

**Sarvani Thota**

**Salesforce Advanced Administrator/ Developer**

**Phone no: (972) 430-7478**

**PROFESSIONAL SUMMARY**

* Over 7 Years of IT experience that includes 5+ years of experience in Salesforce.com CRM Platform, involved in all the phases of **SDLC** (Analysis, Design, Development, Administration, Testing, Implementation and Support) and in various software Applications using **Salesforce (CRM)**.
* **Certified Salesforce.**com Advanced Administrator and Developer having experience with Salesforce.com CRM technology as an administrator and developer.
* Experienced with **finance, insurance**, **manufacturing and service** Industries business needs and blending them with the package-based solutions to meet all the variety of IT needs of each customer.
* Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Experienced in **end user trouble shooting issues** and **handling incidents** and fixing issues faced in production.
* Experienced in administrator modifications like Creating **Roles, Profiles, Permission sets, Queues, Email Templates, Email Services, Page Layouts, Workflow Alerts** and **Actions, Approval Workflow, Process Builders, Validation rules and Duplicate Rules**.
* Hands on experience on SalesForce.com developer toolkit **(force.com IDE), Triggers, Visual Force Pages, data migration** andworking knowledgeof **Apex classes, Controllers, SOQL & SOSL**.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, **Junction objects**, **master-detail relationships** and **lookup relationships**.
* Examining the bulk data load jobs errors and updating the mapping as per the constant business requirement changes.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce pages** and Integrating with external sources by developing **SOAP, RESTful, Apex Web Services** for inbound calls to Salesforce.
* Good experience in working on **Eclipse IDE with Force.com** Plug-in for writing business logic in Apex programming language.
* Extensive experience in lead, case management **web-to-lead, Web-to case, Email-to-case**.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader** Utility.
* Worked with various CRM applications like Salesforce.com, **Sales cloud, Service cloud,** and **Marketing cloud.**
* Experience in web technologies including **HTML, XML, CSS, JavaScrip**t and SOAP.  
  Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Experience in building reports, dashboards and scheduling the reports as per the requirement from the team and end users.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Experience in working with client specific solutions like Salesforce.com **Sandbox deployments**, **Force.com IDE, Eclipse IDE** and various production environments.
* Excellent Communication Skills, Self-motivated, Quick learner, and good team mentor & player, ability to meet deadlines.

**TECHNICAL SKILLS**:

|  |  |
| --- | --- |
| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Lightning, Data Loader, Workflow Rules, Role Hierarchy, Validation Rules, Flows, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Omni channel setup, email to case setup, Translation Workbench. |
| **Salesforce Clouds** | Sales cloud, Service Cloud, Financial Service Cloud. |
| **Programming** | APEX, SQL, SOQL, SOSL |
| **Web Technologies** | Basics of HTML, CSS, JavaScript, JSON, XML, Visualforce. |
| **Other Technologies** | Agile Methodology, Service Now, Teradata, Snowflake, Solutions now, JIRA, Latex |
| **Certifications** | Salesforce Advanced Administrator, Salesforce Platform developer- I, Service cloud consultant, Salesforce platform App builder, Salesforce Administrator |

**PROFESSIONAL EXPERIENCE:**

**Client: Anheuser-Busch, STL, MO February 2020- Till date**

**Role: Salesforce Administrator/ Developer**

**Responsibilities:**

**Worked on applications involving commercial logistics domain**

* Serving as key salesforce administrator in the team - working on production support issues, debugging and troubleshooting any access, error related issues for more than 5,000 users who use the internal commercial applications, which are mostly used by sales representatives from the wholesalers and retailers.
* Responsible for resolving the tickets coming through JIRA and support teams within SLA time and responding to end user.
* Following up through salesforce release updates and providing the updated on the changes that are going to take place in the org for the team and working proactively, making sure the functionalities doesn’t break with every release.
* Monitoring the bulk data load jobs as a part of data integrations and used Data Loader, workbench for insert, update, and bulk import or export of data from Salesforce.com S-Objects.
* Handling periodic refresh and post refresh activities for all the test and full copy environment to be consistent with production configurations - Setting up test data, users and project related settings for the apps.
* Performing administrative tasks like creating Users, Roles, and Profiles, Permission sets, Public groups and Queues and pushing them to production as per the project guidelines from Dev to Production and timelines.
* Serving as a key administrator for the team and estimating the effort for any work that needs to be delivered to end users and working with Salesforce for any setup or missing functionalities via cases.
* Changes to existing field history tracking, Validation rules, workflows, process builders and flows according to changes discussed with business and updating any network access and session settings as per the need.
* Omni channel setup transition from live message classic to lightning.
* Updates to email templates and scheduling the reports for users to determine the connected app usage.
* Resolving incidents or issues for the end users like unable to access any tab, buttons or any pages in the navigation, email delivery issues, user creations, user portal access, report building.
* As part of the duties I follow usual cleanup process every bi-weekly for deactivating and freezing the users, user management.
* Providing information to the team on object usage, limits, fields present on each object and their data types and security model for each of them using SOQL in workbench, salesforce inspector or data loader.
* As a part of trouble shooting the production issues, I connect with other internal teams and analyze their debug logs and provide the results.
* Training sessions with end user on how to use each functionality in salesforce like mass email, creating reports/dashboard, list views etc.
* Creating custom objects, fields, Tabs, connected apps and implementing the complex scenarios using force.com platform.
* Written SOQL, SOSL queries in Apex triggers and controllers, used Salesforce workbench to generate queries.
* Have experience working in Agile and Scrum Methodology for developing and maintaining the Application.

**Client: Ameriprise Financial Services INC., MN May 2019 –October 2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

**Worked on Projects involving financial service cloud with ongoing data migration and integration.**

* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components
* Developed Apex classes, triggers, test classes and lightning components according to the requirements.
* Manual data load work for failed files coming from Informatica as part of Data migration roles.
* Modifying reports and dashboards as per the business requirement and giving access to advisors.
* Debugging Single sign on issues for the users who have trouble in login to CRM. Validating user information with the database and resolving issues.
* Modifying Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Documenting all error reports and all changes to field history tables as scheduled.
* Following up with salesforce cases for priority fixes and making sure all the functionalities are working correct.
* Working on issues created for end users due to feed inconsistency from source systems like COLA, Ebix, Advisor Mobile where the users are migrated from.
* Supported project during migration weekend to load the notes, events, accounts, contacts, files from the Source systems like COLA, Ebix using ETL and data load activities.
* Deployed all classes, triggers, objects, components, pages from sandbox environment to production environment.

**Client: Central Park Conservancy, NY September 2018 – April 2019**

**Role: Salesforce Consultant**

**Responsibilities:**

* Worked on Project Communications Case center with Knowledge Base for effective case management focusing Service cloud with 80% as salesforce admin and 20% as developer.
* Experienced in Business Process Modeling, Business Process Improvement, requirement gathering, Salesforce configuration, customization and Project Coordination across the project lifecycle.
* Worked on service cloud and knowledge base. Implemented Email to Case services for managing inquiries through phone, email, postal and other sources.
* Implemented automatic processes for managing cases like reassigning the owner and alert related users.
* Built force.com sites for publishing the knowledge articles for non-salesforce users.
* Developed a way to track number of times a knowledge article is accessed by the user also accepting the feedback from the user if knowledge is helpful or not.
* Provide the best architectural design and the best industry standard methodologies in Communications Case Center (CCC) project while implementing salesforce applications using both development and administration.
* Federated and integrated third party applications like Centrify users who are in the active directory to salesforce using the single sign on feature.
* Implemented customized alerts through apex scheduled and batch classes for cases, which require customized alerts for each department.
* Integrated SQL with Salesforce to fetch all the donor information from the local database to salesforce environment through scripts, which is scheduled nightly.
* Understand and translate the clients' requirements into practical salesforce applications by using multiple and ever-changing technologies and programming languages.
* Designed interactive Force.com web pages using Visualforce, Apex classes and Triggers.
* Worked on SalesForce.com developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.

**EMD Serono, Rockland, MA August 2016 – August 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked on Salesforce integration with a third-party web portal which deal with PAP, COPAY etc.
* Created the visual force pages and developed Apex classes, triggers and integrated with external legacy system using REST based webservices.
* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements
* Created various Visual force/html email templates for Email Alerts using triggers and approval process for sending email alerts to the end users.
* As a part of integration, developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Documented API specifications using Open API swagger Editor with all the API interface endpoints in there with the clear Request and Response Body’s.
* Created Visualforce pages with responsive design using HTML, CSS and Java Script for classifying documents from the web portal.
* Managed and created Record types, page layouts, fields, and system interface/capabilities, Lightning Component and created lookup and Master-details Relationships.
* Worked on data migration of objects like Apex classes, triggers, Custom fields and Custom objects from source SFDC to Target SFDC for which used data loader and file exporter tools.
* Also used change-sets to deploy the code into different environment (Testing, UAT and production).
* Worked on Test classes of various triggers and apex classes in the application to maintain minimum of 75% and more code coverage.
* Worked with JIRA ticketing tool to create immediate instances or issues regarding code fixes or upgrades required.
* Performed unit testing using Work Bench, Postman tool for testing all the API’s.
* Experience working on batch Apex classes, scheduled classes to perform email actions for fixed period.
* Participated in daily Scrum meetings, discussed with Business Analysts about requirement gaps, defects and blocking issues.
* Involved in creating multiple Lightning Components, adding CSS and design patterns that make the Lightning components feel better for end users.
* Worked on integration of data and worked on a console page to create cases from the customer where a third-party assistance would deal with.
* As a part of project, worked on sales, service cloud simultaneously and on web-to-case, email-to- case.

**Visual Soft, Hyderabad, India Jan 2015 - July 2016**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Created Custom Objects, Custom Tabs, and Entity-Relationship Data Model, validation Rules, Workflows and Approval Processes, Auto-Response Rules and Page layouts and Data import and export.
* Designed, developed and deployed Visual Force Page, Apex Classes, Controller Classes and Apex Triggers based on the business requirements in agile manner.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization. Also created profiles and configured the permissions based on the organizational hierarchy using permission Sets.
* Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Worked on SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Defined Lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in creating and customizing Email template and configuring them to the Email alert within the workflow rule for a standard/custom object.
* Involved in Daily Scrum meetings with all the team members to check whether we are in same page.
* Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application.
* Responsible for maintaining the functional areas of data management, forecasting, Contacts, Leads, Campaigns, Opportunities, Quotes, Dashboards and Reports.
* Experience documenting and analyzing processes, procedures, and/or policies. Ability to handle full workload and meet proposed deadlines.

**Avental Soft Tech Ltd, India  
Role: Java Developer Jan 2014 – Dec 2014  
Responsibilities:**

* Contributed in all phases of software development life cycle.
* Involved in designing the application in various design patterns were used in the design of the Application.
* Designed the application page flow using struts actions and forms.
* Extensively used XSL to style XML data.
* Also supported building front end for existing processes using HTML, XML and CSS.
* Worked in a team of 2 people as a developer.
* Developed HTML and JSP pages for user interaction and data presentation.
* Involved in writing application-level code to interact with APIs, Web Services using, AJAX, and JSON and XML.
* Responsible for developing various static and dynamic modules, which are displayed in different, web pages according to the specifications.
* Used AJAX for the development of the application.
* Responsible for complete coding of the application.
* Participated in design reviews and code reviews.