***GREEN CARD***

***Sravanthi.ch***

***Email:*** ***shravasc@gmail.com***

***Phone: 715-544-7730***

***SUMMARY***

* Over all 8 years of experience in all phases of Software Development Life Cycle (SDLC) which involves **requirement gathering, requirement analysis, design, development, implementation** enhancement of projects in **SalesForce.com**.
* Experience in **Object Oriented Analysis / Design / Development / Testing and Implementation, Client/Server Architecture.**
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* SFDC Configurations/Customizations – **User Interface, Page Layouts, Tabs, Custom fields, Custom objects Validation Rules, Triggers, etc.**
* Experience in SFDC related technologies such as Apex, Visual Force.
* Extensive experience over creating **workflows, approval processes, validation rules and sharing &amp; security rules.**
* Working knowledge in **generating Reports, Dashboards**, customized reports and analysing the data in Salesforce.
* Expertise in creating Communities for an online collaboration that connects with the Customers, **Employees Contractors and Distributors.**
* Experienced in **developing and administrating projects on Salesforce platform.**
* Data Load for SFDC **Standard objects** and **Custom objects**
* Used different data tools – **Apex Data Loader, Excel Connector**, Import Wizard, SFDC Data Export, Mass Delete etc.
* Involved in integration of **legacy systems like Ant, Changeset tools in Salesforce.com**
* Experience in managing full **sandbox, developer sandbox and Configuration-only sandbox.**
* Strong Knowledge in **AppExchange Applications for integrating with Third Party Applications.**
* **Proficient in Data Migration from Traditional Applications to Salesforce using Data Loader Utility** and Informatica on Demand.
* Experience in working with Database like SQL Server.
* Created Web Services using **SOAP and REST, to integrate data with external systems and web sites.**
* Used **SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects**.
* Experience on **developing custom Lightning Components and Salesforce.com platform with lightning Components.**
* Excellent domain knowledge on **ERP Applications: CRM, Finance, Retail and Health Care**.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team environment.
* Excellent analytical, communication and inter-personal skills.

***Technical Skill Set:***

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| --- | --- |
| **SFDC Technologies** | Salesforce CRM, Apex Classes/Controllers, Apex Trigger, SOQL, SOSL, Visual force pages, Data Loader, S-Control, Offline Edition, Integration, Migration, Batch Jobs, Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Custom Objects, Custom Tabs, Schema Builder, Apex Web Services, Standard objects, Force.com IDE |
| **Languages** | C, Java, APEX, JavaScript, HTML, CSS. |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows XP/Vista/7/8, Windows CE, Linux. |
| **IDE / Other Tools** | SVN IDE, Force.com IDE, Workbench, Force.com Explorer, MS Office Suite, MS Excel. |

***Professional Experience:***

***Kemper Insurance, Jacksonville, FL June 2019-Till Date***

***Role: Senior Salesforce Developer***

***Responsibilities:***

* Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with **Visualforce, Force.com API and web services**.
* Created **Custom objects**, settings, **Setup validation rules**, **Record types**, custom tabs, field updates and email alerts.
* Worked with several SFDC objects like A**ccounts, contacts, leads, opportunities, reports** and created custom objects based on Business need.
* Developed Lightning apps and components to be more interactive to end users for enhancements in enrolment, **admissions and donations**.
* Worked on data loader by uploading close to a million records and cleansing and **de-duplicating bulk loads, created new reports, dashboards**.
* To search objects using **SOSL query**.
* Developed custom Business logic using **Apex Classes, Visual force pages and Lightning components**.
* Preparing and getting approval of design, functional and technical specifications from business using **sales cloud.**
* For transactional and contractual information created custom objects and fields. Created email **alerts, field updated, workflow rules and defined related tasks**.
* **Organized fields, custom links, related lists,** and record pages by **creating page layouts** and search layouts.
* Get real time data from external system using **Lightning connect**.
* Provided support to marketing team on **Marketing Cloud.**
* Within the **Salesforce CRM** and cloud computing model created **custom Apps and reports**.
* **Developed, administered, configured, implemented** and support of **Salesforce CRM.**
* Implemented various relationships using master detail relationships, **pick lists, validation** and **Formula fields to custom objects**.
* To complete **development and deployment** activities worked with **CRM application** development team.
* Used Salesforce marketing cloud to create journey and sync data from **Salesforce CRM** to **Marketing cloud.**
* Used **lightning components** and **visual force** to create new tabs for improved look and experience.
* Experience in **Marketing Salesforce Cloud environment** using both **classic and lightning**.
* Automatically log the call information and interaction time used CTI in Salesforce.
* Made customizations, **implementation**, **integration** with existing applications, **community portals** and **mobile apps including marketing** and **service cloud implementations.**
* Connected to various Salesforce orgs using **Salesforce marketing cloud.**
* Using **WSDL** created **Apex classes** and for integration with external web services to the system wrote business logic layer according to the functional needs.
* Implemented and developed **Apex classes**, triggers to manage the workflows, develop custom **business logic**.
* To extract the data from external systems to display the pages of salesforce.com by integrating the web services.
* Implemented object level and **field level security** for the profiles to hide sensitive information.
* Worked with **visual force pages, apex classes, controllers, triggers** to develop custom business logic using force.com developer tool kit.
* Developed visual force pages, test classes.
* **Salesforce CRM application** was administered and monitored. Created **automated lead routing**, lead escalations and email alert.
* Implemented fields, customized page layouts for objects like accounts, contacts, lead.

***Environment***:Saleforce.com platform, Visual Force (Pages, Component &amp; Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

***Cambia Health, Portland, OR June 17- April-2019***

***Role: Salesforce Developer/ Analyst***

***Responsibilities:***

* Worked with the business group for requirement gathering throughout the **planning and implementation.**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC).**
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed **security & sharing rules for Field, Record Level & Object for distinctive users at different levels of organization.**
* Involved in creating gap analysis document, clearly identifying the data**, business process & work flows** of the organization with respect to **salesforce.com implementation.**
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visual force** pages (immensely customized using **HTML5** and **CSS3** for intuitiveness) to develop custom business logic.
* Worked on integration of two instances using **Apex REST API** call-outs and parsed JSON responses provided by **third-party systems** connected via **REST** inside **Apex classes**.
* Deployed code across various **sandbox** using **Force.com IDE,** Change Set, Workbench and **Force.com** **Migration tool,** prepared package.xml for workbench and **Force.com Migration tool**.
* Managed the database for the team's regions and performed basic administration, **de-duping and cleanup procedures.**
* Developed and deployed workflows and approval processes for opportunities and **products/ assets** **management**.
* Responsible for creating **Queues**, Workflows rules and tasks to share and automate work to the users in the Queue.
* Migrated data from external sources and performed **insert, delete, upset, export operations on millions of records using data loader.**
* Involved in data mapping and migration of data from legacy systems to **Salesforce.com** Objects and fields.
* Managed search layouts and created **page layouts to organize fields, custom links, related lists, and other components** on a record detail and edit pages.
* Created Page layouts to organize **fields, custom links, related lists & other components** on a record detail and edit pages.
* Performed various testing including **Regression, integration, System Testing.**
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visual force** pages to develop custom business logic.
* Extensive experience on **S controls**, **Visual force pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Integration with ETL tools like Informatics, Infosphere.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classes to Unit test** Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **Sandbox to Production**.

***Environment:*** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls,

Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls,

Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

***Boston Scientific, Maple Grove, MN Jan2016- May2017***

***Role: Salesforce Admin /Developer***

***Responsibilities:***

* Managing multiple users, **setting up profiles and roles, customization of objects, fields, record types, page layouts and validations**
* Working with end users across operational departments to create **workflow rules, data validations, and triggers**
* Develop and create customized reports and dashboards
* Create and maintain **documentation of application requirements based on system and process enhancements, policies, application configuration** and any related materials for users as database applications are developed
* **Manage the software testing process, which includes creating test plans and cases, establishing protocols and testing environments, as well as, coordinating software testing schedules**
* Keeping up-to-date with new system features and functionality and **providing recommendations for process improvements**
* Train new and existing users on how to use internal applications
* Keep application users informed about system **functionality and enhancements**
* Provide ongoing process and **technical support**, as well as **logging and tracking identified system** problems through resolution
* The **sandbox for testing** and **migrated the code** to the deployment instance after testing.
* Developed and deployed **workflows and approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* Install and maintain the third party integrated applications including development, testing, and implementation
* Regularly perform **database de-duping and cleanup procedures**
* Prepare data files and uploads data into Salesforce.com using **API data loader.**

***Environment:*** Saleforce.com platform, Apex Language, Visualforce (Pages, Component &amp; Controllers), Pages, Data Loader, HTML, Java Script, SOSL, SOQL, Workflow &amp; Sales Cloud, Service Cloud, Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Eclipse IDE Plug-in, Windows XP,ASP.net

***AIG Insurance, Jersey City, NJ March 2015- Jan 2016***

 ***Role: Salesforce Admin /Business Analyst***

 **Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from **Excel to Salesforce using Apex Data Loader.**
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various **SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards**.
* Created workflow and **approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates**.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created **page layouts, search layouts to organize fields, custom links, related lists** and othercomponents on a **record detail and edit pages.**
* Worked on **Apex classes, controllers, controller extensions.**
* Designed various **HTML Email templates** for **Auto-Response to customers**.
* Deployment of code from sandbox to production using **Force.com IDE tool**.
* Wrote **SOQL, SOSL considering the governor limits.**
* Used Force.com web service API for implementing **WSDL** in the application for access to data from **external systems and web sites**.

***Environment:*** Saleforce.com platform, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visualforce (Pages, Component &amp; Controllers), Web Services, Pages, Data Loader, CRM Fusion, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls, Code Migration, Eclipse, Force.com IDE.

***Magnus Technology Solutions Inc, Hyd. Aug-2013- Feb 2015***

 ***Role: Java Developer***

 **Responsibilities:**

* Involved in front end development working on **WebLogic portal 9.2** which constituted of consulting **JSPs , controller files** using **portal framework** in java and handling objects passed from server side **EJB( version 2.0) layers.**
* Involved in writing cactus unit cases that serve the purpose of server side white box testing. The **task includes verifying result set returned** from **API calls** against **data obtained from SQL querie**s so as to emulate front end code.
* Worked on writing back end code using **layered architecture** including **writing hibernate mappings and EJB code.**
* Client interaction, **VCS, star team** and **Interaction** with **Onsite Coordinator**.

***Environment:*** Java, Swings , EJB, JDBC, Servlets, JSP, JBuilder IDE , HTML , XML, JavaScript , BEA WebLogic, Oracle , Internet Explorer , Windows NT , UNIX MS SQL.

***Education Details: Bachelors form JNT University Hyderabad – 2006.***