**Sameera**

**Phone: 316-351-2953 Email:** [**sameera.sfdc@gmail.com**](mailto:sameera.sfdc@gmail.com)

***Professional Summary:***

* Certified **Salesforce Administrator** and **Salesforce developer** with over 7+ years of professional experience in Salesforce.com CRM Platform.
* Experience in creating various **Reports** (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders.
* Proficiency in **SFDC Administrative tasks** like Creating Profiles, Permission Sets, Roles, Users, Page Layouts, Record Types, Email Services, Approval Process, Workflows, Validation Rules, and Process Builder.
* Excelled in working with various Salesforce.com **standard objects** like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience in Integrating App Exchange Applications with Salesforce, Mass E-Mail Management, Application management using Force.com Plug-in and Eclipse IDE in Sandbox and Production Environments.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Well versed with CRM processes like Sales, Marketing, Customer service, Customer support, Business processes, and recommended solutions to improve using SFDC.
* Extensive experience using Salesforce Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs, and Dashboards. Experience in data migration using Import wizard and Apex Data Loader.
* Experience in creating **Custom Lightening Components**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
* Experienced in integration of Salesforce.com with external applications by using Web Services **API, Metadata API, SOAP, REST and O Auth 2.**
* Expertise in working with **Force.com Plug-in** and **Eclipse** IDE for writing business logic in Apex programming language.
* Experience across various **SFDC implementations** with Sales Cloud, Service Cloud, Marketing, Chatter and AppExchange applications.
* Experience with **Salesforce.com developer toolkit** including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Change Sets and Apex Web Services.
* Expertise in **Lightning app builder** and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Extensive experience in application design, customization, development, support on Salesforce.com platform and web-based application using Apex.
* Experience in **Sales Cloud development, integrations and customization** of the applications as per the client requirements.
* Experience in implementing **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 permission based on the organizational hierarchy.
* Experience with **analysis, design, development, deployment and testing** of enhancement and new work requests as per **Software Development Life Cycle (SDLC)** and worked with **agile methodologies**.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.

CERTIFICATIONS

* Salesforce Certified Platform Developer I (PDI)
* Salesforce Certified Administrator (201)

Technical Skills

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| **Salesforce**  **Technologies** | Salesforce Lightning, Aura Framework, Apex Language, Apex Web Services, Workflows & Custom Objects, Force.com platform, Apex Classes/Controllers, Triggers, SOQL, SOSL, Reports, Dashboards, Apttus CPQ, Visual Force (Pages Components & Controllers), Data Loader, Workflow & Approvals, Process Builder |
| **Tools** | Eclipse, Force.com Eclipse IDE, ANT, SFDX, Jitterbit Cloud, Soap UI, Service Now, SQL Server Reporting Services (SSRS) 2014, Cognos 10, Microsoft Excel Reports, Git & GitHub |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Eclipse IDE Plug-in,Workbench, Sandbox and Production.VS Code |
| **Clouds** | Sales cloud, Service Cloud, Community cloud, Heroku |
| **Other Programming Languages** | Java, JavaScript, HTML, XML, DHTML, C, C++. Python, CSS, SQL, WSDL, APEX, Visualforce. |
| **Databases** | MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, Teradata, IBM DBA/DB2 and MySQL |
| **Methodologies** | Agile SCRUM, Waterfall Model. |
| **Operating Systems** | Windows 8/7/ NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux/UNIX |

WORK EXPERIENCE

**Client: Verisk, Chicago, IL**

**From: Dec 2019– till Date**

***Role: Sr. Salesforce Developer/Admin***

***Responsibilities****:*

* 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.
* Created Lightning app pages, home pages integrating the custom components for Lightning App builder.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Built App in App builder which helps to make necessary configuration changes for metadata.
* 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.
* 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 called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* 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.
* Used salesforce process builder flows, workflows to automate task assignment and streamline business process.
* Provided training to internal business users to use application and develop their own custom reports.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

***Environment*:**Salesforce.com Platform, Force.com Eclipse IDE, Lightning, Apttus CPQ, Congo CLM, Lightning Components, Apex classes and Controllers, Data Loader, HTML, JavaScript, Einstein Analytics, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Client: Walmart, Bentonville, AR**

**From: JUne 2018 – Nov 2019**

***Role: Sr. Salesforce Developer*/Admin**

***Responsibilities****:*

* Created data model using standard and custom objects to help construct a product hierarchy in salesforce.
* Developed Custom components using Lightning Data Service (LDS).
* Developed dynamic components with complex search and sort functionality.
* Developed methods explicitly check for Field Level Security and DML permissions enforcement in all custom lightning components.
* Built custom functionality to securely share files with password protection in lightning.
* Built components with design attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications.
* Explored salesforce CRM content management features and reconstructed similar features into salesforce lightning.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Implemented multiple platform interfaces to allow a component to be used in different contexts to receive extra context data.
* Developed Post Installation scripts to generate populate custom settings and sample data.
* Prepared and presented technical review documents for Internal Security Review.
* Worked closely with the business and IT teams to understand business strategy and contributed to achieve business goals from assigned applications for SFDC.
* Perform detailed analysis of business and technical requirements and created data model using standard and custom objects.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* client requirements, using CPQ within the exclusively developed framework, Responsible for developing complex Custom Approvals processes
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Filed Level Security.
* Designed Visual Force pages to add more flexibility and a rich look.

***Environment*:** SaleForce.com platform, APTTUS CPQ JavaScript, Apttus CPQ, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Docker, HTML, Java Script, Eclipse IDE, Subversion, Ant Migration Tool, Git Hub.

**Client: CIGNA, Duluth, GA**

**From: FEB 2017 – May 2018**

***Role: Salesforce Developer***

***Responsibilities****:*

* Created custom Objects, Tabs, Formula Fields, Field Dependencies, record types, page layouts Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Enabled Communities for sandbox and production for the external Business purpose.
* Designing and developing high level customized Visualforce pages using controller extensions, custom controllers and standard controllers.
* Using Eclipse IDE with Force.com plugin for developing Apex programming and customizing meta-data components.
* Analyzed business requirements, and converted to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Hands on experience in using change sets.
* Pre-Deployment, Deployment and Post-Deployment activities in Production.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool.
* Maintaining release notes and release plan for every release. Effectively communicating with client and team members in Knowledge Transfer sessions.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Providing ongoing salesforce.com maintenance services including periodic data cleansing, designing and developing Salesforce declarative functionalities.
* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.

***Environment*:** Saleforce.com platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Workflow-Approval, Custom objects, Ajax, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**Client: Franklin Templeton, CA**

**From: Dec 2015 – jan 2017**

***Role: Salesforce Developer***

**Location: Hyderabad, India**

***Responsibilities****:*

* Managed team to implement the documented requirements and reports, assisting in all Configuration activities.
* Designed and developed workflow rules, validation rules, and customizations within SalesForce.com.
* Developed Apex classes, Visualforce components and extensions.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) to assist managers to better utilize Salesforce as a sales tool.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Lead and/or contribute to all technical aspects of projects.
* Configured the automated price (CPQ) and Quote by Using Callidus Cloud.
* Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules. Managed migration and release of Service Cloud.
* Gather system requirements, conduct analysis, coordinate the design of solutions and establish metrics for success.
* Designed VF pages and included the live agent generated code to invoke live chat requests to the available live agent users in Service Cloud.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Extracted the Salesforce CRM information into BI Data Warehouse using Force.com API/Informatica to provide integration with oracle financial information to perform advanced reporting and analysis.
* Build applications using the Eclipse IDE.
* Experience in configuring and implementing of Salesforce.com.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Implemented Angular JS, HTML5, CSS3, Bootstrap Using Force.com IDE on Eclipse Experience
* Implemented search, filtering, and tagging features to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Used the sandbox for testing to ensure minimum code coverage for the application to be migrated to production

***Environment*:** Saleforce.com platform, Apex, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOQL, SOSL, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Oracle.

**CLIENT: Nestle USA**

**From: jan 2014 – dec 2015**

***Role: Salesforce Administrator***

**Location: hyederabad, india**

***Responsibilities****:*

* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
* Used Data loader for data migrations to sales force.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Created profiles and implemented object level, field level and record level security and c roles, visibility settings.
* Implemented pick lists, Dependent pick list, Lookup, Junction Objects, Master details Relationships, validation rules and Formula fields to the custom objects.
* Designed, and developed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Participated in the training sessions provided by the Salesforce team and support end users.

***Environment*:** Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service.

EDUCATION

**Master of Science Wichita State University, Wichita, KS**

**Bachelor of Technology, JNT University - India**