

## SUDHEER KUMAR RAVADA

### SALESFORCE DEVELOPER

Email Id: [sudheerravada.sfdc@gmail.com](mailto:sudheerravada.sfdc@gmail.com)

Cell: (+91) 807 430 0536



#### **Profile Summary:**

- Result oriented software professional with overall 9 years of progressive experience in designing, developing Implementation using Salesforce.com tool, PERL and Unix and open-source technologies.
- Expertise in configuration & development using Aura Lightning, LWC, Apex classes, Visual Force code, Triggers, Batch Apex, SOQL & SOSL in salesforce platform.
- Good Experience with Process automation tools Flows, Process Builders and Workflow Rules.
- Good understanding of Salesforce Security Models for OWDs, Profiles, Permission Sets and Sharing Rules.
- Good Experience in Unix operating system, Shell Script and PERL Script writing.
- Good Experience in Oracle SQL, SQLite3.
- Good Experience in webpage creation with HTML and CSS.
- Good understanding of SDLC life cycle and understanding of product level solution.
- Seasoned professional with a flair for adopting new technologies, effective analysis and resolution of technical issues in design, enhancement and support.
- Ability to work hard in a focused manner, strong communication and inter-personal skills and ability to work in challenging environment.
- Good communication, analytical, interpersonal and presentation skills.

#### **Work Experience:**

- Worked as Application Developer in IBM from Dec 2012 to Sep 2017.
- Presently working as Salesforce Developer in IBM GBS from Oct 2017 – present.

#### **Education:**

Bachelor of Engineering (B.Tech) from Jawaharlal Nehru Technological University.

#### **Skills Set:**

CRM	:	Salesforce (Classic and Lightning), SLDS, Lightning web Components (LWC)
Scripts	:	Apex, Visual Force, PERL scripts, UNIX Shell Scripts
Languages	:	C, SQL
Database	:	Oracle 9i, 10g, SQLite3
Operating System:	:	Windows XP/2000, UNIX/LINUX

#### **Certifications Acquired:**

- Salesforce Administrator
- Salesforce Platform Developer – I
- Salesforce Platform Application Builder.

## **Professional Experience**

### **Project #3**

**Organization** : IBM India Pvt Ltd, Hyderabad  
**Project Title** : ProQuest - Client Cloud  
**Client Name** : ProQuest, USA  
**Duration** : Oct 2018 – till date  
**Role** : Salesforce Developer

#### **Project Description:**

ProQuest is committed to empowering researchers and librarians around the world. The company's portfolio of assets -- including content, technologies and deep expertise -- drives better research outcomes for users and greater efficiency for the libraries and organizations that serve them.

ProQuest is a key partner for content holders of all types, preserving and enabling access to their rich and varied information. Those partnerships have built a growing content collection that now encompasses 90,000 authoritative sources, 6 billion digital pages and spans six centuries. It includes the world's largest collection of dissertations and theses; 20 million pages and three centuries of global, national, regional and specialty newspapers; more than 450,000 eBooks; rich aggregated collections of the world's most important scholarly journals and periodicals; and unique vaults of digitized historical collections from great libraries and museums, as well as organizations as varied as the Royal Archives, the Associated Press and the National Association for the Advancement of Colored People.

#### **Responsibilities:**

- Working closely on development Side (Apex classes, Visual Force Pages, Lightning Components and Apex Triggers)
- Coding and configuring the custom software application in Salesforce technology via declarative and programmatic ways including Database Schema, Validation Rules, Process Builder, Workflows, Approval process, Apex, Triggers, Visual force, Lightning, JavaScript, Angular JS.
- Working on email templates, email to case, web to Case, Communities, Live Agent, Omni Channel, support processes, lead processes, custom buttons and links, security controls, data migration/manipulation.
- Design batch job(s) for Salesforce area using Apex, SOQL and SOSL and Schedulable them for time-based data sharing operation.
- Preparing client specific migration and release documentation CCM (Change Control Management) and MD120 (Checklist for production) for delivery and code migration from User Acceptance Test environment to production environment for the salesforce applications.
- Prepare and validate components for Release activity of salesforce area from UAT environment to production using changesets, Metadata API, Visual Studio.
- Perform data load operations into salesforce applications using Data Loader, Bulk Load API, SOQL and SOSL.
- Responsible for joining scrum meetings to understand the project team priorities, participate in estimations and design activities, report development status and update JIRA tool with technical design details and functional queries.

**Environment** : Salesforce.com Unlimited Edition, Data Loader, VS Code for code changes and different Sandboxes (Dev, UAT and FULL) and Production environment.  
**Team Size** : 5

### **Project #2**

**Organization** : IBM India Pvt Ltd, Kolkata  
**Project Title** : DataStar Data Migration  
**Client Name** : ProQuest, USA

**Duration** : **March 2015 – Sep 2018**  
**Role** : **Perl Developer**

**Project Description:**

ProQuest LLC is an Ann Arbor, Michigan-based electronic publisher and microfilm publisher. It provides archives of sources such as newspapers, periodicals, dissertations, and aggregated databases of many types. Its content is estimated at 125 billion digital pages. Content is accessed mostly through library internet gateways, with navigation through such search platforms as ProQuest, Dialog, Datastar.

Our project Datastar migration involves transforming data feeds provided in various format to XML and then mapping XML tags found in these data files to pre-determined and specific tags of ProQuest, which facilitates conversion to ProQuest format.

**Responsibilities:**

- Developing tools to convert input data to XML. These tools are scripts in Perl, Shell.
- Cleaning malformed XML data. This involves extensive use of regular expression.
- Regular monitoring the SteadyState process.
- Tracking and Fixing Failure SteadyState Databases after communicating with IPs.
- Project document preparation.
- Mentoring new joiners on understanding project details and usage of data migration tools.

**Environment** : Perl, Unix, SQLite3  
**Team Size** : 8

**Project #1**

**Organization** : **IBM India Pvt Ltd, Kolkata**  
**Project Title** : **Expectation Management Tool**  
**Client Name** : **ProQuest, USA**  
**Duration** : **Dec 2012 – Feb 2015**  
**Role** : **Perl Developer**

**Project Description:**

Expectation Management Tool is a tool for monitoring the scheduled arrival of Steady State Feeds in an automated manner and raise timely escalations via mails to stake holders if and when data arrival gets delayed. The escalations are segregated in various levels and each occasion of non-arrival of data results in an augment of fault count by a magnitude of 1, and when fault count reaches the threshold level an escalation mail is fired, and escalation level goes to next level.

**Responsibilities:**

- Maintaining the Data schedules (arrival or delay Deliverables) according to IP schedule.
- Communicating with data providers directly.
- Requirement gathering and analysis.
- Preparation of technical design documents.
- Development of the code.
- Unit testing for self-code.
- Defect Tracker Maintenance
- Project document preparation

**Environment** : Perl, CGI, Unix, MySQL  
**Team Size** : 12

Date:  
Hyderabad.

Sudheer Kumar Ravada

---