**Chandrika Mashetty**

Salesforce Developer

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**Professional Summary:**

* **6+ years** of experience in development, Implementation with **Salesforce CRM** Customization, configuration, administration, and development with **APEX, Visual Force, Integration.**
* Experience in all phases of Software Development Life Cycle (**SDLC**), quality management systems, and project life cycle processes.
* Experience in **Scrum/Agile** for project execution using Jira/Story Board tools for user story handling.
* Experience in implementation & **Integration** on Salesforce.com using **Apex (Classes, Controllers, and Triggers)**, Batch Apex, Apex Web Services, and Visualforce Pages.
* Experience in working with Eclipse IDE with **Force.com Plugin** environment for writing Business logic in Apex Programming Language.
* Extensive experience in working with Standard Objects, Custom objects, Page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs, custom reports, AngularJS, report extractions to various formats.
* Good experience with Record Types, Relationships, Data Types, Formula Fields, Validations, Queues, Email Templates.
* Experience in **Salesforce Securities** ‐ Roles, Profiles, Permission Sets, Sharing rules, User Management, Sound Knowledge on SOQL and SOSL for Querying and Searching Data for Force.com platform, and Salesforce Lightning.
* Integrated Apex with **External services** by making callouts that used SOAP and REST API
* Experience in Developing **Single Sign On** (SSO) for desktop using SAML and OAuth with the help of Identity provider help.
* Experience in Force.com **Testing and Administration** spanning all facets of package software and SaaS application implementation.
* Knowledge of Salesforce **Lightning UI, Lightning Design System, and Lightning** Process Builder
* Exposure to Dreamforce, Salesforce DX Open Beta.
* We are still working on Dreamforce.com Salesforce DX, to be implemented into the [salesforce.com](http://salesforce.com).
* Quality Analysis is being done on the Salesforce DX which could come into practice soon.
* Experience in maintaining **Informatica** workflows for loading and transforming the data.
* Experience in performing web service testing using SOAP UI and validating XML files in ALTOWA XML SPY
* **Develop test classes** and maintain sufficient organizational **code coverage.**
* In charge of fixing deployment issues and ensure successful deployment through changesets and Force.com IDE.

**Technical Skills:**

**Salesforce.com:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S‐ Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**SFDCTools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench.

**WebTechnologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Linux

**Languages:** C, C++, JAVA, J2EE, Apex, C, SQL,HTML

**IDE:** Eclipse, Net Beans, Visual Studio code

**Certifications:**

**401 Certified Salesforce Developer**

**201 Certified Salesforce Administrator**

**Professional Experience:**

**Flagstar Bank-Troy,MI July 2020 to Present**

**Sr.Salesforce Developer**

**Description:** Flagstar bank is having a complete banking application integrated with salesforces and other third parties systems like source link and ETL as well. Within Salesforce, we have applications built on Enterprise and also on a Marketing cloud platform. Customers submit the loan process and several banking functionalities on the forms designed and maintained by the Salesforce platform.

**Responsibilities:**

* Worked on various applications related to different banking functionalities with respect to the enterprise and marketing cloud.
* Involved in requirements, design, technical, analysis, demonstration of build component, deployment, and production support over all the project.
* Worked on both customization and configuration components based on the complexity of the requirement and its limitations.
* Also, helped the business to understand the technical flexibilities to accomplish the task in a progressive and enhanced manner.
* Created web to lead forms and integrated them with the Flagstar websites
* As well, handled the complete web to lead integrations from front end to back end, till the lead is processed to contact/account with campaign/campaign member.
* The lead management process is automated using APEX Triggers and Classes with optimization techniques followed in it.
* Worked on both Salesforce admin and developer mainly focused on Campaigns and Lead objects.
* Designed, developed, unit tested and deployed the code.
* Created custom fields and given field level security and assigned them to their respective page layouts, and also worked on Workflow rules.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Specialize in data mapping to determine how records enter Marketing Cloud and feed into automation, journeys, and deployment segments.

**Environment:** [salesforce.com](http://salesforce.com),Marketing cloud Env, Enterprise Env, Wholesale Env, Workflows, Apex Classes, Triggers, SOQL, Sandbox, Unit Testing

**Anthem Inc- Atlanta, GA June 2018 to May 2020**

**SalesForce Developer**

**Description:** Anthem Inc. is an American largest for-profit managed health care insurance company in the Blue Cross and Blue Shield Association. The project was an Internal Application, Customer Insurance Catalog. The employees can access Customer information and update the customer information on various types of insurance policies provided by the company. Employees can process claims and authorize payments for the customers, provides various functionalities such as generating different types of quotes based on the medical history of customers.

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (**SDLC**) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed, and deployed Apex **Classes, Controller Classes, and Apex Triggers** for various functional needs in the application.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder,** and **Lightning Component** features to develop the rich user interface and better interaction of pages.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide the functionality to the **visual pages**.
* Created Custom Objects and fields for transactional and **contractual** information.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Designed and deployed Custom Tabs, Validation Rules, Approval Processes, and Auto‐Response Rules for automating **business logic**.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual-force to align with Salesforce new Lightning UI experience.
* Good knowledge on **Set up field service features**according to client unique business needs. This includes installing the **Field Service Lightning managed package**and **Field Service Lightning mobile app.**
* Understanding on how to **Create service resources** and **service crews** that represent your **field service technicians** in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* Picklists, lookups, master-detail **relationships**, validation, and formula fields to custom objects.
* Interfaced with the Business user to update the business requirement document as well as testing document
* Created Templates, Approval Page Layouts, and defined Approval Actions on them to automate the processes.
* Understand client business requirements and provide recommendations and best practices for solutions in Salesforce Marketing Cloud.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Used field level security along with **Page Layout**s to manage access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visualforce pages to develop custom business logic.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Experience delivering CI/CD automation solutions in an agile software organization.
* Reduced cost via implementation of Source control tools (TFS 2017, StarTeam) as well as CI/CD tools (Jenkins,Code repositary) and productivity tools (PowerShell)
* Experienced in **Unit Testing**, for the customizations and developments done during the project.
* Used the sandbox for testing and migrated the code to the **deployment** instance after testing.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visual force, Sales Cloud, Marketing Cloud, Service Cloud, Health Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Lightning Process Builder, Workflow & Approvals, Java, ANT, AMP script Custom Reports, Dashboards, Oracle, Windows, CheckMarx, Docusign.

**Staples Framingham, MA Aug 2017 to May 2018**

**Salesforce Developer/Admin**

**Description:** Staples helps the world work better with work solutions that deliver industry-leading products, services, and expertise across office supplies, facilities, break room, furniture, technology, promotional products, and print & marketing services.

**Responsibilities:**

* Involved in migrating from classic to lightning by gathering all the required configurations and customizations as per **business requirements** by leading the roles of admin and lightning developer.
* Created custom object, custom fields, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, **Workflow rule,** and approval process including field updates and email alerts in the lightning platform.
* Implemented pick lists, dependent pick lists, lookups, master-detail **relationships**, validation, and formula fields to the custom objects.
* Used **Force.com** toolkit including Apex Classes, Apex Triggers, and Visualforce pages to develop custom business logic.
* Used SOQL and SOSL statements within **Governor Limits** for data manipulation needs of the application using platform database objects.
* Worked on CRM modules like sales cloud, service cloud with functionalities like Opportunity Management and Case Management.
* Successfully configuring the Marketing Cloud to connect with digital marketing capabilities of the Salesforce Marketing Cloud with the data management, campaign management tools, and segmentation in Salesforce.
* Worked on Force.com IDE for creating, modifying, testing, and deploying Force.com applications.
* Implemented **DML activities** for Inserting and Updating records.
* Works collaboratively with co-workers on projects involving multiple Field Service Technicians
* Troubleshoots product issues and develops and follows through on a plan to make corrections
* Work safely and responsibly to avoid injuries, damage to property and loss of materials and equipment
* Was responsible for the data maintenance and data integrity within the Force.com platform.
* Served as Scrum master and worked closely with the Product Owner for the Customer communication scrum team to ensure consistent and timely communication to customers via various channels including the Worksoft Customer community website.
* Integrated Lightning components, Lightning Apps, Apex classes in my Salesforce org with GitHub.
* Also used **GitHub** to collaborate with my team to push the code and pull the code from my team projects. Worked on Jenkins and GitHub for continuous integration
* Worked on customization of visual force to have lightning experience for desktop and **mobile applications.**

**Environment:** Salesforce.com platform, wave analytics, Apex Language, CRM, Apttus CPQ, Apttus CLM, Visual Force, Pages, Data Loader, Marketing Cloud, Health Cloud, Workflow & Approvals, Email Services, Security Controls, Sandbox Data loader, Eclipse IDE, Lightning, Informatica, Linux.

**ICANN, Santa Monica, CA Nov 2015 to July 2017**

**Salesforce Admin**

**Description:** The portal provides various products offered by ICANN, it lets users browse the catalog, check on various interest rate options and durations, and provide a quote like a document.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various **salesforce.com objects** like Accounts, Contacts, Cases, Activities, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components, VisualForce Pages, and Controllers.
* Developed and customized console view.
* Developed Custom Objects, Custom Reports for the sales performance and lead generation statistics.
* Developed Apex Classes, **Controller Classes,** and Apex Triggers for various functional needs in the application.
* Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings, and other inbuilt functionality.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Used the **Sandbox** for testing and Migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component &Controllers), Pages, Data Loader, Bulk API HTML, JavaScript, and Changesets.

**ICICI ‐ India Apr 2013 to May 2014**

**Salesforce Admin**

**Description:** ICICI Bank Limited is an Indian multinational banking and financial services company headquartered in Mumbai, Maharashtra. It is the second-largest bank in India in terms of assets and third in terms of market capitalization.

**Responsibilities:**

* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities, and dashboards.
* Customized the **dashboards** to monitor lead activities based on sales geography.
* Designed, developed, and deployed the Custom objects, Page layouts, **Custom tabs**, Components.
* Manage users, **Public Groups**, Profiles, and Roles within the Salesforce CRM this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Developed different Visual Force Pages to suit the needs of the application using different Visual force components.
* Using **Apex Data Loader** mapped data sources and loaded data into the Call Center application.
* Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and **S‐controls,** created rule-based automated workflows.
* Created **Formula Fields**, Validation Rules, Assignment Rules, Workflow, and Approvals for the flexibility and functionality of force platform application.
* Generated different Reports like standard, summary, and matrix for quarterly and half-yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers Visual Force Pages, XML, Triggers, API.

**Education:**

**B.Sc Computers from Osmania University,2009.**

**MBA from JNTU University,2011.**