



**Kongara Madhura Sravanthi**  
**Salesforce Developer**  
**madhurasravanthikongara@gmail.com**  
**7204768689**

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### **Professional Summary**

- **Salesforce Developer** having **4.2** Years of experience in **Salesforce Technology** and **1.1years** in **Web Applications Development**
- Experience in working with **Debug Apex Scripts** using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governor Limits.
- Experience in **Sales Force Configuration Apex Programming** and **Sales force Lightning**.
- Strong knowledge about **Service cloud** and **customization** and good understanding with **Client/Server architecture**, **Object-Oriented design techniques** and web application design.
- Extensive experience in **case management**, **Email-to-case**.
- Good experience in working on **Eclipse IDE** with **Force.com Plug-in** for writing business logic in **Apex programming language** .
- Proficient in **Data Migration** from Traditional Applications to Sales Force using **Data Loader Utility**.
- Experience in working with **Salesforce.com sandbox**, **Integration**, **Staging** and **Production environments**.
- Experienced in **Creating Roles**, **Profiles**, **Public Groups (AD Groups)**, **Email Services**, **Page Layouts**, **Workflow Alerts and Actions**, and **Approval Workflow**.
- Excelled in working with various **salesforce.com standard objects** like **Accounts**, **Contacts**, **Cases** etc
- Involved in developing **LWC and Aura Components**
- Experience in web technologies like **HTML**, **XML**, and **JavaScript** experienced on working with data structures to manage large amount of data efficiently.
- Involved in **design**, **development**, **test** and implementation phases of **Software Development Life Cycle** and **Agile Development** with focus in Object Oriented Programming.

### **Certifications:**

- **Salesforce Certified Platform Developer I (SP21)**
- **Salesforce Certified Administrator (WI21)**

### **Technical Skillset**

Sales force	SFDC Certified Force.com Developer, Sales force CRM, Apex Language,
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<b>Technologies</b>	Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, , Apex Web Services, Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects, Salesforce Lightning.
<b>Sales force Tools</b>	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox, Staging and Production)
<b>Programming Languages</b>	Java, JavaScript, HTML, CSS, XML, C, C++, C#.

## **Work Experience**

**Client: Salesforce**

**Project: Campfire**

**NOV- 2022 TO PRESENT**

**BC FORWARD TECHNOLOGIES**

**SALESFORCE DEVELOPER**

### **Responsibilities:**

- Decoded Support Force Analysis on custom objects and standard objects
- As part of Decoding Support Force, Analyzed various Aura Components, Apex Classes, Triggers, flows etc.
- **Agile methodologies (SCRUM)** were implemented that includes daily scrum with team and **Code Reviews** and Status of the user stories on everyday basis
- Implemented the requirements on Salesforce.com platform and **Force.com** IDE Plug-in using **VS Code**.
- Made **Git Commits** on everyday basis which was linked to our user story in **GUS**.
- **Created Workflow Rules to automate Tasks, Email Alerts and Field Updates.**
- Designed and developed **Apex Classes, Apex Triggers** for various functional needs in the application
- Involved in developing **Lightning components**.
- Experienced with different variety of Lightning Buttons with Icons on them.
- Understood the order of execution of **Aura Handler and Lightning Button**.
- Worked on calling **Server-Side Controller from the Client-Side Controller**.
- Worked with **Helper functionality**.
- Worked on **creating and handling Component**
- Interact with **Business Analysts**, Other **Developers** and **Team** to design better test plan and strategies based on the requirements of the **Business**.

**Environment:** Salesforce.com platform, **Salesforce Lightning**, Apex Language, Visual Studio Code, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading

**Project: SIAM Commercial Bank**

**JAN 2022 – OCT 2022**

**APPLICATION DEVELOPMENT SENIOR ANALYST,**

**ACCENTURE**

### **Responsibilities:**

- Provided user support and bug fixing activities as per the SLA.
- Using Force.com developer toolkit including Apex Classes and Visual force pages to develop custom business logic.
- Customized existing Visualforce to align with salesforce new Lightning UI experience.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Worked on **Apex** classes, controllers, controller extensions and for **test** classes we always Maintain **Code Coverage** to **90%** which was required in our **Organization**.
- Developed **Workflow Rules** and Approval Process for some **fields** and **Email-Templates**.
- **Demo** of the user stories to the **Business** at the end of every **Sprint**
- Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dashboards.
- Developed Cascading Style Sheets (CSS) for creating effects in **Visual force** pages.
- Created and deployed several reports for different user profiles based on the need in the organization.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Quest Salesforce.com instance.
- Developed lightning Experiences using custom and standard lightning components, styling using CSS if required and, we Implemented using **LDS (lightning design systems) in the lightning component to reduce styling from CSS**.
- Experience in creating **UI** pages for the **Mock services** which can be provided by **business**.
- Given permission to Specific **Roles** in the **Queue** based on the values provided by business to view the **Cases**.
- Created Processes to automate different tasks using Salesforce lightning **process builder** and Created Custom Labels and Custom Meta data to insert in the **Aura Component Bundle**.
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- Deployment of code from sandbox to **DEV, QA** and **Staging** using **GIT** Hub (Package).
- Modified the Edit and Delete button On the Case layout page as required by **Business**.
- Implemented **Case** Management by creating record-types specific to the user **groups**, assignments rules, escalation rules, **E-mail templates**, workflow rules and actions, etc.

**Environment:** Salesforce.com Application, Apex Script, Eclipse IDE Plug-in, HTML, Data Loader, Apex Classes, CSS, Controllers, Triggers, Visual force, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards.

## **PROJECT: YUM BRANDS!**

**SEP 2014– MAR 2017**

**SALESFORCE ADMIN/DEVELOPER,**

**NTT DATA**

### **Responsibilities:**

- Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
- Created new User Accounts and assigned Profiles as per their role in role hierarchy.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Created Data Validation rules and Formulas as per business requirement.
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and

Outbound API Messages.

- Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
- Created and used Email templates in HTML and Visual Force.
- Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
- Designed various **HTML Email templates, Custom Templates** for Auto-Response to customers and, we made this Templates for reusable to other requirements.
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**Environment:** Salesforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Eclipse IDE.

### **APPLICATION SOFTWARE DEVELOPER**

**JUN 2013 – AUG 2014**

#### **NTT DATA**

#### **Responsibilities:**

- Developed fully functional responsive web applications based on business requirements using HTML/HTML5, CSS3, JavaScript and JQuery.
- Used agile methodology for software development process
- Worked on solutions to improve client business processes
- Web page development from design to test and up to production deployment
- Implemented fix for problems which come as a result of code changes and involved in defect resolutions
- Identified and automated manual tasks to save time and implemented system integrated solutions.
- Closely worked with users, developers and team members in problem solving
- Key support member on handling incidents, change requests and problem tickets
- Worked with clients in gathering requirements and approvals during functional analysis and integration testing
- Admin for WebSphere portal responsible for user requests, product migrations and enhancements
- Tested front-end code in multiple browsers to ensure cross-browser compatibility
- Created, administered and maintained more than 30 portlets/applications

**Environment:** JavaScript, HTML, CSS, JSON, React, JQuery, IBM WPS & WCM, Portlet, DojoHTML, Eclipse IDE.