Translation workbench, Salesforce to outlook integration, Copado, Auto rabit |
| **Web Technologies** | HTML, CSS, SAQL, J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XML Schema, HTML, DHTML and Web service, REST/SOAP API |
| **Office Tools** | Microsoft Outlook, Microsoft Visio, JIRA, Confluence, Microsoft Teams |

Professional Experience:

**Nutanix Inc. San Jose, CA July 2020 – Till Date**

**Sr. Salesforce Admin/Developer**

**Responsibilities:**

* Scheduling Knowledge Transfer Sessions with the Business team/Business Analyst’s to Better Understand the existing functionality before Scoping out a new solution.
* Converting the Business requirement in to Technical Specifications and Providing LOE’s.
* Working on both Sales and Service clouds for making the business process more effective by eliminating any defects in the existing system.
* Reviewing the Proposed Solution with Solution Architects to Ensure the Solutions are properly Architected and Developed.
* Communicate with business team and Product owners to understand desired application capabilities and testing scenarios.
* Building custom apps and objects, formula fields, validation rules, page-layouts, custom views, and other content of intermediate complexity.
* Creating process automation using Process builders, flows and workflows, assignment rules and approval processes, HTML & Visual force email templates, email – cases etc.
* Creating new roles, profiles, sharing rules, Reports, dashboards, permission sets and groups.
* Maintain and customize Sales Cloud and Service Cloud applications.
* Manage operational requests and reporting including customer analysis and individual views, and troubleshoot issues.
* Develop training materials and provide training and support to SalesForce.com end users.
* Maintain database for integrity and accuracy including cleansing and duplicate record management.
* Responsible for deploying the changes to Integration, UAT sandboxes.
* Using Git for version control and Autorabit for CI/CD process (Continuous Integration and Continuous Deployment process).
* Using JIRA and Confluence for tracking the enhancement requests.
* Continuously improve software engineering practices for elevating the performance.
* Developed integrations between Workday, NetSuite applications to Salesforce

**Beam Suntory Inc, ChicagoIL Apr 2019 – June 2020**

**SalesforceAdmin &Developer**

**Responsibilities:**

* Providing the Application support services for Sales, Service, Community Clouds for US, Mexico, Canada, Germany users.
* Monitoring the Daily Jitterbit Jobs from Salesforce to SAP and resolving any operational errors as if reported
* Providing the effort estimations/Cost for the Major enhancements required from the Business Team
* Interacting with the Business Stakeholders for requirements gathering and distributing the work within the team
* Configuring the Single sign on for new/refreshed Sandboxes and updating the Self signed certificates
* Developed Batch and Scheduled classes for auto email notifications and order creation in EDI system
* Integrating Salesforce to outlook for Certain user profiles to have bi-directional sync for Contacts, Events
* Developed custom login, Self-registration, forgot password pages for Company and Customer portals
* Added Lightning Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Creating Lightning flows, Lightning components, builder pages in the community portals
* Experience in building Lightning Components, Lightning Events, using Lightning Base Components, Lightning UI components and Aura Framework.
* Publishing the knowledge articles in community pages for Multi languages
* Translated the Company community to Korean, French, German languages which also includes creating custom labels, visual force email templates,HTML templates
* Developed Apex Batch classes, Scheduled Apex jobs, Future methods, stateful, and Queueable Methods for different complex scenarios where synchronous methods were running into governor limits.
* Assign users to Permission Sets, Public groups, Queues, Profiles and Roles depending business needs.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects and to read, extract and load data from comma separated values (CSV) files.
* Written Test Cases for checking out the 75 percent of the code coverage and deployed the SFDC data using Salesforce.com IDE.

**Verizon, Irving TX Dec 2017 – Mar2019**

**Salesforce Admin &Developer**

**Responsibilities:**

* Interacted with different lines of business users for gathering requirements and prepared Technical Design Document for the business use cases.
* Created Data flow diagrams, flow charts using MS Visio and created project plan.
* Worked as Salesforce.com Analyst/Developer and Administrator in the organization.
* Customized Lightning component for Look up, pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Developed Lightning components and used Lightning App builder to use those components in Lightning pages.
* Played Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience
* Designed and developed web pages using JSP, HTML, and ASP and used JavaScript for client-side validation.
* Developed Lightning components along with server-side controllers and used AJAX calls to retrieve the data from an object.
* Used SOQL/SOSL with consideration to Governor Limits for manipulation needs of the application using platform database objects from Salesforce.com objects.
* Designed, and developed Apex Classes and Apex Triggers for functional needs in the application from Salesforce.com objects.
* Implemented best practices and coding standards in developing Apex Controllers (Custom, Extension) and Apex triggers.
* Maintained sandbox environments and deployed components across different sandbox to production instances using Change Sets and Force.com migration tool, Git Hub.
* Expertise on Apex Language in creating Apex Classes, Controllers, Triggers, Web Services, Visual Force Pages, Components, Custom Objects, S-Controls, Force.com IDE.
* Supported around 1000 users in the implementation of the Service cloud and sales cloud.
* Worked on CM tools (JIRA, Confluence, Maven, Jenkins, ANT, Git, GitHub.
* Worked on Live Chat agent Implementation using Omni-Channel.

**Environment:** Force.com IDE, Lightning, Apex Classes, Apex Triggers, Visualforce pages, Validation Rules, Formula Fields, Data Loader, JIRA, HTML5, JSP,Reports and Dashboards, GitHub, Jenkins, Workflow Approvals, Web Services, Force.com Eclipse Plug-in), REST API, Service cloud (Live chat agent, Omni Channel setup).

**Ernst &Young, Alpharetta GA Mar 2017 –Nov 2017**

**Salesforce Developer& Administrator**

**Responsibilities:**

* Involved in data modeling customizing opportunity object by adding custom fields (pick lists etc.) and creating Opportunity stages, Record types as per business requirement.
* Creation of custom visual force pages for Opportunity creation through multiple channels (i.e. from account page or from Opportunities tab).
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Integrated the SOAP API based web services on demand for extracting the data from external systems.
* Involved in SFDC integrations (to accept and send feeds to Workday/Oracle) and experience with REST and SOAP web services.
* Created Apex methods for the lightning controller and helper methods to perform DML operations.
* Implementing the REST call outs via Triggers on the standard objects.
* Building business logic to filter the data w.r.t record types, Parse the JSON response and covert to readable format.
* Implemented Triggers in scenarios like submitting time bound opportunities for approvals, adding team members, email notifications on stage changes.
* Implemented Batch Apex and schedule apex for data cleansing functionalities and opportunity realignment.
* Deployed Sandbox salesforce.com application into Production using Force.com IDE.
* Designed various Email Templates like Custom, HTML and Visualforce.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL

**Citi Bank, Rockville MD Feb 2016 – Feb 2017**

**Salesforce Administrator/ Developer**

**Responsibilities:**

* Worked as a sales force developer and involved in a complete development cycle requirement gathering, design, development, quality assurance, testing, maintenance, and support.
* Co-ordinate and worked with offshore team and other client teams to resolve production issues
* Conducted regular go/no-go meetings, review meetings and test analysis, for all business products.
* Performed administrative functions in sales force CRM such as create/modify pick lists and lookup fields.
* Used Agile methodology and had a very good experience in Scrums and sprint meetings.
* Created various profiles, roles, page layouts and configured the permissions based on the organization hierarchy requirements
* Created email templates and inbound emails using visual force for clients and customers.
* Developed various apex classes, triggers, constructors and interfaces for functional needs in the application
* Developed Cascading Style Sheets (CSS) for creating effects in visual force pages.
* Customized salesforce.com fields, page layouts, record types, list views and queues.
* Used JavaScript functionalities such as libraries and remoting to customize visual force functionality.
* Worked with SOQL and SOSL queries with governor limitations to perform database operations and integrated application with Salesforce.com by using SOAP, REST and web services API.
* Created apex REST methods which supports into formats JSON and XML.
* Used sales force Ajax toolkit to make asynchronous calls to SFDC data store for optimizing data retrieval process.
* Created test scenarios in a sandbox environment, developed code and implemented it on the production environment. .

**Travant Systems, Bangalore, India. Feb 2014 – Dec 2015**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Strong experience in implementing MVC with Salesforce.com.
* Developed UI using CSS, HTML tags, Visualforce components and used JavaScript for front-end validation.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Worked with Visualforce Controllers (Standard, Standard List, Custom and Extension)
* Prepared data mapping document to map source and target system fields.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
* Written Apex Test Classes for unit testing to ensure at least 75% code coverage is met.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments.

**Environment:** Salesforce.com, Apex, Visualforce, Forec.com IDE, Workflows, Data loader, JavaScript, HTML, AJAX, Force.com IDE, ETL, Demand tool, Java, J2EE, Web services, Oracle,

**AI Soft Technologies, Bangalore June 2013 – Jan 2014**

**Java Developer**

Responsibilities:

* Worked under UI layer using JSP, Html, CSS, JavaScript
* Developing Server-Side programming using Servlets and JDBC
* Performed Action Mapping in Struts Config Xml.
* Involved in the development of Servlets and JSP’s.
* Involved in writing DAO’s (Data Access Object) and DTO’s (Data Transfer Object).
* Used Core Java concepts oops, strings, collections, exceptions, IO Streams
* Involved in Developing Struts Action Classes, Validations, and Form beans

**EDUCATION:**

* Bachelor of Technology in Mechanical Engineering from JNTU-H, India (2010-2014).
* Master’s in Industrial Engineering, University of Central Missouri (2016- 2017)

**CERTIFICATIONS:**

* Certified Salesforce Platform Developer -I
* Certified Salesforce Service Cloud Consultant
* Certified Salesforce Platform AppBuilder
* Certified Salesforce Advance Administrator
* Certified Salesforce Administrator