**Name: Srikanth**

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**Summary:**

* Overall 8 years of solid experience in the salesforce.com CRM platform as a Developer with **lightning experience.**
* Proficient in all the phases of Software Development Life Cycle (**SDLC**), **Agile**and **Scrum** Methodologies.
* **Salesforce.com Administrator and Developer** with good knowledge of Apex programming language in creating.
* Proficiency in data migration and integration using data loader and hands on experience in using **ETL tools for handling large data volumes.**
* Expertise in deploying between the Production and Sandboxes by employing the Force.com Migration tool and Eclipse.
* Adept at collaborating with cross-functional teams to improve productivity and streamline workflows.
* Experienced in working with Underwriters, Processors, and Sales teams to implement and optimize processes in Salesforce.
* Skilled in providing nCino support and troubleshooting, even without prior experience.
* Performed**automated testing**with**selenium**as a part of continuous integration build infrastructure.
* **Created Pages**which can**Callout using an API,**by either**GET or POST**methods and **deserializing** the **JSON.**
* Through knowledge in developing Salesforce
* Hand full experience in Data modelling to connect external databases with salesforce.
* Excellent understanding on Governor limits and experience in using 3rd party tools in Salesforce.com App Exchange, Salesforce 1 app, Salesforce custom mobile applications and other applications.
* Through knowledge in developing Salesforce CRM **App Exchange applications, Service Cloud**and **Sales Cloud functionalities**.
* Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.
* Good knowledge in **Salesforce** **lightning features** like Activities, Contextual Hovers, Opportunity board, Customizable dashboard.
* Hands on Experience writing **Rest APIs.**
* Customized existing Visualforce pages to align with Salesforce new**Lightning UI experience**.
* Worked on **Heroku** connect to build apps. Used Heroku processes for deploying.
* Strong experience in Web based pages and site design using **HTML, CSS, XML, XSLT, JavaScript, Bootstrap JS, Node JS, Angular JS, and Ajax**.
* Experienced in working **MVC Architecture** and in using **Version Control** (GIT).
* Experienced in application integration using Web Services such as**JAX - WS, JAX-RS, SOAP, WSDL, and Restful.**
* Experience in SFDC development using **Apex classes and Triggers, Batch apex, Email services, Visual Force Pages, Web Services, SFDC Integration.**
* Expertise in building **Visual Force Pages, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer communities, Analytic Snapshots.**
* Experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Worked extensively on Databases like **Oracle, MySQL** server and immensely experienced in writing **SQL Queries, Oracle PL/SQL, and JDBA.**
* Involved in Business Requirements Gathering, Functional and Technical documents development, Unit Testing, Functional Testing.
* Great Interpersonal and Communication Skills, team oriented, focused, and quick learner.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Worked Developer and as well as a Business Analyst for full-cycle projects, completing consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* Extracted the data from salesforce.com application into the external databases like **SQL, DB2** for generating large data reports.
* Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.
* Worked on Unit testing, for the customizations and developments done during the project.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.

**Technical skills:**

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| --- | --- |
| **Salesforce** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visual force Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Apex Scheduler, Batch Apex. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, API Tools (Data Loader), Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Other CRM** | Veeva, ServiceMax, Apptus, CPQ |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Programming Languages** | Apex, Java, Python, C, C++, SQL, SOQL, SOSL, Spring Framework, Spring MVC |
| **J2EE Technologies** | JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j. |
| **Web Technologies** | HTML, DHTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API |
| **Databases** | SQL Server, My SQL, MS Access, DB2, RDBMS, Oracle, MS Access. |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Unix, Linux |
| **Web Services** | SOAP, WSDL, XML, REST |
| **Methodologies** | SDLC Methodology Waterfall, Iterative, Agile Scrum |

**Certifications:**

* **Salesforce Certified Platform Developer: (401): 21842924**
* **Salesforce Certified Administrator: (201): 21842485**

**Professional experience:**

**Conventus Lending, San Francisco, CA August 2022 to till date.**

**Role: Salesforce Developer**

* Designed and implemented Custom Objects, Custom Tabs, Custom Fields, Field Dependencies, Home Page components, Validation Rules, Workflow Rules, Record Types, and Page Layouts as per business needs.
* Developed Visualforce / APEX custom and extended controllers and triggers to support quotation enhancement.
* Developed custom Apex classes, tests, and triggers by applying design patterns to control code execution, avoid runtime limits, and remain bulk-safe, using SOQL & SOSL for data manipulation.
* Worked on creating Aura components and custom Lightning components based on requirements.
* Created and implemented triggered flows to check the status of multiple child objects' records and enforce validation rules on the parent object.
* Developed screen flows to streamline the data entry process, providing users with a single point of entry for data input.
* Worked on email alerts and record-triggered flows to send emails based on conditions/scenarios.
* Streamlined the loan origination process in **NCINO** by customizing and configuring loan origination objects, ensuring efficient data flow and compliance with industry standards.
* Developed custom workflows, validations, and approval processes to support the end-to-end loan origination process, from application to approval and funding.
* Automated approval workflows to expedite decision-making and improve accuracy in loan processing.
* Configured and maintained **HMDA** (Home Mortgage Disclosure Act) reporting in NCINO, ensuring accurate and timely submission of required data.
* Developed custom solutions to automate the extraction and reporting of HMDA data, reducing manual effort and minimizing errors.
* Worked extensively with complex NCINO objects such as **Policy Exceptions, Borrowing Structures,** and **Entity Compliance, Service Management, Appraisal, Collateral, Collateral Pledge**, tailoring them to meet specific business needs.
* Enhanced the functionality of NCINO and Salesforce objects through custom coding and configurations, improving data integrity and process efficiency.
* Built robust automation solutions using Flow, LWC, Aura Components, and custom Apex triggers to streamline repetitive tasks and improve operational efficiency.
* Administered and maintained the Salesforce platform, ensuring data integrity and system security.
* Created and managed reports and dashboards to provide actionable insights for stakeholders across departments.
* Conducted regular training sessions and provided ongoing support to users, increasing overall system adoption and proficiency.
* Collaborated with cross-functional teams to gather requirements and deliver tailored Salesforce solutions that meet business needs.
* Monitored system performance, troubleshot issues, and implemented enhancements to improve user experience.
* Managed user roles, profiles, sharing rules, and security settings to maintain a secure and compliant Salesforce environment.
* Oversaw data migration projects, ensuring accurate and timely data transfer and system integration using Data Loader, Workbench, Salesforce Inspector, and Excel Connector.
* Implemented best practices for data management, including data deduplication, validation rules, and data quality reports.
* Developed a custom Lightning component for loan repricing automation, significantly improving the efficiency of the repricing process.
* Provided effective NCINO support and troubleshooting, quickly learning the system despite no prior experience.
* Collaborated with managers to implement a new process in Salesforce for Underwriters, Processors, and Sales teams, resulting in increased efficiency and productivity.
* Conducted training sessions for team members to ensure a smooth transition to the new process.
* Provided ongoing support and made necessary adjustments to the process based on feedback and analysis of performance metrics.
* Acted as the primary liaison between the technical team and end-users to ensure the successful implementation of the new process.
* Developed comprehensive documentation outlining the new process for future reference and training purposes.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on administering CRM applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User & Security Management.

**Patch Lending, Los Angeles, CA Oct 2021 to August 2022**

**Role: Salesforce Lightning Developer**

* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with **lightning**.
* Worked on **REST API** web services for sending records to external systems, **SOAP API** web services with XML as intermediate platform.
* Used Salesforce Chatter to provide real time notifications of changes to **Appraisal**, **Underwriting** and **Processor** teams to help sales and service teams to be more efficient.
* Developed an Aura component with upload functionality and a Modal pop-up for the **Appraisal** team to upload Appraisals related to properties.
* Worked on integrating Zapier to capture the leads through what converts and send it into salesforce.
* Developed custom **Apex classes**, tests, and triggers by applying design patterns to control code execution, avoid runtime limits, and remain bulk-safe and used **SOQL**&**SOSL** for data manipulation.
* Worked on creating Aura components based on requirements.
* Updated Apex class, triggers, and custom components.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on **Financial Service Cloud** to develop application.
* Worked on using **Data loader**to insert the data into Salesforce from Excel and as well as from Legacy systems.
* Worked in querying Salesforce.com databases using **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Created **Email templates and Mail Merge templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation rules and formula fields to the custom objects.
* Hands on experience on Flows and Chatter.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex. Worked on Salesforce Lightning Components for building customized components replacing the existing ones. Also embed Lightning Components in Visual force page by using newLightning Out feature by event-driven programming.
* Hands on experience in using the **Aura framework** and Salesforce Lightning Design System (**SLDS**).
* Created test scenarios on Sandbox environment to perform **unit testing** and migrated code for deployment.
* Wrote **SOQL**and**SOSL** statements within **custom controllers, extensions,**and**triggers**.
* In charge of the deployment and complete setup in 3 production instances, used change sets for deploying.
* Designed, and implemented the **Custom Objects, Custom Tabs, Custom Fields, Field Dependencies, Home Page components, Validation Rules, Workflow Rules, Record Types, and Page Layouts** as per the business needs.
* Designed, and deployed **Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** as per requirements.
* Developed **Visual Force / APEX** custom and extended controllers and triggers to support quotation enhancement.

**Sprint, Overland Park, KS Jan 2020 to Oct 2021**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Implemented web-based case management automation Web-to-Case and Email-to-Case (on Case Object) to track and solve customer's issues.
* Developed various **lightning** components that integrate to form a single point of interactive payment calculator to generate a payment plan.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with **lightning**.
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in building Lightning Components using the **aura framework**.
* Created custom objects, custom Fields, Validation Rules, Workflows, and formula fields.
* Created new **Apex Triggers, Apex Classes, Batch Classes, Schedule Classes, and Email Services**.
* Developed Visualforce pages, Components, Controllers for displaying documents in Content.
* Created a Case Management System using **Lightning Components, Controllers, Helper Methods, CSS, Bootstrap** and**JavaScript**.
* Hands on experience with Custom Metadata and Custom Settings.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex. Worked on Salesforce Lightning Components for building customized components replacing the existing ones. Also embed Lightning Components in Visual force page by using newLightning Out feature by event-driven programming.
* Hands on experience in using the **Aura framework** and Salesforce Lightning Design System (**SLDS**).
* Experienced Salesforce developer in Developing Apex Classes, Triggers and Visual force Pages, Lightning Component bundles.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Good understanding of governor limits, best practices and implemented in Apex classes, triggers and visual force pages.
* Created communities as a part of customer portals and partner portals with the organization.
* Created the Case creation page and Clone functionality of the case for certain fields in Communities giving proper access to certain users.
* Ability to build apps on **Heroku** and experience using Heroku connect.
* Used Web Services like **SOAP**, **REST** framework to exchange information on exchange rates.
* Customized Salesforce.com **Fields, Record Types, Page Layouts**and**Queues**.
* Implemented **field level security, page layouts** to restrict the visibility and accessibility of fields for different profiles.
* Worked on using **Jitterbit**to insert the data into Salesforce from Excel and as well as from Legacy systems.
* Created test scenarios on Sandbox environment to perform **unit testing** and migrated code for deployment.
* Created the workflows for automated lead routing, lead escalation, alerts.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Interacted directly with solution designers and architect team to ensure Salesforce solutions are scalable.

**Environment:** Salesforce.com, Customer Portal, Apex, Visualforce, Lightning, Heroku, Jitterbit, CSS Style sheets, Security settings, Sandbox data loading, Apex Data Loader, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, SOAP API, Windows 7.

**Direct Energy, Houston, TX July 2018 to Dec 2019**

**Salesforce Developer**

**Responsibilities:**

* As a Salesforce Developer - Involved in solution designing, effort estimate and release planning implementing new Salesforce.com features and functions to meet business requirements.
* Worked on administering CRM applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User & Security Management.
* Worked on to upgrading from **Classic** to **LWC.**
* Implemented Quote-to-Cash solution using**CPQ**. Depth understanding of the **CPQ**, **CLM** data model and functionality.
* Worked on **REST API** web services for lead management, **SOAP API** web services with XML as intermediate platform.
* Design, develop and implement solutions for the**CPQ** system deployed on the Salesforce platform.
* Developed custom **Apex classes**, tests, and triggers by applying design patterns to control code execution, avoid runtime limits, and remain bulk-safe and used **SOQL**&**SOSL** for data manipulation.
* Developed **Apex Classes, Apex Triggers**and**Test Methods**to achieve user’s desired functionality.
* Created **Visualforce pages** along with controller extensions, standard controllers and custom controllers.
* Implemented single sign-on with SAML on Force.com.
* Wrote **SOQL**and**SOSL** statements within **custom controllers, extensions**and**triggers**.
* Wrote **Test classes** and strived for code coverage of each component at least 85%.
* Designed, and implemented the **Custom Objects, Custom Tabs, Custom Fields, Field Dependencies, Home Page components, Validation Rules, Workflow Rules, Record Types, and Page Layouts** as per the business needs.
* Worked on Data migration tasks using **Data Loader**and**Workbench**.
* Created **Email Templates, Visualforce Email Templates, and Mail Merges** and**automated Email Process** to send installation instructions to new and existing customers.
* Integrated Apex with External services by making callouts that used **SOAP**.
* Worked on **REST API** web services for lead management, **SOAP API** web services with **XML** as intermediate platform.
* Generating an XML file including all the components developed for a Release.
* Monitor configuration data updates regularly during the development and production timeline.
* Sample Testing to verify the components are migrated as per the Requirements.
* Software development involved using **Eclipse**,**Ant**, **Maven**, local depository, and Clear case.
* Worked in querying Salesforce.com databases using **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects with consideration to Governor Limits.
* Designed and implemented the solution by customizing various sales process standard objects like **Leads, Contacts, Accounts, Opportunities, Cases,**and**solutions**.
* Created **workflows** in development, test, and production environment.
* Worked in **Single sign-on** to enable the user to login to various applications simultaneously.
* In charge of the deployment and complete setup in 3 production instances, used change sets for deploying.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.
* Worked on Data backup, code migration, pre-deployment activities through change-sets, Force.com IDE and post deployment activities.
* Created Visualforce Pages for Custom Login and Configuration of Communities.

**Environment:** Saleforce.com platform, service cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Resource Management, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP, SOAP, REST, XML.

**Majesco, Dover, NH April 2017 to June 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the apps to match functional needs.
* Designed, and deployed **Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** as per requirements.
* Exposure to various updated features of Salesforce like **Permission Sets** to give user-specific permissions, content management, documents, and libraries.
* Involved in **SFDC** Setup activities and customized the apps according to the functional needs of the organization.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation, and formula fields to the custom objects.
* Worked with standard objects in customer and partner portals.
* Designed, developed Apex Classes, Controller Classes, Extensions and Apex Triggers for different functional needs in the application.
* Created several workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created **Profiles**, **Roles**based on **Organization role hierarchy**and implemented **Record-Level**and **Field-level Security**and configured their**sharing settings**.
* Created **Email templates and Mail Merge templates** and was involved in doing the mail merge for different standard and custom objects.
* Worked on **Sales cloud**and**Service cloud**.
* Created workflow rules and defined related tasks, time triggered tasks, email alert, filed updates to implement business logic.
* Created a sync of contacts, email alerts, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Developed **Visual Force / APEX** custom and extended controllers and triggers to support quotation enhancement.
* Created custom reports and enhanced Work.com environment as per user needs using Apex and Visual force pages.
* Worked on various AppExchange products according to the needs of the organization.
* Developed **Apex classes** and **Apex Triggers** based on application requirements.
* Created **technical design document** and **functional design** documents as per business requirement.
* Implemented test classes and checked code coverage.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Worked on **REST** and **SOAP** Apex web services along the custom web service method
* Actively involved in conducting End-User Training.

**Environment:** Saleforce.com platform, Visual Force pages, Apex Language, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Salesforce.com Data Loader, Security Controls, HTML, Java Script, Web Services, Sandbox.

**Education:**

* Master of Science in Computer Information Systems from Rivier University – NH.
* Bachelor’s in engineering and Technology. – INDIA.