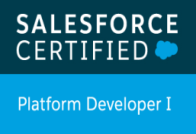
**Shruthi Chala **

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**SUMMARY**

* + - * Over 7+ years of experience in **Software engineering, Data Analyst** and **Salesforce CRM Platform** both as Administrator and Developer.
* Deep understanding of the SFDC implementations covering **Sales Cloud, Service Cloud, Community Cloud, Marketing cloud, Chatter and App-Exchange applications**
* **Experience in Administration, configuration, implementation, lightning, and support experience with salesforce platform.**
* Experience in SFDC Administrative tasks like creating **Profiles, Roles, users, Page Layouts, Email Services, Approvals, Workflows, Report, Dashboards, Actions, Tasks and Events.**
* Experience in salesforce customization, security access, workflow approvals, data validation, data utilities, sales, marketing, customer service and support administration
* Expertise in Development using **lightning application, Apex language, Apex classes, Triggers, Controllers, Controller Extensions, web services, Components** and Application Design and Development.
* Worked on Lightning Process Builder flows, connect API, chatter, and Quick Action
* Used **SOQL**and**SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application
* Experience in integrating External Web systems with Salesforce using **REST** and **SOAP** web services.
* Experienced in deployments of **Apex** and **Visual Force pages** across **Dev**, **Test** and **Production** Instances.
* Excelled in working with various Salesforce.com Standard Objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.**
* Effective work of data Migration using **Import/Export wizard** and **Apex data Loader** for bulk import or export of data from salesforce.com objects.
* Created **Workflow rules** that defined **related tasks, email alerts** and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Created Custom Objects and outlined **lookup and master-detail relationships** and Junction Objects to implement many-to-many relationships on objects and **Roll-up Summary fields** to aggregate data
* Experience in **Data Migration** using ETL tools like **Talend.**
* Experience in Configuration, Implementation and Support of **Salesforce CRM**.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Eclipse, Salesforce Dx
* Experienced in working with **agile** and **scrum** methodologies
* Expertise in design and development of multi-tiered web-based applications using Java technologies: **HTML, DHTML, CSS, XML, UML**, **JavaScript,** and **Rest** and **SOAP**-**based webservices**.
* Excellent analytical, de-bugging skills and documentation skills.
* Excellent work ethics, quick learner, and team oriented.
* Experience in writing test methods and **Test cases** with **Code Coverage**.
* Experience with databases such as **Oracle, My SQL** and **SQL.**
* Experienced using **Salesforce Lightning UI**.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction pages.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce.com Administration** | Custom objects, Standard Objects, Validation rules, Workflow rules, Process builders, Approval process, Permission sets, sharing rules, Profiles and Users, connected app, Remote site settings, Record types |
| **Salesforce.com Development** | Apex classes, Visual Force pages, SOQL, SOSL, extensions, Lightning components, Apex test classes and Rest webservice |
| **Salesforce Tools - Deployment** | Salesforce DX, Eclipse, IntelliJ, Force.com, Change Sets |
| **Integration Tools** | REST, SOAP,Talend and Boomi Data Integration Tool |
| **Salesforce.com Implementation** | Service Cloud Implementation, Sales cloud implementation, Community cloud and Marketing cloud |
| **Database** | Oracle, MS SQL Server, and SQL |
| **Testing Tools** | Selenium, Cucumber |
| **Other tools** | Salesforce Data loader, Dataloader.io, Slack, Eclipse, CA Rally, Flow dock, IntelliJ, Eclipse, Jenkins, GitHub, SourceTree, Microsoft Teams, MS office, IBM Notes. |

**EXPERIENCE:**

**Sherwin Williams, OH Oct 2019-Present**

**Role: Sr. Salesforce Developer**

**Roles and Responsibilities:**

* Developed various **custom objects**, **formula fields**, **Master-Detail**, **Look up relationships**, **Tabs**, **Validation rules**.
* Created various **Profiles, Roles**, and **page layouts** and configured the permission based on the Organization hierarchy requirements.
* Worked on various salesforce.com standard objects like **Cases, Leads, Accounts, Contacts, Opportunity, Campaigns, Reports** and **Dashboards.**
* Worked on sales cloud and service cloud.
* Designed and developed the **Record types, Quick actions, Workflow rules, Process builders**
* Developed **Visual Force Pages**, **Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions**, **Web Services API and Apex Triggers** for various functional needs in application.
* Developed complex mappings & mapplets in informatic to load the data using different transformations.
* Worked on Web to Lead and Web to Case.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Worked on **call center implementation** were coaches giving training to the users.
* Extensively used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using force.com platform.
* Worked on migrating classic to lightning conversions and embed **Lightning Components** in visual force page by using new Lightning out feature.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Experience Working across various SFDC implementations covering sales cloud and service cloud.
* Used the Sandbox Environment for testing and migrated the code to production after testing.
* Used **Data Loader and Talend** for insert, update, and bulk import or export of data from salesforce.com Objects. Used it to read, Extract, and load data from comma separated values (CSV) files.
* Coordinated the process of Production defect fixes and support.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual force** and **Force.com IDE**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force **webservices**, **Java**, **XML,** and partner **WSDL**.

**Environment**: Salesforce.com ,Salesforce Lightning, Sales Cloud, service cloud Apex Language, Visual Force (Pages, component and controller), AppExchange, HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, Excel, Validation rules

**Sherwin Williams, OH Oct 2017-Present**

**Role: Salesforce Integration Developer**

**Roles and Responsibilities:**

* Worked on various standard objects like Leads, Accounts, Contact, Opportunities, Product and Contracts that helps the company to maintain their information and make sales of the product.
* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, **Workflow Rules**, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the **salesforce Visualforce** pages.
* Developed **APEX class**, Controller class and **APEX Triggers** for various functional needs in the application.
* Created the many of the **Reports** and **Dashboards**, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in **Visual Force pages** to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including: **Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base.**
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in project.
* Involved in **Data mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to SFDC using **ETL tools.**
* Worked on Data Loader, which helps us to perform **CURD operation** with the help of CSV files.
* Collaborated with GitHub to access and share data from database.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Talend, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**Lowes, NC Mar 2017-Oct 2017**

**Role: Salesforce Admin/Developer**

**Roles and Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created and Custom **Profiles**, **Public Groups** and **Roles** to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Reports** and **Dashboards.**
* Created different workflow rules and Approvals, Email Templates to run the Assignment rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ
* Experience with creation of users, groups, projects, workbooks and the appropriate permission sets for Tableau server logons and security checks.
* Preparing Dashboards using calculations, parameters, calculated fields, groups, sets and hierarchies in Tableau.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce** and **Force.com IDE**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Used **Git commands** for manual deployments and also used CICD with **Jenkins** for automated deployment.
* Proficient in Data Migration from different application like Netezza, My SQL and SQL server Traditional to Sales Force using **Data Loader** Utility, **Talend** Deployed the code to production, and handled the merger process of accounts and contacts.
* Designed, developed, and deployed Apex **Classes**, **Triggers** and **packages** for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT environments.
* Coordinated the process of UAT defect fixes and support.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, and triggers.
* Developed and configured various Reports for different user profiles based on the need in the organization.

**Environment:** Saleforce.com platform, Talend, Apex, CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Workbench, Data loader.io, iustom Tabs, Email Services, Security Controls, Sandbox data loading, AppExchange, HTML

**Trine University -Angola, IN May 2016- May 2017**

**Role: Software Developer**

**Roles and Responsibilities:**

* Designing research methodologies or populating literature reviews.
* Conducting various research experiments and analyzing data.
* Automated ETL processes, making it easier to wrangle data and reducing the time as much as 40%
* Used Toad and Sql developer tools for faster application design and developments.
* Scheduling of orientation activities, including planning and organizing events on and off campus.
* Experience developing systems to collect data in object-oriented programming language
* Integrating the applications with primary and secondary data base system to acquire data
* Trained in data analysis, data cleansing techniques
* Coordinate with academic advisors, admissions staff, and prospective students about the status of their application and any additional information or documentation needed.
* Involved in preparing the flowcharts, sequence diagrams , activity diagrams for modular distributed architecture.
* Wrote procedures and functions using oracle for managing and maintain the inventory.
* Trained in data analysis, data cleansing techniques

**Environment:** Jenzabar, Oracle, Tableau, Reports and Dashboards, SQL

**Emblix Solutions, India April 2013 to July 2015**

**Role: Software Developer**

**Responsibilities:**

* Developed UI components and assets using JSP, HTML, DHMTL, XML and JavaScript/jQuery.
* Involved in developing Class diagrams, Sequence Diagrams using UML.
* Designed UML Use Cases and Sequential diagram for the parts warranty module.
* Followed Agile methodologies (scrum, extreme programming) and test-driven development.
* Developed Web Screens using JSP/Struts/Spring Web Technology.
* Wrote Store procedures related to the parts warranty module tables.
* Involved in writing Validation Scripts using JavaScript.
* Involved in writing Scripts using AJAX/CSS/HTML.
* Integration testing of the modules.
* Developed HTML and JSP pages for user interaction and data presentation.
* Involved in Coding of Enterprise JavaBeans, which implements business rules, and business logic.
* Involved in developing the Java classes and JavaBeans.

**Environment:** Java, JSP, Servlets, HTML, UML, EJB, Java Beans, MySQL v5.2 CE, JUnit, CVS, Developer

**Education and Certifications:**

* **Master in Engineering Management, Trine University , Indiana**
* **Salesforce Certified Administrator.**
* **Salesforce Certified Platform Developer I (401)**
* **Dell Boomi Developer**
* **Agile Project Management**