**SWATHI DUDIPALA**

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**Professional summary:**

* **8+ Years** of experience in Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation and Programming skills including 5+ years of experience in Salesforce CRM platform with proficiency as an Admin & Developer.
* Good Knowledge in dealing with the **functionalities**related to the Service cloud, Sales Cloud, Call centre, Chatter and App-exchange applications.
* Highly Skilled in upgrading 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.
* Expert in Setting Advanced **Security Model**, Security Settings and controls, Creating Email, Profiles, Roles, Services, designing and creating complex relationships, Page Layouts.
* Expert in understanding of **CRM business** processes like Lead Management, Account Management, Case Management, Quote and Forecasting.
* Hands on Work on **Salesforce** **lightning schema builder**, **process builder, app builder, components** and **lightning connect.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader Utility**, **Apex Data Loader** Used **Salesforce1**simulator during the development to test if the lightning components works properly on the mobile device.
* Expert in using Force.com **Web services API** for implementing web services in the application for access to data from different users using **REST**and **SOAP**.
* Highly Skilled in Understanding and writing users stories for implementing of visual forces,**SOSL, SOQL, WSDL**, partner **WSDL** and enterprise **WSDL**, **visual force (page, component and controllers)** and **custom user interfaces** using **HTML**.
* Understanding **Software Development Life Cycle (SDLC)** and **Agile** with expertise in Requirement gathering, **Analysis, Designing, Development** and **Testing**.
* Expert in working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Strong exposure to Security and sharing rules implementation at object, field and record level for different users at different levels of organization.
* Experience in **Apex programming Language, Apex classes, Apex Triggers, Apex Scheduler**and**Batch Apex.**
* Hands on experience customizing saelsforce.com CRM using Apex classes, Visual force, Custom controls, HTML.
* Well versed in analysing CRM business processes that include Campaign management, Lead management, Role Hierarchy, Order management, Account management and case management.
* Sound understanding of **SOSL** and **SOQL** for Querying and searching Data for Force.com platform.
* Experienced on Force.com platform using apex classes and triggers, web services integration using **REST** and **SOAP**, **force.com IDE** and validation rules.
* Good understanding of salesforce.com governor limits with ability to optimize code and to respect those limits.
* Good knowledge and experience in various software development methodologies like Agile and Waterfall Model from a developer point of view, which involves requirement elicitation, requirement analysis, functional design, implementation and enchantment of projects.
* A strategic thinker with attention to detail, Detail oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands on leader with exceptional presentation and client related skills.
* Capability of learning new concepts, Applications and successfully applying them to projects and operations.

**Key Skills Assessment**

**Salesforce :** Salesforce SFA, Salesforce CRM, Apex Language, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Visualforce Components, Apex Web Services, Workflow & Approvals, Process Builder.

**Salesforce Cloud** : Service Cloud, Sales Cloud, Marketing Cloud.

**Salesforce Integration Tools**  : Force.com Explorer, Force.com Data Loader, Exact Target Force.com Excel Connector.

**Web Technologies** : HTML, CSS

**Programming Languages** : Java, Apex.

**Project Management Tools** : JIRA, Agile, Scrum.

**Operating Systems**  : UNIX, Linux, Windows.

**Work Experience:**

**CVS- BOSTON, MA Feb2020-Till Date**

**Salesforce Admin/Developer**

**Responsibilities :**

* Liaised between the client and the development team with respect to the gathering and communication of functional business requirements for systems development.
* Perform analysis of existing systems and documented the related business concepts, process flows, data elements definitions and calculations, and screen and report layouts.
* Lead discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM features.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Utilized Salesforce Aura Lightning Experience Process Flows to automate Business process.
Evaluated complete Lightning Readiness report provided by Salesforce.
* Built customized Lightning components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Interfaced with business users to prepare and update Business Process Requirements, Software System Requirements.
* Worked on other product documents like release notes, user guides, support guides.
* Understanding and leveraging SFDC CRM processes for help with pre-sale activities.
* Business processes streamlining and processes re-engineering.
* Worked on various Salesforce.com objects like Accounts, Contacts, Leads and Opportunities.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.

Environment: Salesforce.com, Apex Classes, Triggers, Controllers, VisualForce, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Bitbucket, Eclipse, Cucumber, GIT, Data Loader, Data Migration, Dashboard, HP ALM, JavaScript, HTML ,CSS, JIRA, Rally Windows.

**BCBSA - Chicago, IL. October 2018-Jan 2020**

**Salesforce Admin/Developer**

**Responsibilities:**

* Designed, deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts.
* Hands on experience in Salesforce Classic and lightning environments.
* Worked on CRM platforms like Sales, service and Community clouds to streamline workflows and integration with larger end users.
* Integrating code changes into a source code repository through CI, automating build and deployment process through practice of CD.
* Achieving Operational consistency, efficiency and quality through integrations syncing G Suite by Google Cloud with Salesforce.
* Working on Agile Methodology with the project structured in repeatable sprints with high value of production and open communication channels.
* Creating and modifying user profiles, roles, public groups and permission sets as per the requirement.
* Implementing role hierarchies, sharing rules and record level permission to provide shared access among different users.
* To work with product owners in reviewing and highlighting application process defects and suggests corrective actions.
* Worked on Data Mapping using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce.
* Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Service Cloud enhancements - Portal entitlement wizard changes.
* Created user Roles and Profiles, security controls and shared settings.
* Created the Workflows for automated Lead routing, Lead escalation
* Implemented complex Approval processes to ensure proper authorization in the high-stakes environment of capital management.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Collaborated and directed with BA, architects and other business stakeholders to ensure optimal delivery and utilization of Salesforce platforms.
* Created field mapping between Legacy CRM system and salesforce to migrate Account, Contact, Leads and Contact Address related data from Legacy CRM system to salesforce.
* Performed data migration from Microsoft CRM to Salesforce.com.

Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Community.

**TD Bank- Baltimore, MD Jan 2016- Sep 2018**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Configuring Custom fields, Objects, Tabs, Page layouts, Record Types, Relationships, Custom Buttons, Custom Settings, Custom Labels, Reports, Dashboards, Assignment rules, Escalation Rules and Approval processes as per the business requirement to suit the needs of the application.
* Designing and Developing Validation, Workflow rules and defined related actions - tasks, field update, Email alert, time triggered tasks to implement business logics.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing etc.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Optimized Sales Process by implementing Record Types and Sales Process stages
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Created custom Objects, Visual force Pages, Triggers, Validation rules to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, and Campaigns and designed the solutions for business and technical requirements by customizing various standard and custom objects.
* Migrated code from Sandboxes to Production
* 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.

Environment: Saleforce.com platform, Apex Language, Visual Force Pages, Community.

**Verizon, Dallas TX Feb 2013 to Dec 2015
ETL tester**

**Responsibilities :**

* Worked with Business Analysts to define testing requirements to satisfy the business objectives.
* Responsible for creating complete test cases, test plans, test data, and reporting status ensuring accurate coverage of requirements and business processes.
* Experience in SDLC and Agile methodologies such as SCRUM.
* Analyzing requirements and creating and executing test cases
* Validating the reporting objects in the reporter against the design specification document.
* Validating the data files from source to make sure correct data has been captured to be loaded to target tables
* Extensively written test scripts for back-end validations.
* Performed Integration, End-to-End, system testing.
* Involving in Functional Testing & Regression Testing.
* Tested Canned/Ad-hoc reports using Business Objects Reporter functionalities like Cross Tab, Master Detail and Formulas, Slice and Dice, Drill Down, variables, filters, conditions, breaks, sorting, @Functions, Alerts, Cascading Prompts and User Defined Objects.
* Extensively written test scripts for back-end validations.
* Executing and monitoring jobs through Autosys.
* Identify the primary key (logical / physical) and put update or insert logic.
* Deleting the target data before processing based on logical or physical primary key.
* Involving in writing complex SQL queries to verify data from Source to Target
* Performed data validation testing writing SQL queries.
* Used Quality Center for creating and documenting Test Plans and Test Cases and register the expected results.
* Experienced in retest the existing test cases with the different kind of source systems for different periods of data.
* Preparing documentation for some of the recurring defects and resolutions and business comments for those defects
* Preventing occurrences of multiple runs by flagging processed dates.
* Reviewed Informatica mappings and test cases before delivering to Client.

Environment: Informatica, Jira, DB2, SAS 9.3, Oracle, SQL, SQL\*Plus, UNIX, Autosys, Tidal.

**Education:**

Masters in Computer Science from Osmania University, Hyderabad, India.