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**Lavanya**

**Certified Salesforce Developer   
sreekantamlavanya5@gmail.com**

**973-821-7769**

**PROFESSIONAL SUMMARY:**

An ambitious individual with overall 8+ years of experience in the Salesforce.com platform as an Administrator, Developer having extensive knowledge in design and development of various CRM & Web-based applications, implementing, customizing and maintaining Salesforce solutions and a year of experience in Java Technologies.

* Actively participated in multiple phases of Software Development Life Cycle (SDLC) including requirement gathering and analysis, design, development, testing, deployment, maintenance and enhancement of applications.
* Worked with various CRM applications like Salesforce.com, Sales cloud, Service cloud, and Marketing cloud.
* Great Knowledge in MVC (Model-View-Controller) architectural design pattern.
* Strong experience in developing client- specific solutions on Force.com platform using Apex classes, Apex Triggers, Visualforce and Force.com IDE.
* Hands on experience in creating users, profiles, roles, public groups to provide access and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Experienced in customizing standard objects like Accounts, Campaigns, Cases, Contacts, Dashboards, Leads, Opportunities, Products, Profile, and Reports and in creating the custom objects with various field types.
* Hands on Experience in designing of Custom Objects, Custom Fields, Custom Tabs, Custom Reports, Picklist, Multi-Select Picklist, Role based page layout, Workflow Alerts and Actions, Validation Rules, Approval Processes, Report folders, report extractions to various formats, design of Visual Force Pages, Record Types, Dashboards, and generating Email alerts according to application requirements.
* Designed various Custom Formula Fields, Flied Dependencies, Validation Rules, Process Builder, Workflows and Approvals.
* Proficient in designing the components using Objects and Fields, Roles, Page layouts, Visual Force Pages, Apex Classes, Controllers & Triggers, Workflows for automating different business process and various other components as per the client and application requirements.
* Expertise in Salesforce.com Apex classes, Apex Triggers, Standard/custom Controllers & Controller Extensions, Components, Test Methods, Application Design, Visual Force Pages, Force.com API on Multitenant Force.com platform.
* Experienced in working with UI technologies, jQuery, JavaScript, HTML5, and CSS.
* Experienced in integration of Salesforce.com with external applications by using web services SOAP and REST API.
* Involved in Data modeling, Data management and writing complex SOQL and SOSL queries statements within custom controllers, extensions and triggers.
* Strong experience working in Agile and Waterfall methodologies.
* Developed Test Classes and Test Methods to ensure maximum Code Coverage (greater than 75%) in production instance.
* Experience in dealing with functionalities related to Sales cloud, Service cloud, and Custom Cloud, Chatter and App Exchange applications.
* Good knowledge on integrating REST/SOAP Web service with third party systems.
* Worked on the Force.com platform, good understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ), Salesforce CPQ.
* Experience in developing solutions for the Apttus Contract Lifecycle Management (CLM) system including X- Author for Word, development of clause libraries and contract templates.
* Used Data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Strong experience with salesforce.com CRM full implementation, migration of sales cloud, service cloud, marketing cloud and Force.com platform.
* Experience in Lightning components and Aura Framework.
* Experience in modifying Visual Force Pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* A very good team player with the ability to work independently, a competent having excellent interpersonal, written and oral communicational skills.

**TECHNICAL SKILLS:**

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| **CRM Tools:** | Salesforce.com |
| **Salesforce Technologies:** | Salesforce CRM, Salesforce SFA, Apex, Triggers, Apex Classes/ Controllers, Visualforce Pages/Components, S-Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Case Management automation, Custom Objects, SOQL, SOSL, Jira. |
| **Salesforce Tools:** | Eclipse, Force.com Eclipse IDE plug-in, Force.com API tools (Data Loader), QA, Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector, Force.com platform (Sandbox and Production), AppExchange., Mulesoft, Velocity, DEVOPS, Community Cloud |
| **Programming Languages** | Apex, C, Java, SQL. |
| **Web Technologies:** | HTML, HTML5, CSS3, XML, jQuery, Bootstrap |
| **Web Services:** | SOAP/REST API. |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003, Mac OS X 10.9/10.8/10.7, Linux, Unix. |
| **Databases:** | MySQL, Oracle, MongoDB, PL/SQL |
| **Mobile Application Tools:** | Salesforce Lightning Tools |

**EDUCATION:**

Bachelors in Computer science and Engineering from JNTU University.

**CERTIFICATIONS:**

Certified Salesforce Administrator (ADM 201)

Certified Platform Developer 1 (401)

**WORK EXPERIENCE:**

**Motorola Solutions Inc, Chicago, IL. Feb 2020 –Till Date**

**Salesforce Lightning Developer**

**Roles and Responsibilities:**

* Attended daily SCRUM on the progress and clarifications.
* Responsible for Agile methodology testing package upgrades in sandbox org and deploying in production org.
* Created the Workflows and Process Builder to automate the process.
* Developed Apex Classes & Triggers, Visual force pages to implement the business logic as per the requirements.
* Designing of Page layouts and applying securities at Page layouts.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Designed various complex Web pages in Visual Force using JavaScript, HTML5, Angular JS and jQuery.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Involved in querying Salesforce tables using SOQL and SOSL queries using Foce.com.
* Responsible for setting up new instances of JIRA, data import, customization, and backup.
* Deployed code using change sets.
* QA services like Functional **Testing**, Unit **Testing**, Manual **Testing**, Automated **Testing**, Load **Testing**, Deployment **Testing**, and Security **Testing**. ... They then use the functions map to create and execute the test cases.
* Worked on ETL tools (Informatica) and Web Services API (SOAP and REST) to integrate Sales Force with other applications within the organization.
* Created test scenarios on Sandbox environment and used Force.com components Deployment wizard for migrating data between Force.com IDE and Sandbox environment.
* Used the ANT for testing and migrated the code using to the deployment instance after testing and provided support for post-production.
* To validate the user’s details from third party system by integrating our sensitive data using SOAP request.
* Request and Response data has huge and multiple hierarchal data, so used wrapper classes approach to send request and parse the response.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Integrated with Jitterbit and MuleSoft and Used Copodo .
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CPQ/CLM Quote to Cash App Exchange product.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Experienced on migrating from Classic to Lightning and Lightning locker services.
* Used Aura Framework to develop Lightning Components.
* Created Lightning components, controllers and events as per business requirement
* Built reusable UI/UX components with Lightning component framework
* Added Lightning Components to Lightning pages and record types.
* Created a component for custom buttons which are not supported in lightning.
* Modified Visualforce pages to support Lightning Experience.
* Worked on Sales and Service cloud applications.

**Environment: Saleforce.com platform, Apex, CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Process Builders, Batch Apex, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, AppExchange, SOQL, SOSL, HTML5, CSS3, XML, Triggers, Security controls, JavaScript, SOAP/REST API, AJAX, QA, Integrated Testing, Unit Testing, Sanity Testing, Functional testing, Jitterbit, Sales cloud, Service cloud, Community cloud, Marketing cloud, Salesforce Lightning, Mulasoft, Copodo**

**Advisor Group, Marietta, GA**

**ROLE: Salesforce Developer / Administrator Apr 18- Dec19**

Responsibilities:

* Worked in setting up **Marketing Campaigns, Campaign Hierarchies, Lead Queries**, and **Assignment rules**.
* **Modified** existing **Approval processes** and created Approval steps which used **email alerts** and **field updates**.
* **Deployed Apex** using Force.com IDE, Force.com Migration Tool and Web Services API.
* Worked with **Dynamic Apex** to access **S-Objects** and field describe information, execute dynamic **SOQL, SOSL** and **DML** queries.
* Used SLDS for Displaying records in the Lighting Components.
* Created Lightning components, controllers and events as per business requirement .
* Performed inbound, outbound integration with websites using REST, SOAP Web services API
* Involved in creating and customizing **Email template** and configuring them to the **email alert** within the **workflow rule** for a standard/custom object.
* Implemented **Security access** to the user profiles by creating **Object level** security, **field level** security and **record level** security.
* Conducted **JAD sessions**, analysis development, test inspections, and other project meetings throughout **project life cycle**.
* Community Cloud allows integrate the data from third-party providers.
* It helps to build beautiful branded experiences using the various themes and templates.
* It allows us to use the Salesforce CMS to create efficient content and be delivered to any channel.
* Created Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.
* Set up visibility securities like roles, profiles, field level securities. Set up person accounts in sandbox.
* Developed Custom Objects, Custom Reports, and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.

**Environment**: Salesforce.com, Force.com, SOQL, SOSL, Apex Classes, Controllers, Visual force, Sales Cloud, Service Cloud, Community Cloud,Data Migration, Triggers Informatica, Data Loader, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows, Mulasoft, copado

**Change Health Group, Tulsa, OK Feb 17– Mar’18**

**Salesforce Administrator**

**Roles and Responsibilities**

* Worked as an Admin to identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards, and created various custom objects.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Data Validation rules and Formulas as per business requirement.
* 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 Email templates for inbound emails using Visual force for the clients and customers.
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Developed custom Business logic using Apex Classes, Visual Force pages. Used Visual Force components like Page Block, Command Buttons, Action Support and Action Function.
* Designed front end Pages using Visual Force and Apex.
* 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.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Manage Email Marketing Associate in training and businesses processes to take over daily email execution.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Implemented marketing cloud on campaign object in order to promote sales of entire organization.
* Integrated QA tools like performance testing, regression testing etc.

**Environment: SalesForce.com platform, CRM, sCustom objects, Custom Tabs, Visual force (Pages, Component & amp; Controllers), Workflows, Governor Limits, SOQL, SOSL, Apex Classes/Triggers, QA, Data Loader, HTML, Java Script, Eclipse IDE, service cloud, Community Cloud, marketing cloud.**

**AT&T, Dallas, TX May 15 - May 16**

**Salesforce Administrator**

**Roles and Responsibilities:**

* Worked on designing development of Service Console for Customer Contact Center (Call center) and Customer service team (Email).
* Hand on experience Customer Portal, Live feeds and Automations (Workflows, Approvals, and Process builder).
* Develop the events which work based on the flows. Used to perform the multiple actions using process builder.
* Developed rich UI using CSS and Bootstrap in Visual Force Pages and used JavaScript, jQuery for client-side validations.
* Expertise in working with salesforce Standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Designed Customer Objects, Custom tabs, validation rules, workflow rules, Page Layouts, Components, Visual Force Pages and Approval Process to suit the needs of the applications.
* Setup field level security for customer objects.
* Defined Lookup and Master detail relationship on the Objects and created junction Objects.
* Created customer Dashboard for manager’s home page and gave accessibility to dashboards for authorized people.
* Worked on process builders to create auto response, auto assigning cases, auto finishing cases, and auto populating fields on different objects as per the business requirements.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record pages.
* Developed Visual Force Pages using Apex standard/custom controllers, and controller extension.
* Designed and developed Apex classes and Apex Triggers for functional needs in the application.
* Worked with Visual force components to customize captions headers and footers of tables and to embed a standard list view of an object.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Implemented new requirements from sandbox to production environments using Force.com IDE on Eclipse platform and change sets.
* Maintained databases by utilizing data loader for Lead, Contact, Account Management and Opportunity Management.
* Worked on REST API web services for lead management, SOAP API web services with XML as intermediate platform.
* Experience in data migration activities for migration of data from various business sources with the support of Salesforce.com.
* Integrated with the third-party systems by installing CTI Adapters on the machines of the call center users.
* Worked on the Front-end UI like HTML5, XML, CSS3, JavaScript, Ajax, and WSDL.
* Handled day to day issues related to user administration, various configuration, and customizations for global sales and service cloud users.
* Writing code, test cases, review code, checkin to source control, fix issues and enhancement, write technical and functional documentation.

**Environment:** **Salesforce.com platform, CRM, Apex Classes, Apex Triggers, Visual Force, Email Marketing, Flows, Process Builders, Data Loader, API, Workflows Approvals, Reports, Custom Objects, Customer Tabs, Email Services, HTML, Web services, Sandbox, Force.com Explorer, SOSL, SOQL, SOAP API and REST API, Eclipse, Service cloud, Community Cloud.**

**Hexagon Capability Center, India Oct’11 – July-13**

**Salesforce Analyst**

**Roles and Responsibilities**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Interacted with team members to gather requirements and documented them.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Opportunities, Campaigns and Reports.
* Created various Custom Objects and defined lookup, Picklist, master-detail relationships and roll up summary between those objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, Email alerts and field updates to implement business logic.
* Worked on Process builder to create auto response, auto assigning cases, auto finishing Cases and auto populating fields on different objects as per the business requirements.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Wrote SOQL, SOSL queries for calling the data from databases and displayed them.
* Used data loader for insert, update, and bulk import /export of data from salesforce objects.

**Environment**: **Salesforce.com, CRM, Apex, Visualforce, triggers, workflow, validation rules, AppExchange, report, dashboard, Force.com IDE, Visualforce (pages, components, and controllers), Emails, Custom objects, process builders, Data loader, SOSL, SOQLs, Force.com API.**