 

**Srinivas Gandla**

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**SUMMARY**

* A Salesforce Certified Software Developer and Administrator with around 9+ years of total IT experience in deploying Enterprise Level Applications, delivering Salesforce.com CRM solutions that are secure and scalable.
* 9+ years of software experience in Evaluation, Design, Development, Testing, Maintenance and Production Support using SDLC Process and Methodologies.
* 7+Years of experience on Service Cloud, 5+years of Sales cloud experience, 2 Years of Commerce cloud and Marketing cloud experience.
* Experience in Community Cloud, Marketing Cloud, Commerce cloud, Health Cloud.
* Having experience in Vlocity, Omnichannel.
* Good understanding of Salesforce setup menu, Configuration, custom application development, administration, and deployment of applications to Force.com platform.
* Experienced in full life cycle of project development especially with SDLC (Software Development Life Cycle) methodology and Handled project through all the phases of the Agile and SDLC's and Change Release, and Source Code Version Control to ensure a thorough and Waterfall smooth implementation.
* Experience in designing of custom Tabs, custom Objects, custom Fields, Page Layouts, Case Management, Workflow Actions and Approvals, custom reports, Dashboards, Visual Force Pages, Apex Classes, Controllers Triggers, and various components as per the client and application requirement.
* Extensively worked on Salesforce schema builder for development and analysis of several cloud applications.
* Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, Commercial Cloud, Marketing Cloud, Salesforce1Mobile Administration and Chatter applications.
* Responsible for Business Analysis and requirement understanding, development and data modelling.
* Implemented the requirements on Salesforce.com platform and Force.com plug-in using Eclipse.
* Good Experience in building Custom Applications that includes administration, configuration and implementation and support experience on Salesforce.com platform.
* Used Email to case, Web to Case features and created a community where the customers can create, update, and manage their cases.
* Experience with SFDC Service Console, SFDC Communities, SFDC Case Management, SFDC Knowledge Management.
* Implemented security and sharing rules at object, field and record level for different users based on Organizational hierarchy.
* Worked on customization of Visualforce to have lightning experience for desktop and mobile applications.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations
* Major role in Designing and implementing Continuous Integration and Continuous Deployment Process Using SVN, GIT, Copado and AutoRabit CI - CD Tool.
* Developed Apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Extensive experience in creating lookup relationships and master-detail relationships on the objects and creation of junction objects to establish connectivity among other objects.
* Written apex REST web service classes for inbound calls to salesforce.
* Strong experienced in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Proficiency in analysing business requirements, entity relationships and converting them to Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Worked on Salesforce1, Partner Portal and Communities.
* Good Experience in data migration using Data Loader and integrations using web services.
* Experience in doing Salesforce deployments using Change Sets, Eclipse, and Apache ant scripts.
* Involved in Unit testing, Integration testing, Regression testing, System testing.
* Involved in the Build & Release Management (giving builds, branching code, deploying code at client side, scheduling releases).
* Worked with Jitterbit, Copado tools and Heroku connect to migrate data and metadata from one organization to another organization.
* Exposure to modern RPA tools and approaches or closely related technologies and techniques for automating of human tasks with a willingness/ability to learn new tools
* Excellent Interpersonal and Communication Skills with Strong Problem-Solving capability.

**EDUCATION**

* Master of Information Technology-Valparaiso University, Valparaiso, USA (2014)
* Master of Information Technology- Campbellsville University, Louisville, USA (2019)
* Bachelor of Engineering -JNTU, INDIA (2010)

**CERTIFICATIONS**

* Certified SALESFORCE PLATFORM DEVELOPER I (ID#20816NNN)
* Certified SALESFORCE ADMINISTRATOR (#2093MMM)
* Certified FOLSOM (#0000026039)

**SKILLS**

* **SF Development Skills:** Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batch able Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components (LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs)
* **SF Configuration Skills:** Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel.
* **Development Tools:** Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, Bit Bucket, GitHub, SVN, GCP(Google Cloud)
* **Deployment Tools: Copado,** ANT Scripts, SFDX, Changesets, Jenkins (CI/CD), Packaging, Release Readiness checks
* **Other Skills:** Salesforce CPQ, JIRA, AWS, Azure devops. Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman

**EXPERIENCE**

**Workday – Pleasanton, CA 10/2021 – 08/2023**

**Salesforce Developer**

**Project:** Workday Financial Management that provides visibility and accuracy across the opportunity-to-cash process without the administrative burden of developing and maintaining a costly custom integration. Easily integrate opportunity and customer data from Salesforce.com with Workday and update customer activity in Salesforce to keep the back office aligned with sales organization.

* Performed the role of Salesforce Developer and maintained the salesforce platform by monitoring support tickets, user issues and employee workflows.
* Worked on the Salesforce Service cloud for the customer service.
* Played the role of Salesforce Developer and Support including incident management, user management, security management, Salesforce configurations, workflows, assignment rules, lightning etc.
* Experience in triaging the issues/cases and based on its severity I have assigned them to the related technical team.
* Integrated Google Analytics with Birdseye webchat.
* Provided troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Enhanced in Experience cloud(Communities) by adding new fields, field sets using Salesforce lightning.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Works with Prod Support Lead and or Prod Support Manager to discuss potential process improvement opportunities identified.
* Well formatted Deployment Procedure is followed to commit changes into QA, Stage and Production.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Deployed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Worked on migrating components using Force.com Change sets, workbench from DEV to QA, UAT and production instances.
* Involved in setting up Sales Cloud Queues, web-to-lead setup, web to case setup, lead conversion mappings, assignment rules, auto response rules, escalation rules.
* Developed components using Lightning Aura Framework which also include client-side AngularJS.
* Developed custom Reports using custom report types on salesforce.com platform.
* Created several reports and dashboards to ensure the data quality.
* Created and used Email templates in HTML.
* Created Queues, Public Groups and Email Templates.
* Stored changes on order records into BigQuery for display in a Lightning component.
* Used Copado for automated testing, continuous integration and continuous deployment.
* Retrieved the data from BigQuery using Apex Code.
* Used Copado for deployments by committing from Sandbox to Sandbox and to Production.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% code coverage of the apex classes before pushing them into the production.
* Followed CI/CD process for deployments using Copado.

**Environments**: Apex Classes, Apex Web Services, Apex Triggers, Apex Batch able Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, REST & SOAP, Lightning Web Components (LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX

**California Department of Public Health- Sacramento, CA 11/2020 – 09/2021**

**Accenture Implementation**

**Salesforce Developer/ Production Support**

**Project: CDPH CALVAX**

Managing and tracking vaccine administration and distribution. It was developed in response to the COVID-19 pandemic to facilitate the efficient and organized rollout of vaccines across California. Included some features such as Vaccine Inventory Management, Appointment scheduling, Vaccine Administration Tracking, Vaccine Wastage, Reporting and Analytics.

* Performed role of salesforce lightning developer and Administrator
* 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.
* Retrieved 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 components.
* Enabled AURA Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Create modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool Data Loader.
* Worked on Lightning Process Builder flows, Connect API, Chatter, and quick Action.
* Built Lightning Component Tab for Salesforce Navigation and Custom Applications in Lightning Experience.
* Used Field Level Security along with page layouts in Lightning to manage access to certain fields.
* Worked on Integrating Informatica, DocuSign with salesforce system using SOAP and REST API’s
* Involved in daily stand-up meetings, Scrum. This resulted to bring good solution to the business requirements.

**Environments**: Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batch able Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Lightning Web Components (LWC), Visual Force,

**Balboa Capital, Costa Mesa, CA 05/2019 － 10/2020**

**Lead Salesforce Developer**

**Project:** Balboa project was to use Salesforce to bring together different business units by consolidating customer data in Salesforce, creating cross-divisional records, and standardizing the way the company manages leads, territories, and customer information. Other projects like Data Cleansing.

* Performed the role of Salesforce Lightning Developer in the organization.
* Performed the Salesforce Classic buttons to the Salesforce lightning Quick Actions.
* Developed and deployed in Salesforce.com in Sales Cloud, Service Cloud, Marketing Cloud, Commercial Cloud and Financial Cloud.
* Experienced Salesforce developer Salesforce Lightning Design System and Lightning App Builder, lightning components bundle.
* Solid understanding of the FinancialForce data model and relationships between objects
* Worked on FinancialForce API provides access to some of our core business processes and calculation engines, such as the ability to generate valid credit and debit entries in our transaction module.
* Configured the Service Cloud and Sales Cloud for the business.
* Design and create financial and reconciliation reports for A/R, billing, cancellations, etc.
* Implemented Direct Transaction API for the post process to allow customers, partners, and Product Services Team to create transactions directly.
* Responsible for supporting day to day Marketing operations and cross-channel digital marketing campaigns including email and SMS.
* Measure and report performance of all digital marketing campaigns and assess against goals.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Experienced on financial service cloud to provide personalized service to the client and increase the productivity.
* Maged monthly media plans for interactive direct response Campaigns on behalf of the digital marketing team.
* Developed SOQL and SOSL queries to get data from different related objects.
* Written apex REST web service classes for inbound calls to salesforce.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Experience in Data analysis services, data flow diagramming and data modelling.
* Good knowledge on Web to Lead, Web to Case and Email to Case in sales and service clouds.
* Implemented RPA in Salesforce to improving the performance of case management - customer service requests, help desk requests, and work orders in the CRM.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Implemented communities and built external pages.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Trained the agents/users on the newly developed.
* Experience in using Change Sets and ANT Migration for metadata deployment.
* Worked with Copado and Ant to migrate data and metadata from one organization to another organization.
* Designed, developed, test, and deployed custom salesforce applications using APEX Classes, Controller Classes, Batch APEX, and APEX Triggers for various functional needs in the application.
* Perform tasks like creating/modifying Profiles, Roles, Users, Page Layouts, Email Services, Process builders, Flow Builder, Workflows, Approval Processes, Reports, and Dashboards.
* Built Case escalation rules & queues, Case assignment rules, and auto-response rules.
* Worked on Data Loading Activities using salesforce.com Import Wizard, Force.com Data Loader, Informatica, and Workbench & Data Loader.
* Create data flows involving various data transformations in Salesforce Einstein Analytics using JSON, XMD, SAQL.
* Analyse large volumes of data and developed dashboards using Salesforce Einstein Analytics.
* Worked with QA process and different levels of testing like Functional, Regression, and Integration testing with business scenarios.

**Environments:** Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batch able Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components (LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs)

**DELL Technologies, Round Rock, TX 12/2017 － 02/2019**

**Salesforce Developer / Administration**

* Performed the role of Salesforce Developer in the organization.
* Worked as an Administration/Dev lead in this project monitoring the team across the CST and IST.
* Lead the team to achieve workstream tasks/milestones.
* Prioritized development and enhancement requests for the salesforce workstream
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created many Data extensions to accommodate custom scenarios.
* Provided trainings and access for the 20k+ users around the globe as a POC for the users onboarding.
* Developed and deployed Salesforce.com in Service Cloud, Sales Cloud and Commercial Cloud Platform.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and worked on documentation.
* Designed and set up a lightning community portal to access Wave reports and dashboards.
* Worked on Security for community portal so users could only see reports and dashboards assigned.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Implemented RPA in Salesforce to improving the performance of case management - customer service requests, help desk requests, and work orders in the CRM.
* Experience with salesforce automation and case management business processes.
* Created various Custom Objects, Custom Settings, Custom Labels, Case Management, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Experience in Data Management, Data Security, Data Modeling, Workflow Automation, Formulas and Validations, Chatter.
* As a Salesforce developer, have involved in Developing Apex Classes, Triggers and Visual Force Pages.
* Created the Validation Rules, Approval Process, and Workflows.
* Participate in QA checkpoints during delivery to provide guidance and ensure solution aligns with original scope.
* Develop Visual Studio code with SFDX CLI.
* Integrated Dell Boomi with Salesforce and Seibel CRM with salesforce
* Used automation studio for performing actions such as imports, extract, and SQL query activities.
* Customization data Validation Sales, Marketing, Customer Service and Support development team.
* Worked on the field service applications and provided support to the DELL SERVICE users.
* Created Work order line items based on Opportunity Product and configured Dispatch Console.
* Created Web-to-Lead and Web-to-Case forms. Created Escalation rules to escalate the cases.
* Data migration and updates through the tool provided by Sales force.com and Copado tools.
* Participated in the bug review meetings with Testing Team and, updated requirements document as per business user feedback and change in functionality of the application.
* Designed personalized email content using Adobe Creative Suite, HTML and CSS3, AMP script in Content Builder.
* Develop end-to-end solutions for complex nurture campaigns to deliver personalized customer communications.
* Implemented communities and built external pages.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Customized the entire Salesforce.com applications to incorporate the business requirements which involved creating Web Forms and processing the data in SDFC with the extensive usage of Web services API.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Developed SDFC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Written SOQL/SOSL queries in apex triggers and controllers and followed salesforce best practices for querying large data sets and to have results within the governor limits.
* Deployed the changes to the production from the dev sandbox using the Ant Deployment Tool creating the Package.xml for every release.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Designed various HTML Email templates for Auto-Response to customers.
* Responsible for migrating existing data (Lightning Components, Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, Git Rabbit, Changeset and Data loader.

**Environments:** Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batch able Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components (LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs)

**Monsanto －Saint Louis, MO 10/2016 － 09/2017**

**Salesforce Developer**

**Project**: The project is about to deliver a quote to cash application on the salesforce platform by integrating with billing system, Unified portal (customer facing app UI), phone delivery , email services and provisioning system.

* Responsible for requirement understanding, development and data modelling.
* Worked with various Salesforce standard objects such as Accounts, Contacts, Leads, and Opportunities.
* Developed various custom objects, Components and Visual Force pages.
* Developed and deployed Workflows& Approvals wherever necessary.
* Developed and configured various Custom Reports and Report Folders for different User profiles based on the need of organization.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Worked on Lead creating process in Salesforce from landing pages.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed and tested emails across multiple browsers, platforms, and devices. Communicate to key stakeholders about technical best practices and help teams identify optimal technical solutions.
* Work collaboratively as a member of an end-to-end lead management, cross-functional, global team.
* Implemented the requirements on Salesforce.com platform and Force.com plug-in using Eclipse.
* Proficient with Content Builder tool Develop HTML emails using SFMC WYSIWYG, HTML and CSS.
* Created multiple Record Types based on the category of clients.
* Migrated data from csv files to SFDC using data loader into sandboxes.
* Use Jira for project management and bug tracking, FishEye for code reviews, Subversion for source code control, and Jenkins for deployment and continuous integration.
* Worked with Production support team and fixed the issues on On-Demand basis.
* Actively participated in the daily SCRUM meetings to produce quality deliverables within time.

**Verizon Wireless, Warren, NJ 05/2014 － 08/2016**

**Salesforce Administrator/ Salesforce Developer**

* Actively involved in gathering Business Requirements and implemented them successfully in sales force.
* Worked in agile methodology and participated in daily meetings and presentations in the organization.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick list, Custom Formula, Filed Dependencies, Sharing rules, Approval Process for automated alerts, field updates and Email generation.
* Has created a work around to build reports using SOQL Queries using Data Loader and scheduled those queries using an open-source application called “Salesforce CLIQ” for scheduling reports in CSV format in Salesforce.
* Customized and configured Lightning Community Portal for Partners
* Implemented Single Sign on for the application using ping federate.
* Extensive work around on creating various Approval Process, Workflows, Custom Complex reports and Dashboards for the Business Stake Holders.
* Provided support for in house CI/CD GIT/GitHub.
* Involved on Cucumber testing, defined the test scenarios, and created the test cases in ALM/Quality Centre.
* Deployed the code from sandbox to different environment using Jenkins Build and was part of release activities and UAT.
* Integrated informatica with Salesforce.
* Used community cloud to build deeper relationship with customers to provide better service and assistance.
* Customization using apex and Visualforce to build custom pages.
* Experience in working with App Exchange application like Apttus, Marketo, Dupe Catcher, DocuSign, and Conga Composer.
* Currently working on Data Cleansing for cleaning duplicate records in the database and for helping Customer Care team by prepopulating Accurate Address data while working on Leads and opportunities.
* Built many complex reports for reporting team and integrating the reported data to TABLEAU using Integration platform INFORMATICA.
* Additionally, designed a phase for making respective changes in the existing system to meet Best Practices in salesforce.

Environments: Salesforce.com Platform. Apex Language, Visual Force(Pages, Components and Controllers) Pages, Data Loader, HTML, Java Script, Workflows.