**Reema**reema.nagam@gmail.com

**SUMMARY**

* Salesforce Developer having 7+ years of IT experience.
* Proficient in all phases of Software Development Life Cycle (**SDLC**), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in SalesForce.com.
* Knowledge of Salesforce Implementation in **Sales, Service** and **Community** Clouds.
* Excellent understanding of CRM business processes like **Lead Management**, **Account Management**, **and Case Management**.
* Worked on customization of various salesforce.com standard objects that are a part of **Sales cloud**, **Service cloud** like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Price books**, **Cases**, **Leads** and **Campaigns**.
* Extensive experience in writing **Apex** classes and **Triggers** and creating **Visual force** pages.
* Excellent knowledge in writing **SOQL** and **SOSL queries**.
* Extensive hands-on experience in creating and managing **Apps**, **Page Layouts**, **Search layouts**, **Custom Links** and Buttons**, Quick Actions**, **Related Lists**.
* Experience in implementing the **Many-to-many, Look-up and Master-Detail relationships** and Automating the business Processes using **Approval Process, Process Builder, Workflows, Escalation Rules and Auto-Response Rules.**
* Experience in Data Migration using **Data Import Wizard** and other integration tools like **Data Export Wizard**, **Apex Data Loader** and **Work Bench**.
* Excellent understanding of **Roles, Profiles, Permission sets** and sharing rules in Salesforce.
* Extensive experience of working on **web service** call outs using the **SOAP** &**REST API**.
* Experience working with **Process Builder** and **Visual Flows**.
* Have excellent knowledge in implementing **Batch Apex, Schedule Jobs** and scheduling reports and dashboards.
* Experience in using **Bulk API** for querying, insert, update, upsert or delete a large number of records asynchronously.
* Experience in using **Lightning Components** in building **Salesforce1 mobile applications**.
* Technical Experience working with **Lightning Component**, **Lightning App Builder** and **Community Builder**.
* Experience in **Salesforce Communities** to set up portal, customized pages to handle Registration.
* Have extensive experience in deploying code from **Sandbox** to Production using **change sets** and using eclipse and **ANT** tools.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Highly dedicated, quick starter, solution driven pattern programmer, Strong in Object Oriented Analysis and Design, Excellent at solving complex problems under strict deadlines.

**Certifications:**

* **Salesforce Certified Administrator**
* **Salesforce Platform Developer 1**
* **Salesforce Certified Platform App Builder**

**Technical Skills:**

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| **Salesforce Programmatic Languages** | APEX, Visual Force, Lightning Framework, SLDS. |
| **Salesforce Declarative Tools** | ProcessBuilders,Workflows,Flows,Validation Rules,Approval Process,Dataloader. |
| **Salesforce Deployment Tools** | ForceMigrationTool(ANT),Changesets,Unmanaged Packages. |
| **Version Control** | SVN, GIT, BIT Bucket |
| **Methodologies** | Agile, Scrum, Waterfall |
| **Web Technologies** | JavaScript, HTML, XML, JSON, CSS, AJAX |
| **CI/CD** | Jenkins, Salesforce CLI, Salesforce DX |

**WORK EXPERIENCE**

**Client: Advance Auto Parts Location: Roanoke, VA Role: Salesforce Developer Duration: April 2017- Present**

**Responsibilities**

* Hands on experience working with **Sales, Service and Community Clouds.**
* Experience working on **Implementing Salesforce Trigger Factory** and migrating the old Apex triggers to new Trigger factory using Salesforce best practices.
* Experience working as **Release Coordinator** and performing Release Management Life Cycle Process at Enterprise level for both internal release cycles and external vendors using **Change sets, ANT**.
* Develop **Lightning Components** from scratch for **Service Console**, **Communities** and using them as Quick Actions.
* Working on building solutions using customizations, **out of box salesforce features** and process automations like **Process Builder, Visual flow, Workflows.**
* Working on creating **approval page layouts, templates**, **approval processes** and defined **approval actions** based on various criteria to submit for different users.
* Experience on working end to end implementations on **Sales Cloud** related projects for providing various custom services to end users.
* Developed a new **Email service** for inserting **records to Salesforce** sent from an email and built different customizations around it as per business needs.
* Development of **Batch Apex jobs** for various use cases like send email reminders to managers for pending approvals, automated task creations, for Account Team records creation and deletion.
* Perform **API integration** between Salesforce, Oracle and other third-party systems like PeopleSoft, Workday using **REST/SOAP API**s (XML, JSON).
* Developed Salesforce **Customer Facing Communities** using Salesforce **Lightning Components** and configuring various **Community Pages** using **builder.**
* Knowledge on integration of Salesforce with managed packages like Zilliant Sales Max, Adobe Sign and working on configuring **Adobe Sign Templates, Merge Mappings, and Data Mappings**.
* Migrated existing **Visualforce Pages** to **Lightning Experience** using **Salesforce Lightning Design** **Systems**.
* Involved in **Salesforce Mobile App** Salesforce1 Rollout.
* Designed and deployed **Custom Objects**, **Custom tabs**, **validation rules** and **Auto-Response** **Rules** for automating business logic.
* Hands on Experience working as Salesforce Administration Tasks for implementing **Service Cloud** for customer service, including configuration of **email to case**, **case assignment rules** and performing data loads as needed using **Apex Data Loader**.
* Good Knowledge on exposing Salesforce to external systems using ETL tools like **Datastage,** **Pentaho.**
* Designed and implemented a secure scalable sharing model for internal users on Salesforce Platform using private model with a solution that leveraged **Role Hierarchy**, **Account Teams**, **Enterprise Territory Management and Sharing Rules**.
* Worked with vendor partners and provided support for implementing **service console** for **Call centre** application, Features implemented included CTI integration, Macros and skillbased routing configuration using Omni-channels.
* Developed various **Visualforce Pages**, **Apex Triggers** to include extra functionality and wrote Apex Class Controllers to provide functionality to the visual pages.
* Develop high quality, reusable and maintainable code using **Apex, SOQL, Apex Triggers** and integrating force.com systems with third party systems using SOAP, REST services.
* Lead **Environment Refresh** Tasks and performed post refresh Activities.
* Strong Understanding of design principles, technically scalable data modeling, Force.com development best practices.
* Working knowledge on **Agile Project Management** practicesand involved **in Sprint Planning, Backlog Grooming**, **and Sprint Retrospectives** and involved in daily **SCRUM** meetings.
* Participated in **requirement gatherings**, **design and solution discussions**, **code reviews** and **test case reviews**.
* Experience working with **TFS,** **JIRA** and **Confluence.**

**Environment**: Salesforce.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Community Cloud, Lightning Components, SLDS, Ant Tool, Aura Framework, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Change Sets, Process Builder, Microsoft Visio, Atlassian JIRA, Atlassian Confluence. Webex, Microsoft Teams, Salesforce Advance Code Search.

**Client: Comcast Location: Philadelphia, PA**

**Role: Salesforce Developer Duration: June 2016- April 2017**

**Responsibilities**

* Experience in creating modern **Enterprise Lightning Apps** combining **Lightning Component features**, **Lightning App Builder** and **Lightning Design System.**
* Integrated Salesforce with legacy oracle application over **SOAP web service** to retrieve user payment history information, consuming the response to map it to Salesforce Wrapper and rendered that onto custom visual force pages.
* Worked on **migration to lightning experience**, developed **lightning components** for various business use cases.
* Worked on designing, developing and deploying **Apex Classes**, **Controller Classes** and **Apex Triggers** considering **Governor Limits**.
* Designed various web pages in **Visual Force** for Capturing various Customer Enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Developed various **Batch Apex jobs, Scheduled Apex Jobs, Queuable Jobs** as per business use cases.
* Performed Administration tasks on custom objects by configuring **pick lists**, **dependent pick lists**, **l**, **master detail and look up relationships**, **validation rules** and **formula fields**.
* Move metadata components from developer sandbox to integration (dev pro, partial copy sandboxes) and UAT environments (Full sandbox) by building **outbound and inbound change sets** in the respective sandboxes.
* Used **SOQL and SOSL** with consideration to **Governor Limits** for data manipulation needs of application using platform database objects.
* Upgraded **some Apps from Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Setup **Live Agent** as a part of **Case Management implementation** using **Service Cloud**.
* Implemented **Salesforce Development Cycle** covering **Sales Cloud**, **Service Cloud**, **Call Center**, **Chatter & App-exchange applications**.
* Worked on day to day administrative duties on Salesforce that include but are not limited to troubleshoot **user issues**, monitoring **workflows and triggers** and update data via **data loader** and **workbench**, develop **custom reports and dashboards** in Lightning Experience.
* Involved in weekly commit meetings with Admins to review any outstanding issues.
* Writing **unit tests** and maintaining the code coverage to 100%.
* Good Understanding of **Software Development Life Cycle (SDLC)** and **Agile** with expertise in requirements gathering, analysis, designing, development and Testing.
* Worked with **Salesforce.com Support** team for handling production issues from the Solution provided.
* Worked on **Agile Methodology** and involved in different ceremonies like Technical Grooming, Functional Grooming and daily Scrum Calls.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client: PayPal Location: Austin, TX**

**Role: Salesforce Developer Duration: January 2016- June 2016**

**Responsibilities**

* Defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
* Worked on **User Management** Related Activities like provisioning, Field Level Security (FLS), Object Level Security and custom page layout related issues.
* Developed **Custom Objects, Custom Reports** and configured **analytical snapshot**s to dump the data on a regular basis for sales performance and lead generation statics.
* Customized **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Developed **Visualforce pages** to meet the organization requirement for the new look and feel.
* Developed **Custom Controllers and used controller extensions** to show data in the visual force pages.
* Performed IDE, **Change Sets and ANT Script** deployments as needed and validated the components before deployment to ensure a smooth process.
* Creating documentation for deployments and deploying all Salesforce.com changes in **Developer Sandbox to test Sandbox to QA sandbox** when once sanity check has been done.
* Used **SOQL&SOSL** for data manipulation needs of the application by preprocessing records and generating Sets to avoid hitting the Governor limits.
* Worked on integration of two instances using **APEX REST API callouts**. Configured Connected App to integrate Salesforce.com with two external JAVA applications to capture Accounts, Contacts, and Leads (Web-to-Lead implementation) using REST API.
* Developed **Apex triggers** for avoiding duplication of leads from various resources.

**Environment**: SFDC, Force.com, Custom Objects, Custom Tabs, Validation Rules, Sharing Rules, Web Services, REST API, Triggers, Controllers, Workflows.

**Client: Caterpillar Location: Peoria, IL**

**Role: Salesforce Developer Duration: April 2015 –December 2015**

**Responsibilities**

* Gathered requirements for the salesforce.com as per project requirement using different methodologies and tools.
* Developed the business and functional requirement specification describing and prioritizing of the requirement.
* Designed **Organizational Hierarchy and roles** as per company need and set all **the profiles permission** and privileges, organized **sharing group** for data access **single-sign-on and security**.
* Implemented **Knowledge articles** and installed **public knowledge base**.
* Designed VF pages and hosted them on Force.com sites.
* Worked with **workflow rules, validation rules, formula and complex validation** over multiple objects.
* Involved in setting up standard Object-**Accounts, Contacts, Opportunity, Report& Dashboard, Lead and Campaign.**
* Using the **web service API** to retrieve, deploy, create, update and delete customization information such as **custom object definitions and page layouts**, for your organization.
* Customize Salesforce.com with **custom fields, links, objects, page layouts, buttons and record type**, to meet specific business requirements.
* Designed **process flow** for dynamic **Custom and Visual force pages for APEX triggers**, Classes, Test methods & to implement the custom functionality.
* Used **data Loader** to transfer the data to production and Full sandboxes, used Eclipse IDE for complete Apex Programming.

**Environment**: Salesforce.com, Data Loader, Eclipse, Sales Cloud, Workflows, Approvals, Apex triggers, Visual force, Web Services.

**Client: Link Logik Technologies Location: Hyderabad, India**

**Role: Salesforce Admin/Developer Duration: May 2013 –August 2014**

**Responsibilities**

* Implemented **picklists, dependent picklists**, **lookups, master detail relationships, validation and formula fields** to the custom objects.
* Customize Salesforce.com with **custom fields, links, objects, page layouts, buttons and record type**, to meet specific business requirements.
* Set up **approval process for Opportunity** and design communication templates to direct the response to appropriate users.
* Worked on **Network Security, User Setup and security and User Authentication** to Salesforce.
* Worked on **profile**, **roles**, **field level security**, **field accessibility**, **permission sets** and **sharing settings**.
* Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders** to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Designed, developed and deployed **Apex classes**, controller classes and **Apex triggers** for various needs
* Developed **Unit test class for Apex class** and worked for improving code coverage.

**Environment**: Salesforce.com, Force.com, Apex Classes, Controllers, Triggers, Visualforce, Workflow & Approvals, User Management, Picklists, Network Security, User Setup, Reports and Report Folders.