Sreethi

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**Sr. Salesforce Developer / Certified Admin**

**PROFESSIONAL SUMMARY**:

* Over **6+** years of IT industry experience, with **Salesforce.com CRM** development using visual force Pages, Lightning (Aura, LWC), Apex as Administrator and Developer.
* 3+ Years of experience in service cloud and 2 + years of experience in Sales and Community cloud.
* Well versed with CRM processes like Sales, Marketing, Customer service, Customer support, Business processes, and recommended solutions to improve using SFDC.
* Experience in the complete life cycle of project development **(SDLC)** and in working with **ASM.**
* Experience in implementation of salesforce.com applications like **the Sales, Marketing, Service and support Modules.**
* Good knowledge on **Technical** and **Functional** aspects of **Salesforce.com**, on-demand **package**.
* Proficiency in building **Data Model** and implementing business logic.
* Extensive experience using **Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs, and Dashboards**. Experience in data migration using **Import wizard and Apex Data Loader.**
* Working knowledge in generating **Report types, Reports,** and **Dashboards** to analyze the data Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Highly proficient in designing **Apex** Classes, Custom **Visual Force Pages,** Custom **Controllers**, **Triggers**, **Custom, and Visual force Tabs**, **Custom Objects**, Standard, and Custom **Reports** and **Dashboards.**
* Expertise in **Apex programming language, Apex triggers, Apex Scheduler, Batch Apex, Apex Web service**.
* Hands of experience in writing **Test classes, Debugging Apex code, SOQL, SOSL** and Aggregate queries in Apex Classes and Triggers
* Installed Apps from **AppExchange**, Configured and maintained **User Security Permissions** in compliance with organizational needs
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, REST and O Auth 2.
* Expertise in working with **Force.com Plug-in** and **Eclipse** IDE for writing business logic in Apex programming language.
* Expertise in **Lightning app builder** and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Experienced in **Salesforce.com Live Agent** Console setup in Service Cloud and experienced in Salesforce.com Marketing Cloud.
* Experience in building Lightning container component with Angular, React and other libraries.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the **Field Service Lightning** managed package and Field Service Lightning mobile app.
* Effective team player with **good communication, interpersonal and presentation skills**.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge on Salesforce Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.

**TECHNICAL SKILLS**

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| --- | --- |
| Salesforce Technologies | Force.com platfrom, Apex Language, Apex Trigger, Apex Scheduler, Test classes, Batch Apex, Apex Class & Apex Web Service,SOQL,SOSL, Visualforce (Page, Component & Controllers), Lightning Components, Lightning Builder, LWC |
| Custom Integration | Outbound Messages, SLDS, CLM, Workflow & Approvals, Validation rules,Case Assignment rules, Case Escalation rules,Field updates, Reports, Custom Objects, Custom settings, Custom labels & Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application & Sandbox data loading. |
| Force.com tools | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Eclipse IDE Plug-in,Workbench, Sandbox and Production.VS Code |
| Clouds | Sales cloud, Service Cloud, Community cloud, Heroku |
| Programming Languages | APEX, Java, C, SQL |
| Project & Document management | MS Office ( Ms Word, EXCEL and Power point), MS Visio, Google Docs, Office 365 |
| Web services | HTML, XML, CSS, Java Script, SOAP, REST, Adobe photoshop, Jenkins, Git, Docker |
| Methodologies | Agile SCRUM, Waterfall Model. |

**CERTIFICATIONS**:

* Salesforce Certified Administrator
* Salesforce Platform Developer I

**PROJECTS**:

**Client: First Command, TX October 2019- Till date**

**Role: Sr. Salesforce Developer/Lightning**

**Description**: First Command is the leading global insurance, banking retail onboard and solutions provider with the largest global network in the Financial Service industry. First Command took a big step in transforming its commercial lending process when it added Salesforce as its customer relationship management (CRM) system The Bank empowered its relationship managers (RMs) and improve their customers’ experiences. I am responsible working on Sales Cloud: collaborating with the Sales team to manage accounts, contacts, opportunities and collaborate on a real time basis.

**Responsibilities:**

* Created re-usable components using **Lightning Web Component**s that performs well across mobile experiences
* Worked as an enhancement team member and performed the roles of Salesforce.com Developer and Administrator.
* Created **Lightning Web Components** and used Salesforce Lightning Design System (SLDS) to convert existing Visualforce pages to lightning components.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Worked with Knowledge Based articles in Community Cloud to enable access to articles for customers and agents in a specific community.
* Created modern Enterprise **Lightning Apps** combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Integrated with DocuSign, Sign Now, Box, and AWS using REST web services.
* Designed and developed solutions using Service Cloud automation (Flow, process builder, quick actions, macros, quick text).
* Integrate external data into your Salesforce environment in real-time, using Salesforce 1 Lightning connect.
* Configured custom Lightning web components to appear in the components panel in **the Lightning communities** of the entire org.
* Used community cloud to build deeper relationship with customers and provide better assistance serving them online.
* Experience with common JavaScript frameworks such as Angular JS, React JS.
* Collaborated with Sales Management and Solution Engineering teams, Service Cloud Account Executives, and Product Management to deliver the appropriate solution and establish credibility and trust with the customer.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in Lightning experience.
* Worked on **Metadata API** to add/or remove Lightning Web Components or buttons in page layouts with single click.
* Used **License Management Application** (LMA) to manage the licenses of application.
* Templates are created using the Microsoft **DocGen** plugin. Template creation and generation process are done in AWS.
* Performed **Bulk Data Migration** from Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Apex Data Loader utility and ETL tools.
* Created various **Reports (Summary reports, Matrix reports, pie charts, Dashboards, Graphics).**
* Created **Workflow Rules** to automate **Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages**.
* Developed **Apex Classes, Controller Classes, and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Worked on converting Salesforce classic VF pages into Lighting using Lighting components and Lightning App builder.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes.**
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Good knowledge on **Set up field service features**according to client unique business needs.
* Expertise on how to Create service resources and service crews that represent your field service technicians **in Field Service Lightening app**
* Proficient in **MuleSoft AnyPoint** API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
* Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization** to support vital business functions.
* Deployed applications from sandbox to production using **ant migration tool, Eclipse and Change Set**

**Environment:** SaleForce.com platform, JavaScript, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, JavaScript, Einstein Analytics, Eclipse IDE, Subversion, Change Set, Ant Migration Tool

**Client: ISDH, IN**

**Role: Sr. Salesforce Developer/Lightning August 2018 – October 2019**

**Description**: Indiana state department of health is the global health department with its vision to promote, protect, and improve the health and safety of all Hoosiers. ISDH enhances programs and services, engage workforce, and keep pace with community needs, and to communicate and utilize scientific data and evidence-based practices to achieve optimal health. I have catered to day to day in all phases of new implementations including planning, design of the application, configuration, development and coding of custom objects, fields and integration points. Supported and provided solutions to the end-users from start to finish and a point of contact for all Salesforce inquiries and issues, working closely with the business.

**Responsibilities:**

* Worked on Salesforce Lightning Web Components to build customized components to replace the existing ones.
* Good experience with Lightning component development, Lightning Design system and classic to lightning migration.
* Experience in designing and building Lightning Community (standard and custom components) using Lightning components in Experience Builder and further created community pages.
* Driven good sales by connecting sales executives with the distributors, resellers and suppliers using Business accounts in Community cloud
* Created new User Accounts and assigned Profiles as per their role **in the role hierarchy**.
* Provided guidance, analysis and recommendations to design decisions including but not limited to **architecture, integrations, order management** and **fulfillment systems**, customizations, impacts to scale and performance, rollout strategies and optimal use of features to Provide pre-sales support for order management and fulfillment to solution partners and/or sales teams.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their
* client requirements, using CPQ within the exclusively developed framework.

Responsible for developing complex Custom Approvals processes

* Defined **Org wide default** to restrict access from users.
* Drove cost savings by experimenting with software deployment via Windows containers using Docker.
* Worked on **MuleSoft Any point API** platform on designing and implementing **MuleSoft API**
* Customized **Page layouts** for Standard/Custom objects and assigned **Record Types**.
* Created **Data Validation rules** and **Formulas** as per business requirement.
* Worked with various salesforce.com standard objects like **Accounts, Contacts, Leads, Cases, Campaigns, Reports and Dashboards**.
* Created custom objects which include **lookup** and **master-detail** relationships based on business requirements.
* Experience in running Confidential services on **AWS** infrastructure and Virtualization Based technologies
* Created many **Lightning Web Components** and server-side controllers to meet the business requirements.
* Worked on **Salesforce1** Platform to build Mobile App by enabling **Lightning Components** for use in **Salesforce1** mobile platform to make **Lightning**Application mobile
* Experienced in migrating the standard and custom objects in standard experience to **lightning**experience.
* Worked with the business community to gather requirements and converted them into Business Requirement Documents and Functional Requirement Documents in Community Cloud.
* Experience in Web based pages and site design using HTML, CSS, XML, JavaScript, React Js.
* Used SOAP-based and RESTful Apex Web services integration expertise using OAuth2 authorization
* Designed, and developed **Apex Classes, Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Collaborate with stakeholders and execution team to define and implement solutions using the Salesforce Service Cloud on Lightning Platform
* Designed various Web Pages in **Visual Force** for capturing various customer inquiries and Implemented logic for migrating cases to different queues based on the type of customer inquiry.
* Accustomed **Picklists, Dependent Picklists and Record Types** to enforce data quality.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Deployed applications from sandbox to production using **ant migration tool, Git Hub**
* 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.

**Environment:** SaleForce.com platform, APTUS CPQ JavaScript, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Docker, HTML, Java Script, Eclipse IDE, Subversion, Ant Migration Tool, Git Hub.

**Client: Commvault, India Oct 2016 – July 2018**

**Role: Salesforce Developer**

**Description**: Commvault is a CRM Consulting, Implementation & Application Development Company. Commvault provides Salesforce outsourcing services to Salesforce.com ISV partners, Consulting partners, small and mid-size businesses, and large IT vendors. I worked on Sales Cloud to create a well-structured sales process, show how it’s followed, provide extensive customer details and maintain efficient customer communication via multiple channels.

**Responsibilities:**

* Implemented **Sales** processes covering **Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management** etc.
* Designed and developed solutions using Service Cloud automation (Flow, process builder, quick actions, macros, quick text).
* Used **Process Builder** helps to automate lots of manual tasks, like following up on a lead or nurturing an opportunity due to email notifications and automated field updates, which helps sales reps execute their routine tasks faster and easier.
* Created **custom objects**, **custom VF page layouts**, **triggers, validation rules** by using **Apex**
* Experience with **Single** sign-on (SSO), **Delegated Authentication**, **SAML** implementatio**n**
* Used **Change sets**/ **Jenkins** for deployment, once the Component merge has been done in **Git** and the source is ready, into the other salesforce instance.
* Ran confidential services on AWS infrastructure and Virtualization Based technologies
* Responsible for presenting Service and Support product offerings to prospects and customers based on a customer's specific business requirements.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on developing batch integrations to transfer data in bulk between enterprise applications using **MuleSoft** Enterprise Service Bus.
* Major role in designing and deploying, Continuous Integration and Continuous Deployment CI/CD using GIT, Bit Bucket
* Creating a custom object called **Global History object** which mimics the standard history table.
* Created various reports, **summary reports, matrix reports, pie charts, dashboards,** and setup report folders to authenticate users based on their profile permissions
* Consulted on **Exact Target Instance** migration, and Sales force integration project as an Email SME.
* Successfully customized SFDC interface Responsible for performing administrative functions in **Salesforce CRM** such as create/modify **picklists and lookup fields**.
* Created detailed **data mapping** document for integrating various systems with Salesforce.com.
* Created the **Vision & Strategy for Analytics exploring solutions such as Wave (SFDC)**
* Complete the **Application modification functionality** and the **Toolbar modification functionality** of the application as separate Flex modules and integrated them onto one composite application.
* Wrote SOQL queries and worked on custom meta-data and custom settings of Salesforce instead of hardcoding the existing functionalities.
* Developed complex **reports** and **dashboards** using **HTML, PDF, Apex, VFP and mail merge**.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Wave Analytics, Marketo, Extra Target, S-Controls, Import Wizard, Apex, XML, JavaScript, Web Services API, Controllers, Sharing Rules, CSS, Git, Bitbucket, Jenkins, HTML, Java, AWS, Visual Force Pages, Workflows, Email Updates.

**Client: Genpact, India Aug 2014 – Sep 2016**

**Role: Salesforce Developer**

**Description:** Genpact enable businesses swiftness, measure quickly, and help business capitalize on market opportunities faster with cloud service. The goal of using cloud computing is to cut costs, and help users focus on their core business instead of being impeded by IT obstacles. I was responsible for developing, testing, and deploying complex workflows rules, formulas, automated approvals, process builder, page layouts, custom fields/objects, and other Salesforce.com customizations based on industry best practices as well as business needs.

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation & developed and documented the Business and Software Requirements.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Actively associated in gathering requirements for building standard and custom objects, page

layouts and various record types specific to the business processes.

* Customized fields, page layouts, record types, searching, list views, queues, reports, and dashboards to drive business decisions. Created several workflows/validation rules/assignment rules on 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.
* Designed, and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response Rules** for automating business logic.
* Created **workflow rules** and defined **related tasks, email alerts, and field updates**.
* Developed and configured **Dashboards, Reports and Report Folders** for different **user profiles** based on the need in the organization.
* Experience in **aura** framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers, and Visual force pages** to develop custom business logic. Developed REST APIs using MuleSoft Anypoint API Platform.

**Environment:** Saleforce.com platform, Salesforce.com Data Loader, Workflows, Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox.