**Sudha Sruthi Salesforce Developer**

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**PROFESSIONAL SUMMARY:**

* Having around **Six** Years of professional IT experience in **Salesforce.com** **CRM Platform** as a Developer and Administrator.
* Extensively worked on Salesforce schema builder for development and analysis of several cloud applications.
* Experience in working across various SFDC implementations covering **Sales Cloud, Service Cloud, Chatter applications**.
* Proficient in developing Apex classes, Controller, Apex Triggers and on Force.com platform to customize application according to the functional needs.
* Experience in Software Development Life Cycle (**SDLC**) with various methodologies like **Waterfall** and **Agile (Scrum).**
* Good experience of web technologies like **HTML, HTML5, XML, CSS, JavaScript, JQuery**.
* Hands on Experience of Salesforce Web Services APIs like **REST, Bulk** & **SOAP**.
* Enhancements, testing, deployment and maintenance of enterprise applications.
* Good experience in developing **Salesforce Lightning Apps, Components, Controllers and Events**.
* Involved in various projects in end-to-end implementations with multiple roles as an **Administrator, Business Analyst,** and **Developer.**
* Experience in migrating code from sandbox to production using **ANT**.
* Support and training new end users and business users of the SalesForce.com application.
* Attention to detail and complex problem solving abilities from operational and technical perspective.
* Ability to handle full workload and meet proposed deadlines.
* Experienced in **producing business requirement documents, functional requirement documents**, and **use case specifications** from sessions and discussions.
* Experience in creating **Custom Objects, Tabs, Fields, Formula fields, Validation rules, Reports, Workflows, Approval processes** and **Process Builder for automated alerts, field** updates and Email generation according to the application requirements.
* Experience in designing of **Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders**, Report Extractions to various formats, **Snapshots** and **Dashboards**.
* Good Knowledge in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Involved on creating **Lightning Pages** inside **Lightning community Builder**.
* Extensive experience in Project Management, and Business Analysis for delivering cost effective, and high performance technology solutions to meet challenging business demands.
* Business Analysis experience in web-based, and client-server applications deployment. Primarily in the Banking and Financial industries.
* Experience in Providing Training and Documentation on Salesforce Apps to the end users.
* Implemented Security and sharing rules at Object, Field and Record levels for different users in the organization.
* Experienced in **data migration** from **ACT, Excel, MS outlook** and **Legacy Systems** using various data migration tools like **Data loader, Import/Export wizard**.

**TECHNICAL SKILLS:**

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| **Salesforce**  **Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform. |
| **Computer Skills** | SQL, PL/SQL, Advance Excel (Data functions, Pivot tables, V Lookups etc.), Access. |
| **Languages** | Apex, Java, Java Script, HTML, SQL |
| **Operating Systems** | Windows, UNIX |

**PROFESSIONAL EXPERINCE:**

**Client: Merchants National Bank, Hillsboro, OH Oct 2019 – Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and **SDLC** methodology.
* Worked on **Agile** methodology.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs** and Components.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Deployment experience using Force.com IDE and change sets as well as hands on Sandbox management experience.
* Developing business processes and system solutions for various projects in banking and financial institutions from conceptualization to implementation.
* Integrated Salesforce application with external systems using **Web Services** and **Apex Web Services classes** and **XSL** Used Rest full web Services.
* Proficient in business process engineering and full software development life cycle includes requirements gathering, analysis, design, development, testing, and deployment.
* Created **Workflow rules** and **defined related tasks, Time triggered tasks, Email alerts** and filed updates to implement business logic.
* Worked on customization of Visual force to have lightning experience for desktop and mobile applications.
* Migrated data from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Configured the login, single sign-on and self-registration capabilities for the community.
* Developed **Visual force Pages, Apex Classes, Apex Triggers, Apex Controllers** (standard, custom and extension), **schedulable Apex classes**, and **Batch Apex** to meet various functional needs in the application and schema builder for development.
* Integrated the application with in house legacy systems using **REST API Web services**.
* Involved in creating Salesforce 1 mobile apps using **Angular JS, Apex** and **Visual force**.
* Technical Knowledge about Salesforce **lightning schema builder, process builder, app builder, components and lightning connect.**
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Involved in setting up lead management, case management to web-to- lead, Web-to case, and Email-to- case.
* Created various Profiles and configured the Permissions based on the organizational hierarchy.
* Performed **unit testing, integration testing, bulk testing, staging** and User Acceptance Test in full copy Sandbox.
* Assisted in designing, building, and maintaining database to analyze life cycle of checking and debit transactions.
* Responsible for analyzing repercussions of check fraud, primarily ramifications of stolen checks on banking account fees and transactions.

**Environment:** Salesforce platform, Service cloud, Apex, Salesforce communities, Lightning , Sales Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Force.com Eclipse IDE, Data Loader.

**Company: Pennywise Solutions, India Sep 2017 – Apr 2019**

**Client: Tuft and Needle, Phoenix, AZ**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed **Apex Classes** and **Test classes**, **Controller Classes** and **Apex Triggers, validation rules** for various functional needs in the application.
* Developed **Apex triggers, Apex classes** and test classes working around the governor limits.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created **workflow rules** and **defined related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Organized email templates and inbound emails using **Visual force** for the clients and customers.
* Oriented Analysis, Extensively involved throughout Software Development Life Cycle (**SDLC**).
* Composed various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, and Renewal Forecasting.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Used community cloud to build deeper relationship with customers to provide better service and assistance.
* Developed various **Batch Apex classes** and scheduled those **using Apex Schedulable classes** on daily basis.
* Involved in various activities of the project, like information gathering, analyzing the information, and documenting the functional and non-functional requirements.
* Provided support to ongoing salesforce.com maintenance and administration services.
* Including periodic **data cleansing, custom objects, workflow** and **Triggers**.
* Used Dashboards to keep in track the percentage of sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex, Visual force, Controller extensions, Lightning , Data Loader, HTML, Workflow &amp; Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Cast Iron, Sandbox data loading, Windows XP, Eclipse IDE Plug-in, Sandbox Test.

**Company: Trinamix, Hyderabad, India Jan 2016 – Aug 2017**

**Client: Pie Insurance Denver, CO**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked with various salesforce.com Standard objects like **Accounts, Contacts, Leads, Cases, Campaigns, Reports,** and **Dashboards.**
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created **Data Validation rules** and **Formulas** as per business requirement.
* Developed Web applications using JavaScript, CSS and HTML5.
* Created **Workflow Rules** to **automate Tasks, Email Alerts, Field Updates, Time-Dependent actions** and **Outbound API Messages.**
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* **Designed,** and **developed Apex Classes, Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Packaged and Deployed customizations from Sandbox to other environments using **Force.com IDE**.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Designed various Web Pages in Visual force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the **homegrown web services**.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* 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.
* Worked with Salesforce.com team to make application certified.

**Environment:** Salesforce.com platform, Visual force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, APPTUS, Eclipse IDE, Git.

**Company: Weidbee Software PVT Ltd, Hyderabad, India Jul 2014 – Dec 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Developed various Batch Apex classes and scheduled those using **Apex Schedulable classes** on daily basis.
* Involved in all phases of Software Development Life Cycle (**SDLC**) starting from Requirements Gathering and Design.
* Created page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages.
* Involved in activities related to **Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration** and deployment of application to force.com platform.
* Configured and customized Salesforce.com using standard setup tasks as well as developed heavy Apex coding which includes **Triggers, classes,** classes for custom controllers and controller extension, schedulable apex classes, **batch apex, Apex sharing rules, Email Services** according to the functional needs of the application.
* Worked on **Visual force Language** to develop **Visual force pages, overriding buttons, links and tabs, custom components, templates,** integrating email etc.
* Created several workflows by defining rules, approval processes and related actions, which include **creating related and time, triggered tasks, email alerts, filed updates** to automate the business process.
* Created **users, roles, public groups** and implemented **role hierarchies, sharing rules** and record level permissions to provide shared access among different users.
* Implemented **Validation Rules, Assignment Rules, Sharing Rules,** and **Escalation Rules** according to the application requirements.
* Used Dynamic Visual force components, a niece use case, to dynamically roll- up the necessary fields at run time, whenever requested.
* Worked on the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Agile Development Methodology was followed for the implementation.
* Conducted Business Process Review sessions to analyze the existing and to-be implemented business processes for Client.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.

**Environment:** Apex, Visual force, Dynamic Visual force pages, validation-rules, Workflow-rules, Trigger, Custom Metadata Types, JavaScript, Data Loader, Force.com IDE, HTML, Eclipse IDE Report, Dashboard, process builder, Git, Change sets.

**Educational Details:**

* Bachelor’s Degree with Electronics and Communication from JNTUK, India in 2014.