Sravani Lingampally

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***Boston, USA   
Boston, USA 02115 7815912740 | Lingampally.sravani28@gmail.com***

Having overall 8 years of professional IT experience working in IT Industry, 5 years of experience in the areas of Salesforce.com and CRM implementation. This involves configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component development. 3 Years of experience on JAVA/J2EE.

As a Salesforce Consultant, my technical expertise includes following:

* 5 years of professional experience in Application Software Designing, Development, Testing, Administration, Implementation.
* Experience with Implementation, Design, Salesforce Configuration, Salesforce Customization, Security Access, Workflow Approvals, and Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration in Salesforce.com CRM and Force.com Platform.
* Experience in configuring Apttus CPQ and working with Apttus objects to create Quotes, bundles and manage products.
* Expertise in standard Salesforce configuration that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc.
* Gathering requirements, functional and technical, for several projects and involved in the design of prototypes.
* Hands on experience with Sales force Lightning Builder, Sales force lightning components.
* 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.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Used reactive properties to read/ change data in JavaScript file in Lightning Web Components.
* Experienced in Lightning Web components to communicate between parent to child components.
* Strong Agile Methodology, Scrum Framework Experience.
* Expertise in Code review and release life cycles.
* Experience with Salesforce platform Sales Cloud / Service Cloud, Force.com. Administration/Configuration, Apex, Force.com APIs, data loads.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in Market configuration and customization
* Experienced in web technologies like HTML, XML, CSS, AngularJS, JavaScript, and SOAP API.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experience with Managing the complex data Experience in Integrating App Exchange Applications with Salesforce, Informatica On Demand, Mass E-Mail Management, Application management using Force.com Plug-in Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (S3, EC2, XML, WSDL, BULK API, SOAP API, REST API, SSI, AJAX) & web integration with SDFC.
* Expert in migrating data from various systems into Salesforce CRM using ETL tools – Informatica Demand, Cast Iron (CI) experience, to synchronize data between Sales.com and web service endpoints. Data Junction (Pervasive), Excel connector and DQC.
* Experience in different testing procedures and dealt with training aspects of the technology.
* Proficiency in writing Apex Classes, Apex-triggers, Controllers, Visual force pages, Force.com IDE, SOQL and SOSL.
* Experience in Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Involved in the planning of Salesforce.com and the projects that are associated with the CRM and the sales related Activities.
* Experience in Generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.com.
* In depth knowledge in CRM features and modules like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case).
* Experience on Apex callouts and web services integration.
* A skilled problem solver and an efficient team player. Can effectively work in both independent and collaborative work environments.

Skills

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| **CRM Applications**  Salesforce.com: Sales Cloud, Service Cloud, Force.com: Lightning, Custom Cloud, Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud, Salesforce.com AppExchange: Application for code backup and sub versioning within Salesforce.  **Business Processes**  Service Requests and Activities, Opportunities, Quotes and Proposals and Order Management, Campaign Management, Case Management, Contract Management and Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements.  **Configuration Skills**  SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Overall User Management. Overall User Management, Security and Sharing Model Translation Workbench. | **Methodology**  Agile, Waterfall  **Databases**  Force.com DB MySQL, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, Java DB, basic Distributed Database technology-Hadoop  **Packages**  SAP R/3, ECC, MS-Office, Project, SharePoint, VISIO, Excel, Access, Infopath |

Work History

**Philips Lifeline**

**Salesforce Lightning Developer // MA, USA // Mar 2020 - Current**

***Roles & Responsibilities:***

* Performed the role of Salesforce developer, and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* As a part of the Sales Cloud I've have implemented the lead management like assigning the leads using the custom lead assignment process.
* And also, custom lead conversion process & Account Management opportunity management.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* In-depth understanding of Salesforce.com's Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience.
* Worked on to prioritize tasks across all their patients' needs with health cloud.
* Mapped personal and professional caregiver networks with salesforce health cloud
* Used health cloud to integrate data from EHRs, wearables and more.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Aura open source technology that powers Lightning Components and Aura namespace contains all the basic building blocks for defining components and applications.
* Enhanced Communities by adding new fields, field sets using Salesforce lightning.
* 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.
* Provided CRM L2 and L3 Support in troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* 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.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used Data Loader 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.
* Developed dynamic Salesforce.com Visualforce pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Build Lightning controllers with the AURA framework.
* Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
* Provide L3 / L2 Support which includes enhancements, bug fixes and triage of production issues.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Utilized Lightning Connect to get real time data from external system.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Worked in Administration, Configuration, Implementation and Support of service max and Salesforce applications.
* 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.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements.
* Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Created Batch Apex classes for batch execution and updating of related fields.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems and used the Sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.
* **Environment:** Salesforce.com platform, Salesforce lightning, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Health Cloud, Visualforce Pages, Aura Components, Data Loader, Apex classes, Apex triggers, JavaScript.

**Fidelity**

**Salesforce Developer // NH, USA // Jan 2019 - Feb 2020**

***Roles & Responsibilities:***

* Measured the effectiveness of multi-channel marketing campaigns including TV, Online and direct marketing.
* Created dashboard reports to track overall business results as well as lead efforts using Tableau.
* Performed present Lead, Enrollment and Retention to forecast Trend analysis.
* Helped increase Spend to Lead generation.
* Development of SFDC B-2-B solutions using Cloud Craze & Service Cloud Infrastructure.
* Involved in creating Gap Analysis document identifying the data, business process and workflows of the organization with respect to SalesForce.com implementation.
* Gathering requirements, functional and technical, for several projects and involved in the design of prototypes.
* Queried databases, performed data extract requests, list pulls and Statistical Analysis.
* Defined, Designed and Developed reports to support marketing activities.
* 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.
* Extensively worked on **XML** technologies like **XSD, XSLT, XQuery, Xpath** for data transformations in Mulesoft.
* 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.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Configured the GitHub to maintain the different versions in common development environment.
* Experienced with Mule administration, configuration, tuning, MuleSoft MMC and Enterprise release capabilities.
* 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.
* Developed Sales Cloud to improve forecasting, campaign and partner portal.
* 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 marketing, sales etc.
* Translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* Maintained the Requirements Traceability Matrix (RTM) across the deliverables of a project.
* Collected and Reported on external sources of data to drive business decisions.
* Verified Analysis and Report accuracy with minute detail.
* Created offline surveys and data collection forms.
* Migrated data from .NET to Sales force using DB Sync.
* Developed various Custom Objects, Reports, Tabs, Components and Visual Force Pages and Controllers for different user profiles based on the need in the organization.
* Developed Salesforce.com ETL processes using Cast Iron, Informatica, Java and Salesforce Web Services Java API.
* Worked on sharing rules by setting an Organization-wide default sharing access level, and then grant additional access based on the Requirement.
* Unit test all items developed prior to testing.
* Experience working with Salesforce mobile integration resolving cases on the go and deployed applications from Sandbox to production.
* Exposure toJ2EE environment for User Interface Configured Marketing Campaign Management and Hierarchies, Campaign Influence, Lead Conversions Lead Queries, Assignment rules, as well as Case Management Process.
* Prepared pictorial Use Cases Diagram, Sipoc Diagram, Swim Lane Diagram, and High-level Process Flow Diagram using MS Visio and MS Word.
* In addition, have strong exposure and ability to analyses Activity Diagrams, Sequence Diagrams.
* Integrated IBM Cast Iron with Salesforce.com using web services.
* Used Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com subjects.
* Used it to read, extract and load data from comma separated values (CSV) files.
* **Environment:** Saleforce.com platform, MS Visio, MS project, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Web Services, Pages, Data Loader, Informatica on Demand, CRM Fusion, HTML, CSS, Java Script, AJAX, Custom Tabs, Access and Security Controls, Code Migration, Eclipse, Force.com IDE.

**Sonepar USA**

**Salesforce Consultant // Philadelphia, PA // Oct 2017 - Dec 2018**

***Roles & Responsibilities:***

* Interacted with various Business User Groups to gather the document requirements.
* Worked closely with Business Analysts to perform detailed analysis of business and technical requirements.
* Hands-on experience on Salesforce Cloud functional testing.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Customized user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Worked on Unit testing, for the customizations and developments done during the project.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing etc.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created custom objects, Visual Force pages, triggers, validation rules to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Created custom controllers implementing complex code for retrieval from Salesforce to VF pages.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Used SalesForce.com Ajax Toolkit to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
* Created mash-ups to include data from many external end-points such as including financial information from 3rd parties in the customer's profile (Accounts) using WSDL and XML Stream Reader.
* Successfully customized SFDC interface Responsible for performing administrative functions in Sales Force CRM such as create/modify pick-lists and lookup fields.
* Worked with Apex Data loader for loading the Leads, Opportunities and their related activities into salesforce.com.
* Created various summary reports, matrix reports, pie charts, dashboards and setup report folders to authenticate users based on their profiles with permissions.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Created and deployed complex workflow rules according to the business requirements.
* Developed complex reports and dashboards using HTML, PDF, Apex, Visual force page and mail merge.
* Experience in using Bootstrap, HTML, CSS and JavaScript Libraries in Visualforce pages.
* Extensively worked on Salesforce.com sandbox and production environments including creating Full Sandboxes for Testing and Deployment between Developer and Full Sandboxes using Eclipse and Change Sets.
* **Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, ETL Tool, Email Services, Security Controls, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, Eclipse IDE Plug-in.

**Honey Tree**

**Salesforce Developer // Hyderabad, India // Jan 2016 - Sep 2017**

***Roles & Responsibilities:***

* Involved in End-to-End development, design, and requirement Analysis.
* Customized the Content Object and created Custom Object, Fields, Validation rules, Reports and Page Layouts.
* Developed Visual force pages and Apex Controllers, Apex, Triggers on Contact and Custom Post Objects, Workflows, Workflow Email Alerts, Workflow Email templates, Workflow Field Updates and Approval Processes.
* Migrated Data using Data Loader.
* Developed site pages using Site.com and Test Classes to achieve Code Coverage.
* Deployed to SIT, UAT sandboxes and Production using Change Sets.
* Created Test Cases, Scenarios on analyzing requirements at each phase of testing in SIT, UAT and verified & validated in QC.
* Interacted with Client, Business Analysts, Testing Team and Lead the Offshore Team.
* Implemented Apex Trigger to validate the files attached to attachments Object are encrypted with VSF encryption Tool or not.
* Verified the test cases, log defects with complete information and attaching screenshots in QC.
* Interpret Data, Analyze results and Develop reports.
* Create dashboards, summaries and charts with focus on numbers and patterns.
* Develop new and clean existing data by identifying data gaps to improve Data quality.
* Acquire data from primary or secondary data sources to analyze and identifying patterns.
* Create weekly Conference reports focusing on Registration Goals.
* Use past data to forecast registrations and trends.
* Work with management to provide insights on trends for Marketing and Finance.
* Create Data interactive maps and Visual representations.
* Set up MySQL server for integrating new data in to Salesforce.
* Provide consultation and technical assistance to staff regarding data/database reporting needs.
* Work with Data preparation, Data analysis, Report building.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Participated in Weekly Change control meetings and performed application and global impact analysis.DAP Directory integration for Salesforce.com.
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting).
* **Environment:** Saleforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

**Bipsum Software Solutions**

**Java Developer // Hyderabad,India // Jan 2013 - Dec 2015**

***Roles & Responsibilities:***

* Involved in design and developing phases of SDLC in Agile methodology.
* Developed the Front End using HTML, JavaScript and CSS.
* Wrote server-side programs by using Servlets and JSP.
* Strong technical knowledge in Core Java, J2EE and JEE development.
* Extensive experience design and coding in J2EE (Servlets, JSP) Environment with Eclipse IDE.
* Involved in developing UI components using AngularJS, HTML, CSS framework.
* Developed the middle tier using EJBs, Java Servlets.
* Developed session, entity beans and message driven beans.
* Worked on the Spring MVC Restful Web services, exposing services and consuming the third party.
* Wrote Ant Scripts to automate the build and deploy process.
* Developed the application with spring MVC, JSF, web flow framework and struts.
* Developed the User Interface Screens for presentation using JSP, Angular 2, HTML and Java Script.
* Work Exclusively with Core layer of Framework to Implement View Controller in MVC Architecture.
* Creating SOAP Web Services using WSDL to connect with external clients.
* Developed the Junit test cases and used GIT as Distributed version control system.
* Used Log4j and commons-logging frameworks for logging the application flow.
* Developed dynamic EJS templates using HTML5, CSS3 and JavaScript.
* Used in-built market place services of PCF for RabbitMQ Config.
* Composed and executed MongoDB document scripts to insert, update NoSQL database, automating data changes, reporting and wrote MongoDB client to receive data from AMC for Companies.
* Worked with D3.js for generating reports and stats for customer services.
* Developed and deployed EJBs on the server.
* Extensively used JDBC to access the database objects.
* Created and implemented PL/SQL stored procedures, triggers.
* Developed test cases for TDD in Karma and Jasmine
* **Environment:** Java 1.6, servlets, JSP, JEE, EJBs, MVC, JSF, struts, AngularJS, Java Scripting, XML, GIT, JDBC, PL/SQL, Eclipse, karma, jasmine, tomcat, stored procedures.

Education

Bachelor's of Technology - Computer Science

JNTUH // Hyderabad, India // 2013

Certifications

Salesforce Certified Administrator-(ADM-201) , Salesforce Certified Platform Developer-1