**Srujana S**

**Sr. Salesforce Developer**

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**Summary:**

* Around 8 years of Professional IT Experience with involvement into both Salesforce Developer and Administrator, including customization, configuration, development, and integration
* Worked with **apex triggers, classes Visual force pages, Batch Classes**, salesforce AppExchange
* Expertise in **SF administration**, **Configuration, Implementatio**n, and Support of Salesforce CRM
* Expertise in Software Development Life Cycle (SDLC) including **analysis, requirement gathering,** **development**, **enhancements**, **testing**, **deployment** and **maintenance** of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications
* Strong implementation and rollout experience with salesforce.com CRM, Sales cloud, Service Cloud, and Communities
* Experienced in Salesforce Lightning for UI design and Lightning pages with lightning style sheets
* Hands on experience with various app exchange applications such as **Jitterbit**, **Workbench**, **Data** **Loader**, **DLRS.**
* Experience working in an **Agile and Waterfall Methodologies.**
* Having worked on salesforce.com Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using Force.com Migration Tool and **Change** **set**
* Migrated large volumes of **external data** on to **Salesforce.com** using **Apex Data Loader** as part of **data management functions.**
* Experience in working with various **salesforce.com** standard objects like **Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboards.**
* Committed to excellence, self-motivator, quick-learner, team-player, and a developer with strong problem-solving, analytical skills and communication skills

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| CRM Tools | Force.com, sales cloud, service cloud, financial force PSA |
| Salesforce.com Development | Apex language, Triggers, classes, controllers and extensions, Apex REST and SOAP web services, SOQL, SOSL |
| Salesforce.com Administration | Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates. |
| Lightning Development | Salesforce lightning design system, lightning components, aura framework, JavaScript controllers, server-side controllers. |
| Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| Languages | JavaScript, HTML, CSS, Bootstrap |

**Certifications**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Advanced Administrator
* Salesforce Certified CPQ Specialist

**Professional Experience:**

**Client:** Netsmart Technologies Inc.

**Role:** Sr.Salesforce Developer/Administrator

**Duration:** February 2019 – Present

**Location:** Overland Park, KS

**Responsibilities:**

* Worked on Creating **custom object, custom fields, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including field updates and email alerts** in lightning platform.
* Design and Develop the **Apex Classes, Standard & Custom Controllers, Visualforce pages,** **Apex Triggers** for various functional needs in the **application.**
* Developed **Lightning Components** using Aura Framework and worked with Apex Controllers.
* Worked on helping the users in Classic with the **Lightning Experience.**
* Worked on customization of visualforce and Lightning Pages to have **lightning experience** for desktop and **mobile applications.**
* Worked Closely with Sales Cloud, Community Cloud. Working knowledge on Marketo, Service Cloud.
* Worked on closely with the **Financial Force PSA** and customized the code based on the company requirements.
* Developed **lightning pages** and displayed it on the **community builder.** Worked with iFrames.
* Work with **SOQL, SOSL queries** in **apex triggers** and **controllers** and followed **salesforce** best practices for querying **large** **data sets** and to make sure with consideration to **Governor limits** in the environment.
* Develop **Batch Apex classes, Queueable Jobs, Schedule Jobs**, **future callouts** and running them through **Apex jobs** on daily basis.
* Worked with **REST** and **SOAP** **API** Web Services for **external applications** to consume and Post the Data.
* Worked with **Conga workflows** to create custom documents using **Conga templates** and **Conga Queries.**
* Developed Test classes to give the **best code coverage** for every scenario and **refactoring the existing code** by following **the best code standards** to achieve at least **80%** code Coverage
* Analyze the incidents created on **Service NOW** and resolve them within the slated SLAs.
* Participated in user training sessions and educate the end-users to navigate the system with new enhancements and features added to the system.
* Working on deploying changes from Sandbox to Production Using **changesets**.
* Researched on the **CPQ**, while working on migrating to CPQ from the custom process.
* Scheduled hourly rollup calculation using Declarative Lookup Rollup Summaries, irrespective of having a Master-Detail.
* Developed and worked on different **custom reports and folders** for various user profiles depending on the requirement in the project.
* Work with business stakeholders, Product owner, Scrum master and other teams to identify MVP items and plan work for every quarter as part of PI Planning. Participate in **daily SCRUM** and provide updates on work items.

**Client: US Bank**

**Location: Houston, TX**

**Role: Salesforce Developer/Administrator**

**Duration: June 2017 - January 2019**

**Responsibilities:**

* Interacted with different lines of **business users** for gathering **requirements** and prepared Technical Design Document for the **business use cases**.
* Actively worked on customization of **Sales cloud** by configuring **Web-to-Lead, Assignment rules, Sales Process** and Account Team
* Designed, and developed **Apex Classes** and **Apex Triggers** for functional needs in the **application**.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.** Worked on **Batch Method** and **Future Classes.**
* Worked on **Agile and Scrum Methodology** for Salesforce custom app implementation
* Created **user roles** and **profiles, security controls** and **shared settings**.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Created workflow rules and defined related tasks**, time triggered tasks, email alerts, field updates** to implement business logic.
* Worked on customization of visual force to have **lightening experience** for desktop and **mobile applications.**
* Developed **visualforce pages** and displayed them on the **community builder.**
* Executed **pick lists, dependent pick lists, master-detail relationships, validation, and formula fields to the custom objects.**
* Created **Custom Visual Force email templates and Visual Force pages** to leverage the functionality of displaying the information from different objects and update on the same page.
* Installed applications from **sandbox to sandbox/production** using **changeset,** **ANT** migration
* Experience in using the **Workbench tool** for **SOQL queries, SOSL and the REST Explorer.**

**Client: HomeStar**

**Location: Atlanta, GA**

**Role: Salesforce Developer**

**Duration: December 2017 – May 2017**

**Responsibilities:**

* Experience in using **force.com toolkit** including **Alex Classes, triggers and visualforce pages** to develop custom business logic.
* Executed **pick lists, dependent pick lists, master-detail relationships, validation, and formula fields to the custom objects.**
* Worked on various **CRM** modules involving **sales and service cloud** with functionalities like **Opportunity and Case Management.**
* Worked on creating many **Email templates in HTML and visual force.** Designed web pages in visual force for capturing various customer enquiries.
* Experience working in **service cloud,** supporting cases, developed **workflows and triggers for automated case resolutions.**
* Demonstrated deployments of enterprise software systems using industry standard environments including the development of Web Services and system components using C#.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked with Integration and web services. Integrated Salesforce by using **Apex Web services and outbound messaging.**
* Created complex **workflow rules** criteria for **field updates and email alerts.**

**Client: Grab On**

**Location: Hyderabad, India**

**Role: Salesforce Administrator/Developer**

**Duration: January 2016- July 2016**

**Responsibilities:**

* 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**.
* Developing **Triggers with** a minimum of 75% code coverage.
* Experience working in **service cloud, supporting cases**, developed **workflows and triggers** for automated case resolution
* **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.
* Created **master-details relationship, roll-up summary and formula field** to aggregate data based on the requirements (from child records on the parent and to retrieve the field value)
* Communicated with SFDC designated users to help them in their role and to provide information and training on the new features.
* Created a sandbox to backup data.
* Created profiles and implemented Object and Field Level Security to Hide Critical Information.
* Worked on data validation rules and formulas fields. Created workflow rules to automate tasks, email alerts, field updates and time-dependent actions

**Client: Trillion IT Services**

**Location: Hyderabad, India**

**Duration: June 2013 – December 2015**

**Responsibilities:**

**Role: Salesforce Administrator**

* Worked with the user group for gathering requirements throughout the planning and implementation.
* Involved in SFDC application support for end users.
* Developed Workflow rules, Time Dependent Action Triggers, email templates to implement the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Configured Role based Authorization on Object/Field Level.
* Designed Dynamic approval process with records to be routed based on lookup fields on the record and in accordance to the approval matrix.
* Providing ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Worked with the custom Customer Community and managed the membership of the community along with Service cloud functionalities to deal with the various cases filed by the customers.

**Role: Software Developer**

* Developed front-end screens with **HTML, CSS, JavaScript**. Worked on client-side validations using JavaScript and developed required Servlets.
* Implementing the logic required for the application.
* Worked with the File management and image libraries.
* Provided support services for the application.
* Participated in Code review and Quality Assurance.
* Designed JavaScript codes to build web forms and simulate process for web application, page navigation and form validation.
* Developed web pages with **functionalities** like **login, register, forget password, Email, filters** using JavaScript and HTML.

**Education**

Master’s in Computer Science and Engineering