**SWAPNIKA** [www.linkedin.com/in/swapnikag](http://www.linkedin.com/in/swapnikag) | 678-664-8418 | [swapnika.shekar@gmail.com](mailto:swapnika.shekar@gmail.com)

# Professional Summary

Enthusiastic Salesforce Developer/Administrator with over 6 years of experience with a demonstrated history of working in the cloud computing software industry. Proactively **investigates**, **learns**, and **incorporates** new releases in Salesforce and emerging technologies and methods, leading to more efficient work.

Core Competencies

* Extensive hands-on experience with **developing, customizing** and **configuring**, Salesforce CRM applications using Apex Classes, Apex Triggers, Visualforce Pages & Components, Standard & Custom Controllers, Controller Extensions, Test Classes, SOQL & SOSL Queries and Apex Web Services through Developer Console & Visual Studio Code.
* Expertise in performing **Salesforce Administrative Tasks**: Organization Setup, User Management, Lead/Contact/Opportunity Management; creating or customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, User Queues, Quick texts, Quick Actions, Page Layouts, Reports & Dashboards and achieving **Process Automation** through Workflows, Lightning Flows, Approvals and Process Builder.
* Experience working with **Data Management tools** like Data Loader, Workbench**,** Jitterbit; **Release Management tools** like Copado, AutoRABIT and **Migration/Deployment** tools like ANT Migration Tool and Git.
* Integrated external ERP Systems like SAP and Oracle with Salesforce using **Salesforce Connect** by mapping **data tables** to **External Objects** for enhanced customer service and higher data accuracy.
* Good understanding of **Lightning Component Library and SLDS classes (Lightning Design System)**; integrated custom-built **Lightning Web Components** and replaced existing **Aura Components** on the Salesforce platform using Lightning Component Framework, **modern web stack** (modern JavaScript, HTML, CSS) and native web browser engine.
* Implemented **two-way Integrations** using **REST** & **SOAP** based **web service APIs** to allow external Java based applications invoke Apex classes & methods.
* Proficient in setting up Salesforce org as IDP (Identity Provider), configuring SAML for **Single Sign-On**, implementing **Federated authentication, Two-Factor Authentication** and **Delegated Authentication** SSO.
* Controlled and managed different **versions** of the project and set up **code repositories** using tools like **Copado,** **AutoRABIT, Git and SalesforceDX**.
* Designed **Test classes** to meet code coverage requirements then deployed components/code from **Sandbox** to **Staging**

and **Production** environments using **Change sets, Visual Studio Code and Salesforce CLI.**

* Hands on experience with executing **Batch and Scheduled Apex** to run large jobs asynchronously; typically used to process 1000+ records at once while staying within governor limits.
* Adhered to **Apex coding best practices** like bulkifying code & helper methods, implementing null checks, using collections, and streamlining multiple triggers on the same sObject.
* Successfully achieved project goals using **SDLC Methodologies** like **Waterfall** and **Agile**; took active initiative in backlog grooming meetings, daily stand-ups, retrospective meetings and helped other developers, testers and programmers with troubleshooting and recovery.

# Technical Skills

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| --- | --- |
| **SFDC Technologies** | Sales Cloud, Service Cloud, Community Cloud, Education Cloud, Einstein Analytics, Einstein Discovery, Salesforce Lightning Inspector, Salesforce Connect, Lightning Component Framework, Aura Component Model |
| **Lightning Platform APIs** | REST API, SOAP API, Metadata API, Bulk API, Streaming API, Tooling API |
| **Programming Languages** | Apex, C, C#, Java |
| **Scripting Languages** | JavaScript, PowerShell, Unix Shell scripts- csh, bash |
| **Salesforce Tools** | Developer Console, Visual Studio Code, Salesforce CLI, Force.com ANT Migration Tool, Workbench, Data Loader, Data Import Wizard, Change Sets, Jenkins Plugin- Migration Assistant |
| **Operating systems** | Windows 8&10, Linux, MacOS |
| **Data Visualization Tools** | Tableau, PowerBI |
| **Web Technologies** | HTML, CSS, XML, jQuery, Visualforce & Lightning Design System |
| **Database Technologies** | PL/SQL, MS SQL Server, MySQL |
| **Version Control & Management** | GitHub, Jenkins, Copado |

Certifications

## Salesforce Certified Administrator Credential ID -- 21615986

* **Salesforce Certified Platform Developer I Credential ID** --21703032

Work Experience

**Salesforce Developer** November2019 - Present

## Truist, Atlanta, GA

* Interacted directly with **clients**, **managers,** and **end users** as necessary to analyze **project objectives** and capability requirements, including specifications for **user interfaces**, **customized applications,** and interactions with internal Salesforce instances.
* Refactored and optimized code in **Apex Classes**, **Apex Triggers**, **Standard & Custom Controllers**, **Controller Extensions**, **Visualforce Components** & **Pages**, **Test Classes** and **Asynchronous methods** adhering to **Apex coding best practices**.
* Worked on building processes and automation rules using Salesforce **Lightning Process Builder, Workflows** and **Lightning Flows**

using a no-code approach to automate key business processes.

* Expediting and fully automating scheduling appointments through the development of a **Lightning component & Visualforce Page** to utilize **Calendly's functionality** and integrate it into Salesforce, saving 20+ hours weekly.
* Designed and enhanced functionality of several Lightning Web Components by optimizing code in the component bundle consisting of **JavaScript**, **Metadata (XML)** and **CSS** files.
* Involved in designing multiple **Lightning Web components** to replace **Aura Components** by evaluating the Aura components’ attributes, interfaces, structures, patterns, and data flows.
* Involved in designing multiple **Lightning Web components** to replace **Aura Components** by evaluating the Aura components’ attributes, interfaces, structures, patterns, and data flows.
* Moved JavaScript code from the Aura components’ **client-side controller**, **helper** and **renderer** files to a single JavaScript File of the Lightning Web Component; also shared code between **LWC** and **Aura components**.
* **Re-factored** and **Bulkified Apex triggers** to improve performance while practicing **trigger best practices** like running one trigger per object, **Helper Classes** to handle trigger logic**.**
* Implemented **helper methods**, streamlined **collection variables**, **queries** and **triggers** on the same object to within **platform governor limits**.
* Extensively used package deployment model with **development**/**testing tools** like **Visual Studio Code**, **Developer Console**, **ANT Migration Tool and Local Development Server;** used tools like **Copado** for release management, setting up code repositories and version control management.
* Executed **Regression testing, Unit testing and User Acceptance testing** (UAT) process using **UAT scripts** for validating the functionality and reliability of **Lightning components** based on real-world scenarios.
* Designed **Apex Batch jobs** to import bulk data (i.e. org data and metadata structures) for back-up & disaster management purposes; **scheduled** them to run on a **weekly basis** by implementing the **Batchable** and **Schedulable** interfaces.
* Utilized Data Management tools like **Data Loader** for bulk import/export of data from **SQL database connection** and

**CSV files** to Sandbox orgs for testing functionality of certain lightning components.

* Migrated test data between test orgs for testing the functionality & validity of custom-built lightning components using **Data Loader**, **ANT Migration tool** and **Salesforce Connect.**
* Extensively used **Agile Methodology** for software development and managed these developments using **JIRA**.

**Environment**: Service Cloud, Sales Cloud, SOQL & SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and

Dashboards, CSS, HTML, JavaScript, jQuery, Data Loader, Git, SalesforceCLI, ANT Migration Tool, Web services API, Validation Rules & Formulas, Email services, Security & Sharing Controls, Salesforce Connect, Jenkins, JIRA and Lightning Inspector.

**Salesforce Developer** October 2018 - September 2019

## AccelerEd, College Park, MD

* Part of Application Development team responsible for **implementing**, **developing**, **customizing**, **testing**, **deploying** and

**integrating** Salesforce applications into **Service Cloud**.

* Designed various **Apex Triggers**, **Apex Classes**, **Controllers** and **Extensions** for business use-cases; worked on customizing **Page Layouts**, setting up **User Queues**, **Record types, Email Services** and automated business processes using **Approvals**, **Workflow rules**, **Flows** and **Process Builder**.
* Configured **Single Sign-On SSO** for user authentication using SAML 2.0; set up **service cloud**, **service console**, configured **Email-to- Case** and enabled **communities** in cases.
* Assisted in deploying and managing the **customer self-service community portal** to help build deeper relationships with customers; **Community cloud** facilitates building **branded online customer communities** and providing channels for support and feedback.
* Integrated **Salesforce with Outlook** to synchronize contacts, events, and tasks between desktop-based version of Outlook and Salesforce; this integration eases adding Outlook emails, attachments, events, and tasks to multiple Salesforce contact records.
* Involved in creating and customizing **Email templates** and configuring them to **email alert** within a workflow rule for standard/custom objects.
* Implemented **Chatter Communities** functionality to post updates on sales and receive feedback on requests; streamlined registration process using **Web-to-Leads** with **Approval Processes** and **Workflow Automations.**
* Assisted in deploying and managing the **customer self-service community portal** to help build deeper relationships with **customers**; **Community cloud** facilitates building **branded online customer communities** and providing channels for support & feedback.
* Regularly ran **batch apex jobs** using the **Apex Scheduler**, **Batchable** & **Schedulable interface** to process a large number of reminder emails to customers.
* Implemented **SOQL** and **SOSL queries** in Apex **classes** and **triggers** to retrieve optimized data from sObjects; created **test classes** to satisfy **code coverage** requirement then migrated **lightning components** from Sandbox to various other SDLC environments like **QA**, **UAT** and **Production**.
* Employed several **asynchronous methods** like **Batch Apex**, **Queueable Apex**, **Scheduled Apex** and **future methods** for

**higher user efficiency**, **scalability** and to work with increased platform governor limits.

* Created several **Reports & Dashboards** using tabular, summary, joined and matrix formats to monitor Opportunity stages and track health of the organization by reporting on KPIs and other business metrics.
* Used **Git** for setting up **code repository**, **version controlling and release management**; collaborated with the team through **Outlook**, **Slack** and **GoToMeeting**.
* Used **Scrum** framework and **Sprint Cycles** to breakdown the project into different phases and effectively accomplished project goals systematically.

**Environment**: Service Cloud, Apex, Visualforce, Standard and Custom Controllers, Workflows, Process Builder, Web Services, SOAP API, REST API, WSDL, Reports & Dashboards, Data Loader, HTML, CSS, JavaScript, Visual Force (Pages, Component & Controllers), Workbench, Custom Tabs, Community Cloud.

**Salesforce Developer** January 2016 - July 2018

**United Health Group, Hyderabad, India**

* Developed **Apex Triggers**, **Apex Classes** and **Visualforce pages** with various customizations requested by business users; managed **client-side validations** and **rendering** of **sections/components** based on user options.
* Involved in setting up Salesforce as the IDP (Identity Provider) to configure **Single Sign-On (SSO)** using **SAML** (Security Assertion Markup Language) to let users access network resources with one login; provided restricted access to client applications to access specific org data using the **OAuth protocol** and **token-exchange** authentication techniques.
* Integrated **Salesforce with Outlook** to **synchronize** contacts, events and tasks between desktop-based version of Outlook and

Salesforce.

* Migrated certain applications from **Classic** to **Lightning Experience** to develop rich, consistent user interface and better interactions between pages.
* Worked closely with QA teams to design **Test Scripts, Test Cases/Scenarios** to validate functionality of new developments using **HP ALM Tool** (Application Life Cycle Management).
* Integrated Salesforce org with **external SQL Server Databases** using **inbound Web Services** as well as creating **custom WSDL Files** and **Apex Callouts** by generating stubs from the external WSDL File; also exposed **Apex methods** & **classes** as **REST resources** which are accessed by **HTTP requests/responses**.
* Controlled different environments of the Salesforce org by creating sandboxes like Developer, Developer Pro, Partial copy and Full editions; extensively used **ANT Migration tool** and **Salesforce CLI** to deploy **metadata** changes from Sandbox to Production Environment.

**Environment**: Force.com platform, Sales Cloud, Apex Classes, Triggers, Visualforce pages, Controllers, Data loader, Workflows, Approvals, Custom Objects, Tabs, Page Layouts, CSS, HTML, Java Script, Reports & Dashboards, Web-to-Lead, OAuth, SSO, Outlook, Email-to-Case, Case Management and Salesforce Chatter.

**Salesforce Administrator** July 2014 – December 2015

**Karvy Financial Services, Hyderabad, India**

* Involved in several Salesforce business processes like **Lead management**, **Case management**, **Campaign management**, **Forecasting**, **Pipeline management**, **Order management** and **Opportunity Management**.
* Controlled **access** of the users into Salesforce org through **Security and Sharing Control features** like **Sharing Settings**, **Login Access Policies**, **Network Access**, **Permission sets**; reviewed **user profiles**, **role hierarchies** and **organization wide default settings**.
* Created relationships among objects with **Lookup**, **Self**, **Master-detail** relationships and used **Junction objects** for many-to- many relationships.
* Reviewed Security Settings for **Roles**, **Profiles** and managed other **Sharing settings** using Permission Sets, Sharing rules and Role hierarchies.
* Created **Workflow rules**, **Approval processes** on various objects to **automate actions** like Email Alerts, Field Updates, Creating tasks, outbound messaging and time-dependent actions.
* Developed **Custom Formula Fields**, **Field Dependencies**, **Workflow Rules**, and used **Process Builder** to set up automated alerts, field updates and email generation based on functional requirement.
* Regularly monitored various components like **Login History**, **Data Storage limits, Governor Limits** and **Debug Logs**.
* Maintained clean and accurate data by **merging duplicate records** and developing custom validation rules and formulae.

**Environment**: Salesforce.com Out-of-the-Box Functionality, Profiles, Workflows, Approvals, Data Migration, Standard & Custom Objects, Custom tabs, Roll-up Summary, Visualforce, Email Templates, Data Loader, Reports & Dashboards, Change Sets, Sharing Rules and Permission Sets.