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**Ravikiran**

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**Professional Summary:**

* Results-driven Salesforce professional with **13+ years of experience** in Salesforce.com CRM and Force.com platform, with deep expertise across **Sales Cloud, Service Cloud, and Community Cloud** implementations.
* Proven track record in **Agile/Scrum methodologies**, adept at gathering requirements, system design, development, customization, configuration, administration, and end-user support across diverse industry verticals.
* Strong functional knowledge of CRM processes including **Lead Management, Campaign Management, Case & Order Management, Forecasting**, and **Account/Contact Lifecycle**.
* Extensive hands-on experience with **Salesforce Lightning (Aura & LWC)**, including building responsive applications using **Lightning App Builder** and **Lightning Design System**.
* Deep expertise in **Apex (Classes, Triggers, Batch, and Scheduled Jobs)**, **Visualforce**, **Flows**, **Process Builder**, and **Approval Workflows**.
* Skilled in **data modeling and customization** of standard objects like Accounts, Contacts, Opportunities, Leads, Products, Cases, and Campaigns.
* Proficient in **security model implementation**, including Profiles, Roles, Permission Sets, Field-level Security, OWDs, Sharing Rules, and Record Types.
* Strong integration experience with **SOAP/REST APIs**, **Force.com Web Services**, and data migration tools like **Data Loader**.
* Experienced in **Release Management**, including **source control (GitHub)**, **deployment tools (Copado, Change Sets)**, and **Azure DevOps**.
* Working knowledge of **Vlocity/Omnistudio framework**, including **Cards, Omniscripts, Data Raptors**, and **Templates**.
* Practical exposure to **Salesforce1** mobile development and Classic-to-Lightning migration strategies.
* Proficient in building interactive UI components using **JavaScript**, **JQuery**, **HTML/CSS**, and dynamic content via **SOQL/SOSL**.
* Strong experience with **ServiceNow**, **JIRA**, **Copado**, and **user support administration** including training and onboarding.
* Excellent communication, collaboration, and stakeholder engagement skills; equally effective in cross-functional teams or independent roles.
* Passionate about automation, scalable architecture, and continuous learning in the Salesforce ecosystem.

**Education & Certifications:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Microsoft Certified: Azure Fundamentals
* Masters from CALUMS, Virginia
* Bachelors from JNTU, Hyderabad

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Lightning(Aura and LWC), Visualforce Pages, Components and Controllers, Apex Web Services, E-mail Templates, Workflow & Approvals, Apex Data Loader Dashboards, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Visual Studio, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, , Force.com Migration Tool, Force.com Platform (Sandbox, and Production), Copado, Vlocity |
| **Databases** | SQL Server 2000/2005/ 2008, MS Access |
| **Programming Languages** | Apex, C, Java |
| **Web Technologies** | XML, HTML, JavaScript, CSS |
| **Methodologies** | Agile/Scrum, Waterfall |
| **Operating Systems** | Windows 9X, XP, 2000, Vista, Linux |
| **Other tools** | Eclipse, Jira, Service Now, Azure Devops, qTest, MS Office Suit (Word, Excel, PowerPoint, Access, Visio, Project) |

**Professional Experience:**

**Client: Humana Inc, Louisville, KY Jan 2022 – Till date**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Implemented Salesforce administrative skills with creating/customizing Profiles, Roles, Users, Sharing rules, Lookup filters, Page Layouts, Search layouts, Validation rules, Email Services, Workflows, Approval process, Assignment, Escalation rules, Reports, and Dashboards.
* Worked on data modeling with Salesforce standard, custom objects using Lookup, Master-detail relationships and created Junction objects for establishing many-to-many relationships.
* Created Custom Objects, Apex classes as per the design requirements and Created workflows, functions to streamline the project flow.
* Managed SLA’s appropriately.
* Salesforce release upgrade activities, support and issue resolution.
* Salesforce system health upkeep by cleaning up profiles, permission sets and unused sandboxes.
* Daily monitoring and collaborating with several stakeholders for getting the Service Technologies (CRM Service, ETL, SRO and MuleSoft) VITs managed.
* Review of upcoming certificate renewals for Service Technologies to upkeep the uninterrupted connections between various systems and environments.
* Support for ad-hoc tasks.
* Tracked team’s performance on daily basis through various daily files/ reports.
* Created profiles, permission sets, and security settings.
* Tailored salesforce customizations to streamline internal business processes and improve user productivity.
* Developed custom Lightning Web Components(LWC) and Aura components to enhance the salesforce user experience across internal teams and customers.
* Built dynamic Lightning pages with record based visibility rules to streamline workflows and improve navigation speed for users.
* Created Apex classes, triggers and batch processes following salesforce best practices, optimizing stem performance and staying within governor limits.

**Environment:** Apex Controllers,Salesforce.com, Triggers, GitHub, LWC, SOQL, SOSL, Visualforce Pages, LDS, Aura, Batch Jobs, Workflows, Email Integration, Approvals, Data Loaders, Page Layouts, Force.com IDE, Custom components, Tabs, APEX code components.

**Client: State Farm, Bloomington, IL May 2021– Dec 2021**

**Sr. Salesforce Developer**

**Responsibilities:**

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Customized page layouts for Contacts, and Accounts depending upon user roles, and groups of Service cloud objects.
* Responsible for writing Apex classes, Triggers, batch classes, Visualforce code containing business functions, Test classes for unit testing and code coverage.
* Developed portal solution using Lightning Components.
* Worked on custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com, SObjects used it to read, extract and load data from comma separated values (CSV) files.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Integrated using REST based Web service callouts to other external systems.
* Worked on web technologies like HTML, CSS, JavaScript, WSDL and BULK API
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards

**Environment**: Saleforce.com platform, Lightning, Service cloud, Apex Language, Visual Force, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Email Services, Security Controls, Sandbox data loading, Agile.

**Client: Assurant, Chicago, IL Feb 2021– Apr 2021**

**Salesforce Developer**

**Responsibilities:**

* Gathered the requirements by coordinating with the business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS).
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Worked on migrating components using Force.com Change sets, workbench from DEV to QA, UAT and production instances.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 85% lines of the apex classes before pushing them into the production
* Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.

**Environment:** Salesforce.com platform, force.com IDE, Salesforce 1, Salesforce Lightning Design Components (SLDC), GIT and JIRA, Integration, workflows and triggers, data loader, Data Import wizard, Sales cloud, Community Cloud, Service cloud, SOSL, SOQL, HTML5, CSS, Sandbox, WindowsXP.

**Client: Humana Inc, Louisville, KY Oct 2019– Jan 2021**

**Sr. Salesforce Developer**

**Responsibilities:**

* Closely worked with SalesForce.com team while implementing the solutions for the requirements.
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup, Many to Many relationship and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Created email templates and inbound emails using Visual force for the clients and customers and utilized Apex Data Loader in handling massive amounts of user data.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API have and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on multiple Number of lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
* Experienced in working on LWC Events built on DOM Events, collection of APIs and objects available in browser.
* Writing Test cases with code coverage of 85 – 100%.
* Used SOQL, SOSL queries and DML operations for data manipulation and kept Governor Limits in consideration.
* Worked on Azure Devops for user stories.
* Worked on migrating salesforce classic to lightning on the segments of accounts, Leads and Opportunities.
* Create Lightning Page Layouts, Search Layouts to organize fields, custom links and other components on a Record Detail and Edit pages.
* Deployed changesets from sandbox to production.
* By using Copado to deploy the user stories from Dev to SIT, UAT and Staging environment.
* Involve in daily SCRUM and sprint planning meetings and ran daily agile status calls with the team.

**Environment:** SFDC, Force.com platform, Apex Language, Data Loader, Change Sets, Visual Studio Code, eclipse IDE, Azure, Vlocity, Copado, ServiceNow

**Client: AvidXchange Inc, Charlotte, NC Oct 2018– Sept 2019**

**Sr. Salesforce Developer**

**Responsibilities:**

* Worked on SRS Document, analyze requirements and define solution based on Salesforce.com functionality.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Developed business documents for Salesforce.com Custom objects.
* Tested apps by appending multiple components to a lightning application there by deployed applications from sandbox to production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Used Force.com Migration tool to make deployments to different sandbox environments.
* Used Force.com Eclipse IDE for developing Apex Pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments
* Configured Custom Objects, Formula Fields, Validation Rules, Assignment Rules, Workflow
* Configured List Views, Custom Reports & Dashboard.
* Set up Data Security for the users
* Used Data Loader to Import Data from Legacy system.

**Environment*:*** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, XML, Java Script, Workflow & Approvals, Reports, Customer Portal, Custom Objects, Custom Tabs, Email Services, Security Controls, Service Cloud, Web Services, Sandbox, Eclipse IDE Plug-in.

**Client: PRA Health Sciences, Raleigh, NC Nov 2017 to Sep 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on enhancements to SFDC application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on Salesforce implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards and batch classes.
* Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of Salesforce and using Visual force Pages, Apex Triggers.
* Handy experience in database operations, system processes, and analysing errors that occur when executing a transaction or while running unit tests, which are processed in Debug Logs.
* Written Apex Triggers and classes with code optimization taking into consideration the Governor limits as a solution in attaining the customizations requested by the business users.
* Actively participated in preparing documentation for salesforce.com customizations, enhancements done by me, for future reference.
* Actively managed in resolving issues during testing phase and deployments both in Sandbox as well as Production.
* Played an active role in supporting the release team during the deployments in staging environment and production, performed the post deployment activities in production.
* Huge data loads included millions of records- thereby involving my intense role during data migration for all the major projects in production and sandbox instances.

**Environment*:*** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, XML, Java Script, Workflow & Approvals, Reports, Customer Portal, Custom Objects, Custom Tabs, Email Services, Security Controls, Service Cloud, Sandbox, Eclipse IDE Plug-in.

**Employer: PennyMac, Agoura Hills, CA May 2017 – Aug 2017**

**Summer Intern**

**Responsibilities:**

* Implemented Salesforce administrative skills with creating/customizing Profiles, Roles, Users, Sharing rules, Lookup filters, Page Layouts, Search layouts, Validation rules, Workflows, Approval process, Assignment, Escalation rules, Reports, and Dashboards.
* Worked on data modeling with Salesforce standard, custom objects using Lookup, Master-detail relationships and created Junction objects for establishing many-to-many relationships.
* Was involved in support and taking feedback from various users and act as per users review pattern.
* Created Custom Objects, Apex classes as per the design requirements and Created workflows, functions to streamline the project flow.
* Created profiles, permission sets, and security settings.

**Environment:** Salesforce.com, Workflows, Approvals, Data Loaders, Page Layouts, Force.com IDE, Custom components, Tabs, APEX code components.

**Employer: Delisis Informatics Pvt Ltd, Hyderabad, India Sept 2010 – Nov 2015**

**Role: Software Developer**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Developed Test cases for Unit Testing, and was involved in the Integration Testing
* Used the sandbox for development, testing and migrated the code to the deployment instance after testing.
* Developed complex reports and dashboards using HTML, PDF, Apex, Visualforce page and mail merge
* Created Visualforce mail templates and automated Email Process to send installation instructions to new and existing customers
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard
* Created workflow rules and defined related tasks, email alerts, and field updates
* Created page layouts and search layouts to organize fields, custom links, related lists, and other components on record pages
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation rules and formula fields to the custom objects
* Maintained user roles, security, profiles, and workflow rules wherever necessary
* Managed users, hierarchical roles, profiles, security controls and territory management

**Environment:** Saleforce.com platform, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, XML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.