**Bhavya K Valiveti**

**Certified Sales Cloud Consultant/Platform Developer/Administrator**

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 **PROFESSIONAL SUMMARY:**

* A 3\*Certified Salesforce professional with experience in Salesforce technologies: Sales Cloud, Service Cloud, Marketing cloud Force.com Platform with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Highly skilled in Salesforce.com (SFDC) development and implementation.
* Experience in all the phases of Software Development Life Cycle (SDLC) from analysis to maintenance in both Waterfall and Agile models.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ.**
* Expertise in Salesforce Setup activities, Configuration, Administration, Customization, Mapping, Data Migration and Integration of Saleforce.com applications and good experience in Lightning.
* Expert in Salesforce CPQ, configurators, product rules, pricing rules, advanced approvals, option constraints.
* Proficient in customizing standard objects like Account, Contact, Lead, Opportunity, Case and Campaign as needed.
* Extensive Experience in creating Roles, Profiles, Page Layouts, Record Types, and Assignment rules, Workflow Alerts and Actions, Approval Workflows, Reports, Dashboards, Outbound messaging.
* Expert in developing Custom Applications, Custom objects, Custom fields, Custom Tabs, Custom components and Role based page layouts.
* Profound understanding of Security and Sharing Rules implementation at object, field, and record levels
* Proficient in Salesforce.com SFA, Visualforce, Force.com Apex Classes, Apex triggers, SOQL, and SOSL, Force.com API.
* Working knowledge of ETL Tools on Apex Data loader, MuleSoft, Informatica on Cloud and other app exchange data migration tools.
* Involved in Code Deployments using Change Sets from Sandbox to production
* Integrated Salesforce CRM with external CRM explicitly using web services API
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and ANT based Migration Tools and Salesforce.com Sandbox environments.

 **Certifications:**

Certified Salesforce Developer (PD-1)

Certified Sales Cloud Consultant (SP-20)

Certified Salesforce Administrator (ADM-201)

 **Professional Experience:**

**Price Waterhouse Coopers LLC**

 **June 2019 to Present**

**Salesforce Application Developer**

**Responsibilities:**

* Designed and developing Lightning Components using Aura framework.
* Experience working on different Product based development.
* Experience in configuring price quote **(CPQ)**
* Created Price books and also migrated the active Products from these Price books
* Have Built custom user interfaces using **Lightning components**.
* Developed new apps with the **Lightning App Builder and Lightning Components** for sales reps to help them sell faster and smarter (Sales Cloud).
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Build apex program to load the CPQ configurators.Used pricing rules to build the discounting logic and reduce the complexity of existing process.
* Developed and maintained dashboards in Salesforce wave platform using Einstein Analytics
* Configured products,Catalog,Catalog hierarchies,Bundles, Bundles within Bundle,Price lists across all the products.
* Experience in delivering rapid prototypes and POCs to demonstrate new potential uses for Einstein analytics for business users and executives.
* Managed multi org Einstein data connectors.
* Experience working in migrating the standard and custom objects in standard experience to lightning experience.
* Experienced working using **Soap/Rest Api’s.**
* Experience working on migrating the standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities and custom objects in standard experience to lightning experience.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.
* Created many Lightning Components and Server-side Controllers to meet the business requirement.
* Designed, implemented and deployed the Custom objects, Custom tabs, Page layouts, Components to match the functional needs of the application
* Implemented Apex Extensions to customize the standard buttons on Lead, Account, Contact and Opportunity objects.
* Developed robust Lightning Pages using aura framework and placed them on the community builder.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Worked on Salesforce Lightning Process Builder to easily automate Business Processes.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better**.**
* Hands full of experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Experience in using GIT, Jenkins Etc.

**Environment:** Sales Cloud, Salesforce.com platform, DocuSign Lightning, Lightning Process Builder, Lightning Inspector, Lightning Out, Apex, Workflow & Approvals, Triggers, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Security Controls, Sandbox data loading, REST services.

**Jp Morgan & Chase April 2018 to June 2019**

**Salesforce Developer**

**Responsibilities:**

* Developed various custom objects, formula fields, Master-Detail, Look up relationships, Tabs, Validation rules.
* Created various Profiles, Roles, and page layouts and configured the permission based on the Organization hierarchy requirements.
* Worked on various salesforce.com standard objects like Cases, Leads, Accounts, Contacts, Opportunity, Campaigns, Reports and Dashboards.
* Worked on sales cloud and service cloud.
* Designed and developed custom tabs, Validation-rules, Assignment rules Approval processes and Auto response for automating business logic.
* Implemented Security access to the user’s profiles by creating Object Level Security, Field Level Security and record level security.
* Designed and developed the Record types, Quick actions, Work flow rules, Process builders
* Developed Visual Force Pages, Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.
* Developed complex mappings & mapplets in informatic to load the data using different transformations.
* Integrated the web services API, for extracting the data from External Systems like Medallia,Docusign etc
* Built automation rules using Medallia that trigger invitations based on key events in Salesforce.
* Worked on assigning follow-up cases using Medallia in Salesforce based on feedback response rules configured in Medallia.
* Worked on Web to Lead and Web to Case.
* Created Wrapper Classes to capture multiple entries.
* Used Data Loader for insert, update, and bulk import or export of data from salesforce.com Objects. Used it to read, Extract, and load data from comma separated values (CSV) files.
* Coordinated the process of Production defect fixes and support.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force and Force.com IDE.
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Escalates important issues to the attention of the department head so that decisions can be made promptly.
* Developed Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.

**Environment:** Salesforce.com unlimited edition, Salesforce Lightning, Sales Cloud, Apex Language, Visual Force (Pages, component and controller), AppExchange, Apptus, HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, CPQ, Excel, Validation rules

**Barclays, India July2014- November2015**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed data migration for standard objects like Users, Accounts, Leads, Contacts, Campaigns, Campaign Members, Quotes.
* Migrated thousands of records from old instances to the new integrated instance.
* Expertise working on various SFDC implementations including Sales cloud, Service cloud, Community cloud, Chatter and App-Exchange applications**.**
* Enhanced the existing portal functionality and moved to Community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Re-factored Apex triggers to improve performance and triggers using best practices by using collections like Maps, Sets and Lists.
* Developed Custom Business Logic using Apex Classes, Components, Triggers, and Controller Classes for different functional needs**.**
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, and customer portal.
* Worked on the Opportunity Management Vertical which is primarily concerned with sales and pending deals using the Opportunity object and certain related standard and custom objects.
* Responsible for creating Opportunities, coordination of development to offshore resources, Escalation for development work, and unit testing on all requirements.
* Involved in separate phases of Opportunity, Product Object, Price Books and Opportunity Products, as well as various custom objects associated with Opportunities such as Strategic Deal Information.
* Implemented Record Types, Field Limits, Page Layouts for different business tiers in the opportunity object.
* Worked on implementing Customer communities for Viacom. Using the Customer community, the customer can find the required banking information. Go through the articles that are published. Post FAQ's. The community site also contains branding pages to show case articles • Deployed JMeter to validate mule flows where Mule ESB applications were implemented into MMC (Mule Management Console)
* Updated existing Approval Processes and created Approval steps with actions such as email alerts and field updates

**Environment:** Sales Cloud, Community Cloud, Salesforce.com platform, Apex, Visualforce Pages, Data Loader, Reports, Approval Process, Custom Objects, SOQL, SOSL, Page Layouts, Custom Tabs, Controller, Triggers, Security Controls, SKUID, Sandbox data loading.

**DXC Technology, India Sep 2013 to July 2014**

**Salesforce Developer/Admin**

 **Responsibilities:**

* Involved in salesforce.com Application setup activities and customized the apps to match the Functional needs of the organization.
* Created process flows utilizing the software development life cycle and agile development methodology.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Specially worked on Case Management with Workflow & Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications. Specially worked on Case Management with Workflow & Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Worked on data migration using data loader from excel sheets.
* Responsible for querying sales force tables using SOQL and SOSL.
* Created different templates in visual force and HTML.
* As SFDC administrator interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Designed various HTML Email templates for Auto-Response to customers
* Supported the data migration activities for migration of data from various business sources with the support of salesforce.com.
* Created the workflows and for automated lead routing lead escalation, alerts and custom coaching plans.
* Implemented different levels of security to hide the important information from the users.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from internal systems.
* Worked on Encryption of custom fields with the help of master encryption key to encrypt the data.

**Environment:**.com Custom/Standard Objects, Custom Tabs, Jira, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox data load, Email Services, Security Controls, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

**Education Qualification:**

* Master's degree in Information system’s security from Wilmington University, Delaware
* Bachelor’s degree in Electronics and Communication Engineering from Gitam University,India

**Languages**

APEX, SQL, C, C++, Java, Python
Web Development XML, HTML, DHTML, CSS, JavaScript, Angular JS
ETL Tools Data Loader, Connect offline, Salesforce-to-Salesforce, Apex Explorer

**Skills**

JAVASCRIPT (2 year), XML (2 years), APEX (3 years), WORKFLOW (2 years), LOADER (2 years) Restful API (1 year) Salesforce (4 Years) Angular JS (1 year) AWS (1 Year), CLM (1 year)

**TECHNICAL SKILLS**

Lightning Components, Aura Framework, SOQL, SOSL, Apex Classes, Apex Triggers, Workflow and Approvals, Sharing Rules, Apex Extensions, Visualforce, Formulas, Validation Rules, Assignment Rules, Knowledge Articles, AppExchange, Custom Objects, Custom Fields, Dashboards and Reports, Opportunity Management, Lightning, Case Management, SOAP API, REST API.