**SRAVANI** 

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**PROFESSIONAL SUMMARY**

* Overall **8+ years** of **IT** experience in Software Development Life Cycle (SDLC) which involves **5+** **years** of **Salesforce** requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in **SalesForce.com** this **involves working with configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, lightning design system.** **3 years** of **Java/J2EE** technologies.
* Extensive experience in **Salesforce Administration (SFA), Creating Roles, Profiles, Page Layouts**.
* Good knowledge on Apex development in creating **Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions**.
* Experience in **Sales cloud, Service cloud, Custom cloud, Chatter** and **App Exchange** applications.
* Expert in customizing and implementing **with Validation Rules, Workflows Rules, Process Builder, Approval process, Record Types, Assignment/Sharing Rules, Reports** and **Dashboards**.
* Experience in Salesforce.com **Apex Classes, Apex triggers, Visual force, Force.com API, complex SOQL&SOSL queries, DML statements** and **S objects**.
* Usage of **wave analytics** helped the organization improve the number of sales and also understand the flaws which are further taken care by sales team.
* Technical Knowledge about **Salesforce lightning schema builder**, **process builder, app builder, components and lightning connect**.
* Experience in building **re-usable Lightning components** and using Lightning Framework.
* Experience in using client side and server-side controllers in **Lightning Design**.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Backend Development using **Salesforce Commerce Cloud (Demandware)** platform.
* Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked on Web services using **REST API** exclusively on obtaining the needed information using the URL approach.
* Process knowledge of CRM processes like **Sales, Marketing, customer service** and **customer support, Business processes** and recommended solutions to improve their processes using **Salesforce.com**.
* Configured and Customized the **Salesforce Sales Cloud, Service Cloud, Marketing cloud** and Opportunity Management for business support for customers
* Having experience on REST methods such as **Put (), Get (), Post () and Delete**.
* Good understanding of key Salesforce architectural concepts (e.g. **API and governor limits**, security models and techniques) and how they influence design.
* Develop custom applications using **apex, visualforce, JavaScript, Angular JS, HTML, CSS.**
* Experience with **HTML 5, CSS, JQuery, Angular JS web services**.
* Experience in developing solutions for the **Apttus Contract Lifecycle Management** (CLM) system including X- Author for Word, development of clause libraries and contract templates.
* Experience in APTTUS **Product Configuration** and **Pricing Configuration** with some advanced functionality of SFDC
* Have knowledge in implementing various advanced fields like Pick lists, **Custom Formula Fields, Many to Many Relationships**, **Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows**, and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Designed custom formula fields, field dependencies, validation rules, workflow rules and approval processes for automated alerts, field updates and email generation according to application requirements.
* Customized page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages as per the business needs.
* Extensive experience in using **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions**, and Approval Process in Salesforce.com
* Experience in using **Data Loader** for exporting and importing the data Involved in documentation reviews and participating in bug reporting meetings.
* Experienced customizing standard objects **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards**.
* Expertise in **Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) & Ajax Tool Kit**.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce CRM** | Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service, Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types |
| **Force.com Tools** | Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Informatica |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, JQuery |
| **Web Technologies** | HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, Angular js, SOAP, REST |
| **Database** | SQL Database, Oracle |
| **Platform** | Windows, Linux, MAC |
| **IDE** | Visual Studio, Eclipse |

**CERTIFICATION**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**EDUCATION**

* Bachelor’s in Computer Science Engineering – Narasimha Reddy Institute of technology- 2012, TS India.

**PROFESSIONAL EXPERIENCE**

**Client: Delta Dental, Michigan. Aug 2019 – Till Date**

**Role: Sr. Salesforce Developer**

**Description:**

**Responsibilities:**

* Created apex REST web services classes for third-party applications which uses the salesforce.com data by the restricted access.
* Provided solution and Implementation of Apttus CLM & CPQ for different business internally.
* Integrated Salesforce CRM with legacy Quote Management and Order Management.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Built Apptus CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Responsible for developing the Partner Homepages using React JS and Jquery.
* Worked on many custom modules and widgets using React JS/CSS/HTML and made those cross-browsers consistent.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* The ask was to improve the user experience, simplify the quoting process and help the sales team with guided selling and product configuration. Presented multiple product configuration options and then build the selected configuration.
* As, there were many configurators, build a apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Used advanced approvals to simplify approval process used currently and migrated from old standard approval logic to advanced approvals, Reduced, eliminated need of custom apex logic .
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experience usingForce.com technologies, including Apex, Visual Force and Lightning Components
* Created Custom objects to build new application functionality in the Salesforce.com.
* Designed various tasks such as navigation wizard at the frontend using JQuery.
* Developed visual force pages, Component, created tabbed view and designed these pages using style sheets.
* It operates the backbone of the healthcare supply chain and drive the future of local care delivery. It also guides medical innovations to market and this is what it means to create healthier future.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for integrity of the data.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Environment:** Saleforce.com platform, react JS, REST API Visual Force, Apptus CPQ, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in.

**Client: 7- Eleven, Texas Jan 2018 – July 2019**

**Role: Salesforce Developer/Admin**

**Description:**

**Responsibilities:**

* I'm responsible for implementation of customized requirements.
* So far Implemented **Triggers, rest api callout(google), building portal(communities) on VF**, providing automation for business requirements.
* Wrote utility classes.
* Used the Aura framework and **Salesforce lightning Design System** (SLDS).
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Run **APEX data loader** to **import/load** the data in to Salesforce object after these files are successfully transferred.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects with **lightning**.
* Deployed many applications on **sales cloud, service cloud** which includes the call center and marketing applications.
* Implemented and customized Salesforce **customer relationship management (CRM**) for Marketing, Sales and Case Management also implemented **sales cloud and service** cloud to improve customer retention and service delivery process improvement.
* Managed forecasts, contract management and pipeline maturity through the **Sales Force.com CRM software**.
* Worked on Service cloud console application to create a new VF view of different cases at a time inform of tabs.
* Used **SOQL SOSL** with in **Governor Limits** for data manipulation needs of the application using Force.com Explorer.
* Provided **Salesforce.com w/Wave Analytics architecture** and administration including advanced configuration such as creating and managing custom objects, fields, formulas, validation rules, triggers, custom workflow, and approval processes. Working on all aspects of Salesforce.com and **Wave Analytics architecture** and custom configuration and technical/functional capabilities, including changes and potential system implications. Project management methodology **Agile/Kanban**.
* Facilitated workshops between business stakeholders and offshore developers to modify **Salesforce.com Merchant CRM platform** to conform to Best Practices and to improve performance.
* Built and managed dashboards in SFDC **and Wave, views, reports** in Salesforce standard and custom objects.
* Designed and delivered **SFDC native reports and Wave Analytics dynamic dashboards**: Sales Forecasts; Pipeline; Sales Executive and Service cases and credits dashboards; utilizing JSON/XMD editing
* Developed **Salesforce Lightning applications** using Lightning **Components, Controllers** and Events and used **custom CSS** in the components.
* Configured Service Cloud features and done service automated.
* Created Executive and other **Dashboards using wave Analytics**.
* Developed **apex REST web services classes** for external applications accessing salesforce.com data with restricted access.
* Used Angular JS within VF container. (UX team actually gave us the supporting js, template files and HTML code which was refactored/changed by me to fit into VF)
* The pages built are very responsive. Also used effective visual force remote techniques.
* Implemented google captcha validation within a VF.
* Used **Sales Cloud integration** solution between **Inforce ERP applications** and the Sales Cloud of force.com.
* Created customized agent time tracking functionality using declarative functions.
* Worked on **clone functionality** on **Lightning**. Copy an existing Sales Illustration and load a new SI with all arrays (related lists).
* Salesforce.Com application integration of the **Apttus CLM Quote to Cash App** Exchange product.
* Configured the **Contract management** and **revenue management** with using of **Apttus CPQ**.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Experience in working with **Apttus core objects** like **Agreements, Line Items, Price lists, Templates, Categories, Orders, Quote/Proposal**.
* 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's, APEX, Visual Force and Trigger.
* Configured the **GitHub** to maintain the different versions in common development environment.
* Involved on creating Lightning Pages inside Lightning community Builder
* Worked on Custom Setting and Test Case and Experience in **Salesforce Lightning - upgrade, migration, setup, and development**. Worked on Lightning Experience, Lightning Connect and Lightning Component.
* Provided functionality to create sales illustrations/cases by uploading JSON within Lightening page.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of page.
* Experience in managing **Repositories** using **Jenkins and GitHub**.
* Created some custom pages through Lightning components.
* Involved in using Lightning, process builder and workflows.

Environment: Force.com, Apex, Visualforce, Demand tools, Commerce Cloud (Demandware), Change set, Data Loader, ANT, Eclipse, Communities, Sites, Sales Cloud, lightning, service cloud, apttus, Informatica ETL, GitHub.

**Client: Western Digital Corporation, Irvine, CA Jan 2016 – Dec 2017**

**Role: Sr. Salesforce Developer**

**Description:** Western Digital Corporation is computer hard disk drive manufacturer and data Storage Company. It designs, manufactures and sells data technology products, including storage devices, data center systems and cloud storage services.

**Responsibilities:**

* Worked on large Salesforce CRM implementations including- Improving **Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems** etc.
* Developed Sales Cloud to improve forecasting, campaign and partner portal.
* Built a Community portal for users to register **Cases, Assets and RMA’s** .
* Involved in creating **Lightning Pages** inside **Lightning community Builder**.
* Implemented custom apex classes to pull data from a third-party **chat application** into Salesforce custom objects.
* Wrote scheduled classes to pull Customer Interaction with **Chat Bot** from the Chat application.
* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on **batch apex** to auto create opportunities based on close date of a current contract.
* Developed **Triggers** with bulk-safe and have a minimum of 75% code coverage.
* Developed a **Visual force page** for creating the **Opportunity** and integrated with **oracle Cpq**
* Implemented auto create events on public calendar using trigger and custom settings.
* In-depth understanding of Salesforce.com’s **Sales Cloud, Service Cloud and Force.com** product offerings.
* Created the email templates to be used in **Workflows, Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud**.
* Experience working in **service cloud, supporting cases, developed workflows and triggers** for automated case resolution
* Analyzed the changes performed in CRM application for Service, sales etc. translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* Responsible for performing administrative functions in Salesforce CRM such **as create/modify pick lists** and lookup fields.
* Supported over **1200 Salesforce users** - sales, service teams.
* Used Custom Settings to store frequently used data and Field Sets to avoid code changes when new fields are added.
* Implemented Mass Edit functionality for various functional needs **using Visual Force page and apex.**
* Used SOQL and SOSL with consideration to **Governor Limits** for data manipulation needs of the application using platform database object.
* Worked on **custom email notification** using **trigger and email templates**.
* Implemented Inventory process using **trigger, approval process and visual force page**.
* Defined **look up and master-detail relationships** on the objects and created junction objects.
* Handled administrator functions including user account maintenance, reports, dashboards and other routine tasks.
* Using Workflow rule implemented **email alert, field update, changing record type** and also created with time dependent workflow action.
* Implemented **Web to Case, Email to Case functionalities** to provide a better customer support to the customers.
* Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end

users, which help in sales enhancements

* Migrating the pages from **classic to lightning**.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System,**

**Lightning App Builder and Lightning Component features**.

* Created **Workflow Rules and defined related tasks, Time- triggered tasks, email alerts, filed updates** to implement business logic.
* Used **Data loader for data migration** and **integration**.
* Used **Picklists, Dependent Picklists** and **Record types** to enforce data quality.
* Used **Tabular, Summary and Matrix reports to customize Standard reports** and create Custom reports.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Health cloud, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Client: CareFirst (BCBS), CA Aug 2013 - Dec 2015**

**Role: JAVA/J2EE Developer**

**Description:** This project is to streamline, simplify and standardize the online channel for member, users with industry leading capabilities to cater upcoming reforms. The purpose of this initiative is to define a member Portal solution at CareFirst that provides all necessary features and information through online. Through this CareFirst Blue Cross Blue Shield intends to achieve an industry standard.

**Responsibilities:**

* Involved in the **Analysis, Design** and **implementation** using **[AGILE]** methodology for iterative development of the application. Participated in Scrum, Retrospective and Release Planning Meetings.
* Developed application using **Spring, Hibernate, Web Services (RESTFUL).**
* Worked **on Spring Controllers** and configured using annotations to handle the presentation requests and integrated with services and **DAO** using annotation.
* Designed and developed a web services by using Java and using Web API to receive and pass data to back-end.
* Used Maven for build application.
* Expertise in using **XML/JSON** to link with back end applications.
* Used GIT control system for tracking changes in computer files and work on those files among multiple people.
* Developed web application using HTML5, CSS and JavaScript.
* Involved in gathering requirements and analysis meetings with business analyst and end users.
* Used **Spring Boot** which is radically faster in building services and develop **Spring** based application with minimal configuration.
* Developed **JUnit** **for Unit Testing and Mockito** as Mocking framework.
* Worked with **JDK 1.8** and implemented **Lambda expressions, streams and parallel Streams.**
* Used **Stream** and **ParallelStream** to filter and transform data. And used functions of Stream including **Map**, **Filter**, **Reduce** and **Collect.**
* Used JSP, JSTL and Spring tags for retrieving and displaying data.
* Helped the build team to integrate the code Continuous Integration using **Jenkins**.
* Used the **Log4j** framework to log the system execution details to log files.
* Used **GIT** version controlling to maintain project versions
* As a part of **Quality assurance** participated in the Code review process.
* Analyzed web applications, documented detailed **Test plans, test cases** and expected results based on the business functional requirements.
* Used **SPLUNK** to search and reviews the logs information while working on the incidents
* Used **Tomcat** web server to deploy application locally and used IBM **Web Sphere** to deploy application in production.
* Testing the functionalities in terms of requests and responses for the front-end JSON files.
* Extensively developed **RESTful API**'s and **SOAP** webservices.
* Used **Java8**features like stream and Lambda expressions.
* Experience in Development and Documentation throughout the entire **SDLC**.
* Also have good expertise in automating the test scenarios using Cucumber.
* Troubleshoot and resolve medium to high complexity application defects.
* Performed unit testing with the help of **Junit**.
* Worked on Java8
* Working experience with **on-demand/SaaS**application development and **cloud platforms.**
* Good Working experience in using different modules like Spring Core Container Module, **AWS**, Docker, **Spring** Application Context Module, **Spring MVC** Framework module, Spring AOP Module, Spring ORM Module etc. in Spring Framework
* **Microservices** architecture applications using Spring Boot, Spring Cloud config
* Used **MongoDB** internal tools like Mongo Compass, Mongo Atlas Manager & Ops Manager, Cloud Manager etc.
* Worked on MongoDB database concepts such as locking, transactions, indexes, sharing, replication, and schema design.
* Strong communication, problem-solving, and planning skills, with ability to work independently or in a team environment.
* Expertise in using **Log4J, Maven, SOAP UI, Putty**.
* Followed Agile Software Development Methodology and Test-Driven Development (TDD) to build the application iteratively and incrementally. Participated in scrum related activities and Daily Scrum Meetings
* Integrated Monitoring tool CloudWatch with SNS, SES and Auto-scaling. Experience in using to CloudWatch to dynamically monitor **AWS** Recourses.
* Worked with all agile development and SCRUM process throughout the entire project.

**Environment**: **Java 8,** JSP, Servlets, **Spring MVC/ DI/ AOP/ Templates, Spring Boot, Hibernate, Web Services, RESTFUL Services, Jersey,** JUnit, HQL, JSTL, Spring Tags, HTML, CSS, **Maven, Jenkin, UML, SPLUNK, TOAD, WebSphere**, IBM HTTP Server, **Tomcat** Server, Eclipse, Oracle, Linux/Unix.

**Bipsum Software Solutions, Hyderabad, India**

**Role- Java Developer May 2012 - May 2013**

**Discription:** This is the development of e-Learning Portal. The core concept of this e-learning Portal is to provide a point of access to educational and training related services for high school students. The goal is to simplify the user experience and information access, in support of the existing goal of providing online training for the student community. The portal provides a single access point for a collection of services, rather than making the user accesses each of the different services directly and individually. This site will provide 22 features. Some of these features are being developed as plug and play components using XML and XSLT. Followed MVC architecture in component development.

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Presented designs and concepts to Clients and the Management for review.
* Performed the validation and testing of the completed websites.
* Responsible for web hosting and the installation of e-mails and forms.
* Developed Message Driven **Bean components** in **Websphere MQ** Series to manage the backend transactions and e-mailing (using **JMS and IMAP**).
* Developed beans for business logic and utility packs mapping database entities.
* Involved in analysis, design, development and maintenance.
* Developed **Session/Entity Beans** and deployed on **Web sphere Application Server**.
* Involved in writing SQL queries and stored procedures.
* Configured deployment descriptor specifying data environment.
* Documented, prepared help files, user guide and trained end users.

**Environment**: Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Structs, JSTL, UML