Sarithareddy9.p@gmail.com

                                                                Mob: +1 302 690 3650

                                                        Salesforce Certified Administrator

                                             Salesforce Certified Sales Cloud Consultant

                                               Salesforce Certified Platform Developer I

**SARITHA**

**PROFESSIONAL SUMMARY:**

* 16 years of extensive IT experience in System Analysis and Business Analysis.
* 10 years of professional experience in Salesforce CRM as a Technical Lead, Developer and administrator.
* Expertise in Business requirement gathering, Business process flow, Scoping, Design, Development, Testing, Deployment, Training, Client Demoes and Support.
* Worked on waterfall and Agile projects
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Built custom Visualforce pages according to business use-cases.
* Created and used Email templates in HTML and Visualforce
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Developed process builders and complex lightning flows according to the business requirements.
* Developed Lightning Components using Lightning Framework.
* Experienced in creating modern Enterprise Lightning Apps.
* Implemented Aura handlers and Lightning events.
* Worked on Apex Data Loader and Process Builder
* Created Dashboards to display Data in Salesforce.com
* Good Experience in developing Custom Page Layouts, work flows, and Approval processes.
* Key player in migrations and deployment of code from one environment to other usingForce.com IDE deployment wizard.
* Extensive experience in designing custom objects, custom fields, role-based page layouts, workflow rules, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team environment.
* Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.
* Worked with Salesforce Strategic Services and Salesforce Premier Support to understand and fine tune the implementations to handle bulk Load of the Data

**Technical Knowledge:**

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| **Force.com** | Apex Custom Controllers and Extension, Apex triggers, S-controls, SOQL, SOSL, Ajax Toolkit, Packaging and migrations, Force.com IDE (Eclipse) |
| **VisualForce** | Custom Visual Force Pages |
| **ETL Tools** | Salesforce, Apex Explorer, Informatica |
|    **Languages** | C, Java,  J2EE |
| **Database** | Sybase Adaptive Server, MYSQL |
| **Web** | HTML, XML, CSS, JSP**,**JavaScript, WSDL, SOAP |
| **Platforms:**  | Windows 98/2000/XP/2003/vista, UNIX(Sun Solaris, Open Solaris) |
| **Tools**  | MS Office, Adobe Photoshop, Ms Excel, MS-Project 2000 |

**Professional Experiences:**

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| **Client:**Emblem Health                                                                                   **May 2017 - Current****Location**: New York City, New York     **Role:** Salesforce Technology Lead |

Service cloud implementation project for EmblemHealth client. This project involves requirements gathering, configurations, customizations, migrations of data, Integrations from many source systems including legacy application eSaws.

**Responsibilities:**

* Designing and analyzing applications according to client requirements in the Service Cloud application.
* Working with client teams in order to deliver their requirements
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed custom Visualforce pages according to business use-cases.
* Created and used Email templates in HTML and Visualforce
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Developed process builders and complex lightning flows according to the business requirements.
* Developed Lightning Components using Lightning Framework.
* Experienced in creating modern Enterprise Lightning Apps.
* Implemented Aura handlers and Lightning events.
* Analyzed Salesforce DX and Lightning Web components for project feasibility.
* Worked on Apex Data Loader and Process Builder
* Created Dashboards to display Data in Salesforce.com
* Good experience with Salesforce CRM and Salesforce Administrator skills
* Created Role Hierarchy to provide security to data.
* Created and Manage users and profiles in salesforce.
* Created and deployed Reports and Dashboard in salesforce.com
* Implemented Page Layouts, List views, Record types based on Business needs.
* Implemented Custom settings, Custom Labels and Validation rules.
* Scheduled Exports to make backup of data from salesforce.
* Stay up-to-date on new Salesforce features.
* Ongoing improvements in the Salesforce.com instance by doing continues research of new Salesforce feature functionality

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| **Client:**Centene                                                                                 **March 2016 – April 2017****Location**: Chesterfield, Missouri     **Role:** Salesforce Technology Lead |

Sales cloud Implementation project for Centene client. Centene Corporation is a large publicly traded company and a leading multi-line healthcare enterprise that serves as a major intermediary for both government-sponsored and privately insured health care programs.

**Responsibilities: Sales**

* Updated business rules, business logic and data definition rules to reflect the

Current data-model in the Sales Cloud application.

* Developed and deployed workflows, approval processes.
* Involved in Salesforce.com application setup activities and customized the apps to match

the functional needs of the organizations.

* Developed custom objects, custom reports and configured Analytical snapshots to dump

the data on regular basis.

* Created and deployed reports and dashboards in salesforce.com
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed custom Visualforce pages according to business use-cases
* Integrated external systems using REST Services
* Implemented Page Layouts, List views, Record types based on Business needs.
* Implemented Custom settings, Custom labels and validation rules.
* Scheduled exports to make backup of data from salesforce.
* Analyzed Salesforce release notes and updated team members/Management on features and changes.
* Estimating migration project efforts.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Identifying the need of third-party tools, required number of licenses and users.

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| **Client:**Cognizant                                                                            **November 2014 – February 2016****Location**: Newark, New Jersey**Role:**  Salesforce Senior Developer**Employer:**Cognizant USA |

Cognizant is an American [multinational corporation](https://en.wikipedia.org/wiki/Multinational_corporation) that provides digital, technology, consulting, and operations services. Cognizant has decided to use Salesforce.com Winzone CRM system for Sales and Marketing process.

**Responsibilities:**

* Strong knowledge in cloud computing applications
* Worked on Apex Data Loader and Process Builder
* Integrated Salesforce.com with external systems with Data-Store to support in-coming data from different systems.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed custom objects, Custom reports and configured the Analytical snapshots to dump the data on regular basis.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed custom Visualforce pages according to business use-cases.
* Created and used Email templates in HTML and Visualforce
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Created and deployed reports and dashboards in salesforce.com
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Implemented Page Layouts, List views, Record types based on Business needs.
* Implemented Custom settings, Custom Labels and Validation rules.
* Worked with Salesforce Strategic Services and Salesforce Premier Support to understand and fine tune the implementations to handle bulk Load of the Data

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| **Client:**AstraZeneca**January 2014 – October 2014****Location:**Wilmington, Delaware**Role:**US Veeva Integration Project Lead**Employer:**Cognizant USA |

AstraZeneca is the world's seventh-largest pharmaceutical company.

**Responsibilities:**

* Acted as a single POC between AM teams( representing 10 Applications) and NA Veeva integration SIT team for test coordination
* Collected consolidated testing requirements from the project team where Cognizant AM teams participation is needed
* Prepared SIT report, UAT Report and final summary Report
* Appreciations from client for the successful testing co-ordination, deployment and go-live
* Thank you note and Video from Global sales services team for continuous support during Integration testing, deployment and post-deployment phases

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| **Client:**Cushman & Wakefield                                                         **May 2013 --  December 2013****Location**: New York City, New York          **Role:**Salesforce Technical Lead**Employer:**Cognizant USA |

Cushman & Wakefield is a privately held commercial real estate services firm.

**Responsibilities:**

* Worked closely with Vendors performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and Custom objects.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs of the application.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Trained users on Salesforce.com one-on-one sessions, and in person classroom training. Provide demo sessions for clients.

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| **Client:**RICOH                                                                                               **May 2011 --  May 2013****Location**: Malvern, Pennsylvania        **Role:**Salesforce.com Senior Developer**Employer:**Infosys USA |

Ricoh produces electronic products, primarily cameras and office equipment such as [printers](http://en.wikipedia.org/wiki/Printer_%28computing%29), [photocopiers](http://en.wikipedia.org/wiki/Photocopier) and [fax](http://en.wikipedia.org/wiki/Fax) machines. Designed and developed sales applications for Ricoh client.

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and Custom objects of SalesForce.com (SFDC).
* Implemented Territory Management in Salesforce that assigns Accounts, Opportunities, and Activities to various Sales Representatives on daily basis based on Market Places/Region level assignment rules. As part of Territory Management Project, we have designed/developed Batch Apex Classes/Schedulable classes to run without Manual intervention.
* Implemented Leads customization for associating leads to existing accounts, opportunities and contacts. Visual force page were created, which will be used during Lead conversion to provide option for users to select either existing or new account/opportunity/contact.
* Worked with Salesforce Strategic Services and Salesforce Premier Support to understand and fine-tune the implementations to handle bulk Load of the Data.
* Used Deployment methodologies such as Change sets, Metadata API, Deployment through Eclipse and deployment through Ant Scripts.

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| **Client:**RICOH                                                                                          **February 2008 --  April 2011****Location**: Malvern, Pennsylvania        **Role:**Salesforce.com Senior Developer**Employer:**Infosys USA |

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of functional business requirements.
* Prepared technical requirements documents and designed the solution by customizing various standard objects and Custom objects of SalesForce.com (SFDC).
* Designed various WebPages in Visual Force for implementing Business requirements on Accounts and Opportunities
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs of the application.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, other Standard Objects and Customized Objects for additional fields, Layouts, and record types.
* Loaded data into SFDC using Data loader and migrated several legacy applications to the Force.com Platform.  Worked on doing making enhancements to SFDC application required by business users from time to time.
* Worked with Salesforce.com premier support to resolve technical issues.

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| **Client:**American Express                                                               **January 2007 --  January 2008****Location**: New York City, New York        **Role :**Salesforce.com Developer**Employer:**Infosys USA |

American Express is an American [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) [financial services](http://en.wikipedia.org/wiki/Financial_services) corporation. The company is best known for its [credit card](http://en.wikipedia.org/wiki/Credit_card), [charge card](http://en.wikipedia.org/wiki/Charge_card), and [traveler's cheque](http://en.wikipedia.org/wiki/Traveler%27s_cheque) businesses.

**Responsibilities:**

* Implementation of associated Defects and Requirements custom objects, page layouts, record types and other necessary configurations
* Junction object is created to establish relationship between Defects and Requirements objects.
* Worked on role hierarchy & sharing rules to configure visibility
* Prepared training material and trained salesforce.com business users

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| **Client:** Arrow Electronics                                                                  **May 2006 --  December 2007****Location**: Colorado   **Role**: Oracle Apps Developer**Employer**: Infosys India   |

Client is a [Fortune 500](http://en.wikipedia.org/wiki/Fortune_500) company. The company specializes in distribution and value added services relating to [electronic components](http://en.wikipedia.org/wiki/Electronic_component) and computer products.

**Responsibilities:**

* Development of BI publisher(XML Publisher) reports
* Preparation of test plans and Testing
* Actively Participated in Client Demos and Trained newly joined members in Team.
* Onsite-Offshore coordination, weekly status reporting.

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| **Client:** Pfizer                                                                                                  **May 2004 --  April 2006****Client Location**: New York City, New York **Role:**Oracle Apps Developer**Employer**: Infosys India   |

Client is a US Based Investment Major and has extensive presence across the world. The project involved implementation of HOBS (Health and Other Benefits) a customized form of OAB (Oracle Advanced Benefits).

**Responsibilities:**

* Requirement gathering
* Preparation of Requirements Specification Documents and Design Document.
* Benefits Eligibility, rates, Life events and Carrier Extracts configuration.
* Involved in quality assurance activities.

**Education:**

**Bachelors in Computer Science and Engineering**