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| **Name: Sravanthi Chennamaneni**  **Email: - shravasc@gmail.com**  **Contact : (715)-544-7730**  **Visa: Green Card** | C:\Users\Unitech\Desktop\SFDC ADM 201.png |

**Professional Summary:**

* Over 8+ years of experience in IT industry in Salesforce.com CRM Platform as Administrator and developer in Salesforce.com and **Lightning Platform using Lightning Components, Lightning Web Components** included Lightning pages, apps, Bundle, Events etc.…
* Experience on **MVC** Framework and **Lightning** Framework
* Working knowledge on **DevOps tool VSTS**
* Working the process for release management in the **VSTS DevOps** too including **CI/CD.**
* Created on **Spark Kafka, Performance Tuning**, JavaScript Frameworks, Apex Design Patterns, Salesforce security model
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* working on the **Angular JS, Bootstrap, CSS3, REACTJS**
* Working with **Maintain infrastructure** and web services developed including security (1 way and 2 ways SSL), along with all other customized tools across the [salesforce.com](http://salesforce.com/) applications.
* Lightning components and added Design Parameters from **Lightning Design System** (LDS) Customized Lightning components were built using Java script on client side and Apex on server side.
* Worked in Salesforce.com including System analysis, design, development, testing, deployment of SFDC, Web based **Applications, APTTUS CPQ, APTTUS CLM, Salesforce Lightning, X-Author in word, X-Author in Excel.**
* Experience in Administration, Configuration, Implementation and Support of sales force CRM and sales force SFA applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Experienced in Force.com Apex Classes, Apex Triggers, Integration, Visual force, Force.com API
* Report/Dashboard creation & customization, user/role/profile management.
* Worked on Importing, Exporting and Upgrading Packages.
* Worked on Deploying using Change Sets and Force.com IDE.
* Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
* Exposure towards all phases of Software Development Life Cycle (SDLC) and quality management systems.
* Worked with **WSDL, BULK API, callouts, and Web services**.
* Implemented Salesforce.com with other internal/external applications using **SOAP** and **REST** based web services.
* Implemented in developing **REST** service in Java with JAX-RS using Jersey. Implemented in integration of Salesforce.com with external applications by setting up oAuth authentication between the Client and the Force.com platform and building bi-directional integration using Metadata API and APEX RESTFUL Services.
* Expertise in Batch and Schedulable Apex Classes for handling bulk DML operations in timely manner.
* Worked in using **Developer console** and **Debug logs** for debugging apex methods.
* Worked in all phases of Software Development Life Cycle (SDLC) like requirement **analysis, architecture and design, development, testing and post implementation** revisions.
* Hands-on experience using **HTML, XML, CSS, JavaScript, Ajax**.
* Experienced in working on methodologies such as Agile-SCRUM, V-Model and Iteration Model
* Created several reports and dash boards.
* Involved in configuration Implementation of Force.com.
* Used Data loader for data management in Force.com platform.
* Proficient in analyzing requirement documents for test plan creation, test design, test execution.
* Proficient in analyzing the requirements from scrum team / client and preparing Test scenarios  
  Investigate operational or systematic problems and user queries as required.
* Communicate effectively and clearly, in writing and verbally, in one-on-one and group presentation situations.
* Work within an Agile Scrum and DevOps model.
* Assist in other duties as needed and directed.
* Actively participate in Backlog grooming, daily standups, and Demo meetings
* Good knowledge on Case Assignment, Knowledge Management and Case escalation rules
* Excellent Salesforce Customer Community Portal experience, to fully leverage Portal capabilities in support of new requirements.
* Worked on Notification services in setting up the Scheduled jobs and alerts.
* A well-organized, goal-oriented, highly-motivated effective team member with excellent analytical, troubleshooting, and problem solving Skills.

**Education & Certifications:**

* Bachelors from JNTU Hyderabad-2006, Electronics and Communication Engineering.
* Sales force Certified Developer.
* Sales force Certified Administrator

**Technical Skills:**

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| **Programming Languages** | C, C++, C#, Java, Apex. |
| **Databases** | SQL, SOQL, jQuery, DB2, MYSQL, Oracle etc. |
| **Operating Systems** | Windows 10/8/7/Vista/XP |
| **Scripting Languages** | JavaScript, CSS |
| **Web Technologies** | Web services, HTML, XML, CSS and JavaScript |
| **SFDC Tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, JQuery,Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **SFDC Technologies** | Force.com platform, Custom Objects, Workflow & Approvals, Validation Rules, S- Controls, Apex Classes/Controllers, Test Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components), Sandbox development & Testing, Reports, Dashboards, Analytical Snapshot and Data Migration |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects,Custom settings, Cast Iron web sphere Integration, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Analytics** | Wave/Einstien |

**Professional Experience:**

**Client: Kemper Insurance, Jacksonville, FL June 2019-Till date**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implements Salesforce projects, supporting complex implementations for sales cloud, Miller Heiman Sales Methodology support including Sales Access Manager (Strategic Selling/Conceptual Selling and Large Account Management Process), Informatica Cloud Integration platform, community cloud, and/or Pardot B2B marketing cloud and Avention Sales Prospecting platform
* Worked on Sales Cloud, Service Cloud, Marketing Cloud/Exact Target and also Sales and Marketing Application Development.
* Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Worked on various salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Generate Email Templates and have knowledge in bulk emailing users.
* Deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Written SQL queries to retrieve information from the database.
* Designed and deployed the custom objects, custom tabs, entity relationship data model, validation rules, workflow rules, page layouts, visual force pages, Apex coding, App Exchange Deployment to suit the needs of the applications using plugins like JavaScript, JQuery, Bootstrap.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dash board.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Specify timers that send Ajax update requests to Force.com according to a specified time interval.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Implemented Test classes to support Code Coverage for deployment to production and performed smoke tests before QE Validation.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Community Cloud, Apex Language, Visual Force (Pages, Component & Controllers), SOQL, SOSL and DML, CTI, Validation Rules, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, Workbench, Sandbox, Eclipse IDE Plug-in.

**Cambia Health, Portland, OR June 2017-April 2019**

**Sr. Salesforce Lightning Developer /Analyst**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Integrated Apex with External services by making callouts that used SOAP API and WSDL.
* Customized the dashboards to monitor lead activities based on sales geography.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Developed different Visual force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Technical Knowledge in Lightning Experience and Lightning App Builder.
* Expertise on Testing REST API using Robot Framework and SOAP UI
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Developed various Custom Reports and deployed them for different business user levels.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Sales cloud, REST API, Informatica, Apex Triggers, Reports, Custom Objects, SOAP API, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**Boston Scientific Maple Grove, MN June 2016-May 2017**

**Salesforce Developer/Administrator**

This Application is implemented to consolidate sales management for all the regions. Salesforce CRM Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

**Responsibilities:**

* Involved in various stages of **Software Development Life Cycle** (SDLC) including experience in Integration of Salesforce with other systems using **Apex Web servicesWSDL** and outbound messaging.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record Level and Field Level security and configured their sharing settings.
* Developed various Visual force pages and embedded them into the page layout for customization.
* Developed test cases for the **Apex Classes**, Triggers and the Controllers.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in Service cloud and Sales cloud for Implementation/Customization.
* Developed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked on Loading and Managing the Data using Apex **Data Loader**.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic **SOQL, SOSL** and **DML** queries.
* Used the sandbox for testing and created managed packages and migrated them between Sandbox and Production environments.
* Designed Service cloud console to find, update, and create records quickly.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Community Cloud, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in Client.

**AIG Insurance, Jersey City, NJ March 2015- Jan 2016**

**Salesforce Administrator/Business Analyst**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Followed agile methodology. Attended stand-up meetings on daily basis and organized meetings with teams on weekly basis.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Reports and Dashboards.
* Created workflow rules and defined related tasks, time triggered tasks, process builder, email alerts, field updates to implement business logic.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Handled various support issues on day-to-day basis and update JIRA accordingly.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Involved in Source to Target mapping to load data into Salesforce from SQL Database using Informatica Cloud.
* Handled Regression testing for various scenarios and logged the bugs in JIRA.
* Developed SOQL and SOSL queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Provided custom reports and dashboards to support the needs of the users and executives.

**Environment:** Salesforce.com, Custom Objects, Custom Tabs, Chatter, Email Services, Workflow & Approvals, Reports workflow, validation rules, report, dashboard, Data Loader, Box.com, JIRA, Informatica Cloud, SAP, Excel

**Magnus Technology solutions Inc, HYD Aug 2013- Feb 2015**

**Java Developer**

**Responsibilities:**

* Involved in front end development working on WebLogic portal 9.2 which constituted of consulting JSPs, controller files using portal framework in java and handling objects passed from server side EJB (version 2.0) layers.
* Involved in writing cactus unit cases that serve the purpose of server-side white box testing. The task includes verifying result set returned from API calls against data obtained from SQL queries so as to emulate front end code.
* Worked on writing back end code using layered architecture including writing hibernate mappings and EJB code.
* Client interaction, VCS, star team and Interaction with Onsite Coordinator.

**Environment:** Java, Swings, EJB, JDBC, Servlets, JSP, JBuilder IDE, HTML, XML, JavaScript, BEA WebLogic, Oracle, Internet Explorer , Windows NT , UNIX MS SQL.