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**Sowmya Reddy**

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**Professional Summary:**

* Overall **8 years** of IT experience, including **6+ years** of experience in Salesforce.com CRM platform as an Administrator and Developer.
* Experience in working with various Software Development Life Cycle (**SDLC**) methodologies based on **Agile, Test Driven Development (TDD) and Waterfall Model.**
* Expertise in Development, Configuration, Customization, Administration, &support on Salesforce.com Platform.
* Highly proficient in designing **Apex** Classes, Custom **Visual Force Pages,** Custom **Controllers**, **Triggers, Custom and Visual Force Tabs, Custom Objects**, **S-controls**, Standard and Custom **Reports** and **Dash boards.**
* Proficiency in Administrative tasks like **Creating Profiles**, **Roles**, **Users**, **Permission Sets**, **Email Services, Approvals** and **Activities.**
* Experience in security and sharing model, SSO, Salesforce configuration, desktop/mobile SDK integrations.
* Worked on Apttus CPQ (Configure Price Quote) tool, shopping cart.
* Implemented and Integrated services for complete CPQ software.
* End to End expertise in developing and implementing business logic in Sales, Service, Marketing Clouds.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects,** creating **relationships/junction objects** like **Master-Child, Lookup**, Workflows, **Process Builder** and **Visual Flows.**
* Expertise in creating and executing suite of **Test classes** and Apex **Test Triggers** and creating **Test data** for Apex Class Testing and worked on achieving high code coverage based on organizations.
* Good knowledge in migrating **Classic** to Salesforce **Lightning** to support business process with new environment.
* Hands Experience with Salesforce **lightning components, Lightning Builder** and used Salesforces **LDS** for **UI**.
* Good working knowledge on different tools used for **Data Management** and **Data Migration** like **Jitter bit, Data Loader, Informatica, Demand tools.**
* Hands on experience in querying the SFDC database using **SOQL** and **SOSL queries,** and **governor limits.**
* Expertise in creating and executing suite of **Test classes** and Apex **Test Triggers** and creating **Test data** for Apex class testing and worked on achieving high code coverage based on organizations.
* Experienced in deploying projects using standard **Change Sets** and **Force.com Migration Tool.**
* Expertise in developing **Partner** portal and **Customer Community** Portals.
* Expertise in using the Application Servers including **Web Logic and Tomcat.**
* Extensive knowledge in using different web technologies like **HTML5, CSS3, JavaScript, jQuery** and **AngularJS.**
* Strong Knowledge in presentation and business layers with **MVC** and **MVVM** design patterns and **DAO**.
* Good knowledge of developing Web based Applications using **J2EE** technologies like **Java, EJB, JSP** and **Servlets.**
* Good experience in interacting with **business users, business analysts** for requirements capturing, analyzing, and documenting and letting business users know constraints with Salesforce limitations.
* Experience with Custom Application Development using Maven’s Mate Plugin with Sublime Text, & Eclipse IDE with Force.com plugin.
* Experience in integrating salesforce.com with other applications using Salesforce **Web services API.**
* Good knowledge of **Lightning Web Components** development on Salesforce Lightning Platform.
* Hands on experience creating **Apex Web Service** and **Apex Callouts** with both **REST API** and **SOAP API.**

**Education:**

* Bachelors in Computer Science & Information Technology from India

**Certification:**

* Certified Salesforce Developer (PD 1)
* Certified Salesforce Administrator (201)

**Technical Summary:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Custom Objects, Workflows, Approvals, Analytic Snapshots, Dashboards, Apex Triggers, SOQL, SOSL, Visual force pages/Components, Lightning S-Controls Apex Web Services, AJAX. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plugin, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, CPQ, Force.com Platform (Sandbox, Production QTP, and Sandbox Testing). |
| **Web Technologies** | HTML5, CSS3, JavaScript, jQuery, Angular.js |
| **Database** | Oracle 10g/11g, MySQL |
| **ETL/Integration Tools** | Force.com, Data Loader, Force.com Workbench, Jitter bit Data Loader. |
| **Java/J2EE**  | Java, EJB, JSP, Servlets. |
| **Tools** | Git, SVN, Bit bucket, Jira, Jenkins, CI/CD, Maven |
| **Methodologies** | Agile (Scrum), Waterfall, TDD. |

**Professional Experience:**

**Client: Webster Bank, Waterbury, CT Nov 2019 to Till Date**

**Role: Sr. Salesforce Consultant**

**Responsibilities**:

* Worked closely with the project design team and the project business team to address **the business and functional requirements defined** for the Salesforce.com Design and Implementation Project.
* Salesforce Service Implementation **providing Technical & Functional direction** for the development of the **Sales & Service Cloud Application** on Lighting Experience.
* Involved in discussions with all team members to provide best solution for migrating **Salesforce Classic** to **Salesforce Lightning**
* Helped provide the best environment for the ISR’s through email integration, task management and day to day telephonic activities through **Mitel integration**. Environment was setup in Lightning interface for the Sales reps and gave proper demos before **migrating** them from classic.
* Involved in requirements gathering, system design, analysis, implementation, and followed **AGILE** (SCRUM)
* Worked for the enhancements of user interface and helped reduce the **backlogs** according to the requirements of the product owner.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Designing and **building web & mobile interfaces on the Force.com platform** using Visualforce, Apex and other available tools.
* Design and plan for **migration of the org** from classic to lightning and ensured proper functionality of the migrated components.
* Developed Junction objects and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, **Validation Rules**, **Work Flows, Approval Process and Process builder** for automated alerts
* Enabled and enhanced Lightning for **Outlook** to improve internal efficiencies so the sales reps can update their records effortlessly and send **one-to-many** messages with one click.
* Created a sync of contacts, **email alerts**, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully
* Led org migration effort to **inventory Org elements** and migrate them via an unmanaged package.
* Created **Lightning components** using Aura as specific actions for standard objects according to the requirement.
* Created Salesforce **SObjects** and related **metadata** necessary to support customizations across instances.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab
* Extensive Experience working with **Data loader**, **Workbench**, **Eclipse**. Worked on **Sales Cloud** and **Service Cloud Platform**
* Designed, developed, and deployed **Apex Classes, Controller Classes, Extensions and Apex triggers.**
* Worked on **Single Sign** on for Internal users where no additional sign in is needed for salesforce if user is logged into the company’s network
* **Running reports** to analyze the monthly progress of sales team and how effective is their selling process and visualize through dashboards.
* Created **email templates** and inbound emails using visual force for clients and customers.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects
* Developed **Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions and extensively worked with Batch Jobs, Apex Test classes and VF pages.**
* **Consolidated multiple triggers** into a single active trigger for various objects under the salesforce best practices.
* Developed Salesforce **Lightning Apps, LWC, Components, Controllers, and Events.**
* I worked on the POC to introduce **version control** and created a pipeline for version control system.
* Used **Git** as version control tool and **Bit bucket** as Remote Repository, **Maven** as build tool to specify dependencies.

**Environment:** Salesforce CRM, CPQ, Force.com, Apex Language, Visual Force, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Security Controls, Time Base Triggers, Data Loader, HTML5, JavaScript, Angular.JS, SOQL, SOSL, Workflow, & Approvals, Reports, CI/CD, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Mule Soft, REST API, Workbench, Eclipse IDE Plugin.

**Client: IMS Health, Danbury, CT Jan 2018 to Oct 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering, system design, analysis, implementation, and followed **AGILE** (SCRUM).
* Involved in discussions with all team members to provide best solution for migrating **Salesforce Classic** to **Salesforce Lightning.**
* Analyzing the Scenarios for switching between **salesforce classic and the Lightning Experience.**
* Worked on translating several **Visual Force pages** to **lightning framework**
* Used **lightning Process Builder** to overcome complex workflows which easily automates the business process in a new Visual Presentation.
* Designed, developed, and deployed **Apex Classes, Controller Classes, Extensions and Apex triggers, API integration** for various functional need in the application using **Eclipse IDE.**
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for **Apttus**/**CPQ** package.
* Developed Apex Classes, Apex Triggers, Visual force Pages and Custom Controller classes for various functional needs in the application.
* Experience with the integrating SFDC and AppExchange partners such as **CPQ/Apttus**.
* Involved in Developing **Lightening pages** using **Aura**, implemented lightening Controllers, Components using **Lightning Design Systems (LDS) for Lightning Community builder.**
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes.**
* Created Custom objects, Profiles, Roles, Page layouts, Security, Custom Visualforce tabs and Components.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields.
* Developed **Visualforce Pages** using different **components** and using **Angualr.js, HTML5, CSS3.**
* Skilled in understanding and implementing the **new salesforce Lightning Experience.**
* Created various **Reports (Summary reports, Matrix reports, pie charts, Dashboards,** and **Graphics).**
* Regularly keeping track on client’s requirement to achieve their organization business goals.
* Implemented **Salesforce Lightning** Components for small set of users within the organization.
* Written **Apex REST API Web Service** classes to automate the end to end flow.
* Integrated **SFDC** with applications on **Splunk base** using **RESTAPI** and used **Mule Soft** for integration.
* Responsible for writing **SOQL, &SOSL Queries** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed Bulk **Data Migration** from Applications to Salesforce using **Import Wizard**, Excel Connector, Data **Loader, Workbench, Apex Data Loader** utility and **ETL** Tools.
* Executed various levels of **Unit, Integration, User Acceptance, and Operational Acceptance testing** using test cases to prove that system confirm to specification of business and quality requirements.
* Used the **sandbox for testing** and migrated the code to the deployment instance after testing.
* Responsible for **Continuous Integration(CI)** and **Continuous Delivery(CD)** process implementation using **Jenkins** and Project Management tool as **JIRA**

**Environment:** Salesforce CRM, CPQ, Force.com, Apex Language, Visual Force, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Security Controls, Time Base Triggers, Data Loader, CI/CD, HTML5, JavaScript, Angular.JS, SOQL, SOSL, Workflow, & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Mule Soft, REST API, Workbench, Eclipse IDE Plugin.

**Client: FM Global, Johnston, RI May 2016 to Dec 2017**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Involved in discussions with all team members to provide best solution for migrating **Salesforce Classic** to **Salesforce Lightning**
* Helped provide the best environment for the ISR’s through email integration, task management and day to day telephonic activities through **Mitel integration**. Environment was setup in Lightning interface for the Sales reps and gave proper demos before **migrating** them from classic.
* Involved in requirements gathering, system design, analysis, implementation, and followed **AGILE** (SCRUM)
* Worked for the enhancements of user interface and helped reduce the **backlogs** according to the requirements of the product owner.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Design and plan for **migration of the org** from classic to lightning and ensured proper functionality of the migrated components.
* Developed Junction objects and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, **Validation Rules**, **Work Flows, Approval Process and Process builder** for automated alerts
* Enabled and enhanced Lightning for **Outlook** to improve internal efficiencies so the sales reps can update their records effortlessly and send **one-to-many** messages with one click.
* Created a sync of contacts, **email alerts**, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully
* Led org migration effort to **inventory Org elements** and migrate them via an unmanaged package.
* Created **Lightning components** using Aura as specific actions for standard objects according to the requirement.
* Created Salesforce **SObjects** and related **metadata** necessary to support customizations across instances.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab
* Extensive Experience working with **Data loader**, **Workbench**, **Eclipse**. Worked on **Sales Cloud** and **Service Cloud Platform**
* Designed, developed, and deployed **Apex Classes, Controller Classes, Extensions and Apex triggers.**
* Worked on **Single Sign** on for Internal users where no additional sign in is needed for salesforce if user is logged into the company’s network
* **Running reports** to analyze the monthly progress of sales team and how effective is their selling process and visualize through dashboards.
* Created **email templates** and inbound emails using visual force for clients and customers.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects
* **Consolidated multiple triggers** into a single active trigger for various objects under the salesforce best practices.
* I worked on the POC to introduce **version control** and created a pipeline for version control system.
* Used **Git** as version control tool and **Bit bucket** as Remote Repository, **Maven** as build tool to specify dependencies.

**Environment:** Salesforce CRM, CPQ, Force.com, Apex Language, Visual Force, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Security Controls, Time Base Triggers, Data Loader, HTML5, JavaScript, Angular.JS, SOQL, SOSL, Workflow, & Approvals, Reports, CI/CD, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Mule Soft, REST API, Workbench, Eclipse IDE Plugin.

**Client: Cabot Corporation, Boston, MA Jun 2015 to Apr 2016**

**Role: Salesforce Developer / Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation & developed and documented the Business and Software Requirements.
* 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 for users.
* Worked on **Service Cloud** and **Sales Cloud** implementations.
* Experience in developing and maintaining email templates within **Marketing Cloud.**
* Integrated web services by generating the necessary stubs from the **WSDL files** for extracting the data from the home-loan applications by using the home-loan web services.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and Partner WSDL.
* Designed Salesforce Service Cloud console to boost productivity with dashboard-like **interface, to modify records.**
* Used **SOQL**&**SOSL** with in Governor Limits for data manipulation needs of the application using Force.com explorer
* Managed **Service Cloud** components including Service Console, **Partner portal**, Call Center, **CTI integration,** Customer Portal, Live agent, Knowledge Base and Entitlements.
* Experience with the integrating SFDC and AppExchange partners such as CPQ/Apttus
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like **Visualforce, Force.com API and Web services.**
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Classes, Apex Triggers.**
* Experience in creating and maintaining Automations & Data Extensions and connector data transfer processes in **Marketing Cloud.**
* Worked with **Data loader** for loading the attachments into **salesforce.com**, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visualforce pages** as user interface.
* Collaborated with the QA team in reviewing and validating test plans and test cases, and ensure that the application meets user requirements.
* Used **Git** as version control tool, **Maven** as build tool to specify dependencies.
* Responsible for **Continuous Integration (CI)** and **Continuous Delivery (CD)** process implementation using **Jenkins** and Project Management tool as **JIRA.**

**Environment:** Saleforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow &Approvals Reports, Custom Objects, Custom Tabs, Email Services, Community and Partner Portals, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, Eclipse, Git, Maven, Jenkins, Jira.

**Client: Highmark, Pittsburgh, PA Aug 2013 to May 2015**

**Role: Java Developer**

**Responsibilities:**

* Involved in analysis and design of the several modules in the Project.
* Created use case diagrams, class diagrams, sequence diagrams, deployment diagrams.
* Designed and developed technical specifications using design patterns and OO methodology.
* Developed presentation tire using **HTML, JSP and JavaScript**.
* Involved in the configuration, development, and deployment of **EJBs**, and **JSPs & Servlets** in

**Web Logic** Test Environment.

* Used to write logics as per business requirements.
* Involved in all phases (Unit/Integration/System) of testing.

**Environment:** Java, EJB, JSP, JavaScript, HTML, Web Logic, Apache Tomcat, Oracle 9i.