

Shweta P.

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**PROFESSIONAL SUMMARY:**

* Having **9** years of IT experience with over **5 years** of experience in **Salesforce** CRM Implementations: Analysis, Design, **Development, Administration, Integration, supporting the cloud applications, communities, and migration from classic to lightning, LWC, lightning component development, Apttus CPQ Health Cloud, Sale & Service Cloud, Marketing Cloud**. **4 years** of experience as a **Java/J2EE**.
* Strong experience with **Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities**, and **Force.com platform.**
* Build Lightning controllers with the **AURA** framework.
* Involved in developing salesforce **Lightning Apps, Components, Controllers, and Events**.
* Good experience in developing **salesforce Lightning Apps, Components, Controllers,** and Events.
* Proficient with an understanding of CRM business processes - **Account, Contact, Opportunity, Lead, Campaign and Case Management**.
* Good experience with salesforce **out of the box data model and modeling** in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail, and Junction Objects.
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages**, and integrating with external source by developing **SOAP, RESTful Apex Web Services, and Force.com API.**
* Sound experience in writing, **SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers** and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing Visualforce pages with **Visualforce components, Custom, Extension controllers** and **developed dynamic components.**
* Hands-on experience with **Inbound and Outbound Integration** of salesforce with external systems by developing custom **Apex SOAP, RESTful** classes for inbound class and written Apex callout for invoking outbound applications.
* Workedon **Apex, trigger, Workflows, Visualforce** with **Omniscript, Cards, Templates, Dataraptors** in **Vlocity**
* Created user friendly, innovative **Vlocity** vertical web apps from the ground up based on the Salesforce Platform.
* Experience on integration platforms & tools like **MuleSoft** and **Informatica**.
* Experience on **Mulesoft Anypoint Platform** – Studio, API Manager, Run Time Manager and API Exchange.
* Used **Salesforce Lightning Design System (SLDS)** for developing **Lightning Web Components**, Actions, Event and Server-Side Controller.
* Creating **Lightning Web Components** and used Salesforce SLDS to convert existing Visualforce pages to lightning components. Created Apex methods for the **lightning controller** and helper methods to perform **DML** operations on the case records.
* Creating **lightning** pages using **Component, controller, helper, style, documentation, render, design, SVG**. Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Worked on both **lightning frameworks Aura and LWC.**
* Technical Knowledge about **Salesforce lightning schema builder, process builder, app builder, components and lightning** connect.
* Experience in building re-usable **Lightning Web components** and using **Lightning Framework**.
* Experience in using client side and server-side controllers in Lightning Design.
* Created and managed Custom Objects, Fields, Formulas, Analytic Snapshots, and Report Types.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as **Sales Cloud, Marketing Cloud and Service Cloud.**
* Experience in working as part of the scrum team.
* Experienced in working with CDCI DevOps various tools **GitHub, BitBucket, Jenkins.**
* Having experience on **CPQ Zuora** quote to cash **integrating** with **salesforce CRM application**.
* Having good experience on **CPQ tools,** integrating salesforce and **Steelbrick** **CPQ** using **SOAP API** and **Rest API** Having experience on **Marketing Cloud implementation**.
* Experience working on **Steelbrick CPQ** objects used in Quote to Order process.
* Integrated CPQ system with multiple CRMs like Salesforce and CRM On Demand.
* Supported and improved sales cycles by **implementing** CPQ solutions effectively. Involved in end to end QA and UAT testing and validation of **CPQ** including Products, Pricing, Quoting etc.
* Customization of Apttus product by using Salesforce features like triggers, VF pages. **Design, develop** and implement solutions for the **Apttus CPQ** system deployed on the Salesforce platform.
* Developed Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to **Apttus CPQ** Quote creation using APTTUS API's, apex, VF pages and trigger.
* Used Service cloud to manage Cases and Entitlements and worked on **APTTUS CPQ**.
* Experience in data mapping, system conversions, systems integration and software development.
* Working with end to end **Service cloud implementation** like case management, CTI integration.
* Process knowledge of CRM processes like **Sales, Marketing, customer service and customer support, Business** processes and recommended solutions to improve their processes using Salesforce.com.
* Configured and Customized the Salesforce **Sales Cloud, Service Cloud, Marketing cloud** and Opportunity Management for business support for customers.
* Experience in **Data Integration** and **Data Migration** from legacy systems to Salesforce using **Apex Data Loader.** Knowledge on the Field Service **Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* Proficient in dealing with the functionalities related to the **Service Cloud and Sales Cloud.**
* Experience with **Financial Services** clients and **Financial Service Cloud** implementation as well as the Community Cloud with functional knowledge of the entire product suite
* Hands-on experience in writing code in Apex, Java 1.6 or higher, JavaScript, XML, HTML 5.
* Customized existing Visualforce to align with **Salesforce's new Lightning UI experience.**
* **Salesforce Health Cloud** provides a rich set of standard and custom objects to store and access specialized health information.
* Worked on integrating fax system with **Health Cloud's** Intelligent Document Automation features by creating and importing documents programmatically.
* Hands on experience on standard and custom fields to some standard Salesforce objects to represent information about individuals in **Health Cloud**.
* Successfully **configuring**the **Marketing Cloud**Connect (formerly the v5 Salesforce Integration) to connect the digital marketing capabilities of the Salesforce Marketing cloud with the data management, segmentation and campaign management tools in Salesforce.
* Developing Salesforce workflows and enhancements to Health Cloud application.
* Administrative tasks (user management, role definition) for the Health Cloud application.
* Support and facilitate modifications to SFDC Cloud (Lightning, Community, Financial Force PSA, and future platforms).

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1

**EDUCATION:**

* Bachelor in Management, University Of Mumbai, India.

**TECHNICAL SKILLS:**

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| **CRM** | Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM |
| **Salesforce** |  Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (LWC, Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing Cloud, [Force.com](http://force.com/) Platform, Sites, Knowledge, Article Management, Analytic Snapshots, SOQL, SOSL, Reports, Dashboards. |
| **SFDC Tools** | Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron |
| **Languages** | Java, J2EE, Servlets, JST, Struts, Hibernate |
| **Web Technologies** | XML, HTML5/4, CSSS3/2, JavaScript, jQuery, AngularJS |
| **Application Servers** | Apache Tomcat, Sun Web server, Resonate, WebSphere 4.0/4.1, Tomcat 6.0, JBOSS 5. |
| **Databases** | SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL |

**Professional Experience**

**Client: GEC, Chicago Jan 2020 to Till Date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Created modern **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
* Involved in project **technical design plan**, conversions, **Mapping**, configuration of portions of the SFDC application.
* 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.
* Triggered interface events by user interactions, which includes **Lightning** Component framework and

also involved in building **Lightning Components** using the aura framework.

* Also embedded Lightning **Lightning Components** in Visual force Page by using new Lightning out feature by event-Driven Programming.
* Created **Lightning** page with some **customizations**based on the **components** used and created the **Lightning app.**
* Added **Lightning Componen**t to Lightning Pages and Record Pages. Have worked on **Apex classes**,
Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Worked on salesforce **Lightning components** for building customized components replacing the existing ones and embed Lightning components in Visualforce page by using new lightning out feature by event-driven programming.
* Worked on front end application development using CSS3, HTML5, JavaScript.
* Retrieved some data and its functionality from **Third-Party API's** and displayed within the **LWC**.
* Created multiple **LWC**, **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.
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from Sandbox to Production.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used the **Health Cloud Business** APIs for building integrations with **Health Cloud** or for creating custom UI components. The APIs wrap complex business logic by executing multiple tasks within a single API call.
* Involved in Setting up **Sales Cloud** Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Used the **Health Cloud** Empower Components in other applications to create a patient or member site.
* Expert in metadata Customizing , deploying, packaging, and upgrading application metadata.
* Used the objects, fields, and metadata that extend Salesforce for Emergency Response Management.
* Expert in using the **Health Cloud** Business APIs for building integrations with **Health Cloud** or for creating custom UI components.
* Worked on APIs wrap complex business logic by executing multiple tasks within a single API call. The aim is to fulfill business use cases specific to the **healthcare** industry, such as enrolling patients into a care program or creating requests for prior authorizations.
* Setup, maintain and optimize Email marketing campaign utilizing Exact target / **Salesforce Marketing Cloud.**
* Use **marketing** **Cloud** knowledge to define the product vision
* Identify technical, non-functional requirements in support of UI driven workflows as well as APIs
* Provide a strong Product Management voice in engineering and architecture discussions. Manage business owners’ expectations, by pitching the product vision to internal stakeholders.
* Used **SOQL and SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's
* Worked on **Apttus CPQ** configuration and integration.
* Integrated **CPQ** system with multiple **CRMs** like Salesforce and CRM On Demand.
* Supported and improved sales cycles by implementing **CPQ** solutions effectively.
* Implemented **Single Sign-On** on force.com.
* Defined the state data model using **Financial Services Cloud (FSC)** and complete data mapping between Dynamics and Salesforce.
* According to the business user's requirement, creating **Reports and Dashboards**.
* Worked with various salesforce.com objects Lead, **Account, Contact, Opportunity**, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Public Groups, Queues, **Permission Sets, Profiles, User**s &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce **Service Cloud** & **Opportunity Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Maintenance of installed Managed Packages in **Lightning using Apex**. Experienced in using **Data Migration** tool called Data Loader.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script** Codes, Sharing Visualforce pages between Classic and Lightning.
* Developed the **SFDC lightning** framework for the SFDC **Financial Services Cloud.**
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the **Web Services** through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce systems using **SOAP and REST API's**.
* Involved in daily standup meetings**, Scrum**. This resulted to bring good solution to the business requirement.

**Environment:** Lightning experience, Lightning Components, LWC, Health Cloud, Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

**Client: IDEXX Laboratories Jan 2019 to Dec 2019**

**Role: 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.
* Responsible for writing Apex, Visualforce code containing business functions.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Develop portal solution using Lightning Components.
* Experience in Data Loader for Data Management in Force.com platform
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Created Lightning Component Tabs and Visualforce Tabs using Lightning Components.
* Developed component using Lightning Aura Framework which also included client-side AngularJS
* 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.
* Experience with the lifecycle in an agile/scrum environment.
* Worked with an agile scrum team to code and configure innovative solutions that impact multiple platforms and products.
* Managed Salesforce application using Salesforce Setup menu creating and managing custom objects, fields, formulas, analytic snapshots and report types.
* Worked on patients sensitive data where first imported into **Health Cloud**, the information required to identify and represent those patients is created.
* Expertized in maintaining the historical medical information associated with patients is not imported into **Health Cloud**. However, we can choose to map more historical information, as needed.
* Implement a custom integration to import historical medical records from the EHR system and append it to the default patient creation job flow.
* Expert in using **HL7** (**Health Level Seven**) is a standard for exchanging electronic health records (EHR).
* Involved in parse **EHR data** transmitted via HL7 data messages and store it in the Salesforce **Health Cloud data model**. Created parsers and used parsers supplied by **Health Cloud**.
* 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.
* Experienced in SSO and Integrations
* Developed code for generating the XML requests required for calling the web services.
* Collaborated with and across Agile teams to design, develop, test, implement, and support technical solutions in full-stack development tools and technologies
* Involved in design and development of different views and page layouts for different profiles.
* Developed complex workflows and approval processes for automating business logic
* Worked on **Apttus** for providing Quote-to-cash software delivering **CPQ**, Contract management, E-commerce & Revenue Management.
* Built a custom **Apttus CPQ** application with custom objects and relationships.
* Performed **Apttus CPQ** related configuration for **product setup, approval matrices, approval rules, process builders and flows**.
* Created **email templates and inbound emails** using **Visualforce** for the **clients and customers.**
* Developed **Apex Test Classes** with assurance of **maximum code coverage**.
* Implemented **Case Management** by creating record-types specific to the **user groups, assignments rules, escalation rules, case templates, workflow rules and actions**, etc.
* Used **SVN** for code repository and **JBOSS eclipse** editor to modify and commit the changes
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Formulae Fields, Approvals, Workflows, Reports, Dashboards, Tasks and Events**
* Customized page layouts for **Opportunity, Contacts, and Accounts depending upon user roles, and groups of sales cloud objects.**
* Maintained data cleanliness and accuracy by adding custom **validation rules, custom formulas, reports and dashboards**
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and
formula fields to the custom objects**.
* Involved in all the phases and pre-production/post-production support activities.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Worked on **Vlocity** enterprise product catalog and **Vlocity** **CPQ** design and development,
* Developed Vlocity Order management and contract templates / generation, data exchange and integrations.
* Executed various levels of Unit, **Integration, Regression** and **User Acceptance (UAT)** using test cases to prove that system conform to specifications of business and quality requirements.

**Environment**: Saleforce.com platform, Lightning, LWC, Sales cloud, Health Cloud, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, Vlocity**,** CPQ, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows

**Client: Business Intelli Solutions, Inc - TX Oct 2017 – Dec 2018
Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Data migration to Salesforce using Data Loader.
* Queried Salesforce database using SOQL SOSL queries using work bench.
* Involved in analysis of functional and technical requirements created the custom objects, formula fields, lookup, and master-detail relationships.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Worked on Salesforce Administrative tasks, including creating users, profiles, roles, page layouts, workflows, approvals, reports, analytic snapshots and dashboards, and email services
* Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
* Designed and built facts, dimensions, snapshots, SCDs in AWS cloud using open source data processing frameworks.
* Worked as part of the Scrum team including functional leaders, organizational units, and subject matter experts to design, build, develop, test and deploy SFDC solutions in support of business processes.
* Assisted with regression, UAT, and system integration testing for existing and Steelbrick CPQ process.
* Worked on Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in Steelbrick CPQ
* Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as a sales tool.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy and created public groups.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Translated business processes and requirements into data mapping and modelling requirements
* Provided data mapping details on the attributes required, including the vital information on how the data from the source system will be transformed and stored in the target source.
* Configured multiple Outlook settings for various users and perform field mapping and matching criteria and other advanced settings based on the requirements.
* Worked on making minor enhancements to SFDC application required by business users from time to time.
* Worked with developers to modify Visualforce Pages, Apex Classes, Apex Test Methods and Triggers.
* Involved in SFDC application support for business users.
* Advised the sales and support team on efficient utilizing of Salesforce.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, MySQL, Reports, Steelbrick CPQ, Workflow & Approvals, Web Services, Sandbox.

**Client: Sonata Software LTD, Hyderabad, India Oct 2016 – Sep 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Validation Rule, upgrade installation.
* Designed, and developed the Custom objects, Page layouts, Custom tabs, Components, Visual force Pages as a Salesforce consultant.
* Created and deployed Several Reports using salesforce.com platform.
* Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Assisted end users to use salesforce.com, also analyzed, evaluated complex business requirements, and recommended solutions.
* Developed and deployed workflows and approval processes for opportunities and products/assets management.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Involved in Data mapping specifications to create and execute detailed system test plans.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Used sandbox as part of testing and data migration.

**Environment:** Saleforce.com platform, Apex Language, VisualForce Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Newt Global India Private Limited, India June 2014 – Sep 2016**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Involved in design and developing phases of SDLC in Agile methodology.
* Developed the Front End using HTML, JavaScript and CSS.
* Wrote server-side programs by using Servlets and JSP
* Strong technical knowledge in Core Java, J2EE and JEE development. Extensive experience design and coding in J2EE (Servlets, JSP) Environment with Eclipse IDE.
* Involved in developing UI components using AngularJS, HTML, CSS framework
* Developed the middle tier using EJBs, Java Servlets. Developed session, entity beans and message driven beans.
* Worked on the Spring MVC Restful Web services, exposing services and consuming the third party.
* Wrote Ant Scripts to automate the build and deploy process
* Developed the application with spring MVC, JSF, web flow framework and struts
* Developed the User Interface Screens for presentation using JSP, Angular 2, HTML and Java Script.
* Work Exclusively with Core layer of Framework to Implement View Controller in MVC Architecture.
* Creating SOAP Web Services using WSDL to connect with external clients.
* Developed the Junit test cases and used GIT as Distributed version control system. Used Log4j and commons-logging frameworks for logging the application flow
* Developed dynamic EJS templates using HTML5, CSS3 and JavaScript.
* Used in-built market place services of PCF for RabbitMQ Config.
* Composed and executed MongoDB document scripts to insert, update NoSQL database, automating data changes, reporting and wrote MongoDB client to receive data from AMC for Companies.
* Worked with D3.js for generating reports and stats for customer services.
* Developed and deployed EJBs on the server.
* Extensively used JDBC to access the database objects.
* Created and implemented PL/SQL stored procedures, triggers
* Developed test cases for TDD in Karma and Jasmine

**Environment:** Java 1.6, servlets, JSP, JEE, EJBs, MVC, JSF, struts, AngularJS, Java Scripting, XML, GIT, JDBC, PL/SQL, Eclipse, karma, jasmine, tomcat, stored procedures.

**Client: Sakeesoft Pvt Ltd, Bangalore, India June 2012 to May 2014**

**Role: Java Developer**

**Responsibilities:**

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in the creation of Use Cases, Class Diagrams and Sequence Diagrams for analysis and design of application.
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation. Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Worked on the development of various web applications based on the client needs.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.
* Record technology solutions involving user needs documents, user manual design decisions and executive summaries across projects.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Developed data model and stored procedures.
* Developed user interface screens, and administrative screens using JSP and JavaScript to perform checking and validation at Client’s side.
* Developed new java code and executed new features through business requirements.
* Extensively used SQL to generate stored procedures and functions to use with Java.

Environment: Java Servlets, JSP, JavaScript, XML, CSS, HTML, Apache Tomcat, JDBC, Oracle 10g, SQL