**Poojitha**

**Phone: (**972) 987-0561

**Email id:** poojithasfdc053@gmail.com



|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Professional Summary:*** **Around 8 years** of Total IT Extensive experience as **Salesforce.com** consultant with proficiency as Developer & Administrator in SFDC development across various industries and expert in implementation.
* Highly proficient with **Sales Cloud, Service Cloud,** Service Max, **web service, Force.com,** Community Portal Chatter, Knowledge Oneand**App-exchange** on **Salesforce.**
* Excelled in working with various **salesforce.com** standard objects like **Accounts, Contacts, Opportunities, Products, Cases**and**Leads.**
* Implemented customizations using **Apex classes, Visualforce pages, Apex Controllers Custom**, Extension List, web service integration using **SOAP, REST** and salesforce **API's**, **SOQL**, **SOSL**, Aggregate queries and **Force.com API**.
* Translated requirements from non - technical end users through interviews into documents understandable by users and developers, **Process flow diagrams**, **Functional** specifications with use **cases**and **class** models, sequence diagrams using tool.
* Worked with **MVC** Model View Controller design pattern and implemented in salesforce customizations using **sObjects**, **Apex controller classes and Visualforce pages.**
* Developed innovative solutions related to the Salesforce **CRM** platform and solved complex issues like OOTB and pros/cons customizations, dealt with global **SFDC** Financial Services implementations.
* **Designed**, **developed** and **deployed** the **Lightning Web Components**Custom objects, Page layouts, Custom tabs, Components, Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Experience in working with **Debug Apex Scripts** using **Debug Logs** and **System Log Console** to catch Exceptions and execute **Governor** **Limits**.
* Involved in**data migration**and **Integration** using Data Loader and experience in Agile project implementation using JIRA.
* Worked in Administration, **Configuration**, **Implementation** and Support of sales force **CRM** and Sales force **SFA**applications and knowledge in Salesforce **Lightning**.
* Developed Lightning Components using **Aura** **Framework**.
* Good working experience with Standard Sales Analytics application and Service Analytics Application in **Einstein Analytics** (Wave Analytics).
* Technical Knowledge about Sales force**Lightning** schema builder, Process builder, app builder components and **Lightning** connect.
* Good experience in working on **Eclipse IDE** with **Force.com Plug-in** for writing business logic in **Apex programming** language.
* Experience in working with **Salesforce.com sandbox** **Integration**and**production environments**.
* Experienced in **Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions**and**Approval Workflow**.
* Created **Profiles** and **Roles** based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
* Ability to **setup**, **customize**and **deploy**to Salesforce.com from the ground up for large user groups, perform hands on customizations using **Apex**, **Visual force**.
* Experience in web technologies like **HTML, XML and JavaScript** and experienced on working with data structures to manage large amount of data efficiently.
* Proficiency in Object Oriented Languages like **C Java J2EE JSP Servlets** and other **Java** technologies.
* Extensive experience in lead **Case Management** (Web-to-Lead, Email-to-Case) and working with Salesforce.com sandbox production environments, Salesforce integration with different systems.
* Communicated with different teams in the project like testing team, **unit,** system, **UAT** and production deployment, business process team to make sure of the quality product.
* Strong **Database** **RDBMS** development experience in writing **queries functions stored procedures triggers**and views in**Oracle SQL PL/SQL and MS Access**.
* Involved in design development test and implementation phases of Software Development Life Cycle (SDLC) and **Agile Development** with focus in Object Oriented Programming.
* Ability to adapt to any environment such as working with small or large groups or independently, can perform efficiently within a high pressure, fast paced environment, **self-motivated** and excellent **communication** skills.

**Technical Skills:**

|  |  |
| --- | --- |
| Salesforce Technologies | Salesforce SFA, Apex Language, Sales force CRM, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals, Analytic Snapshots, Case Management Automation. |
| Salesforce Tools | Eclipse, Force.com Explorer, Force.com Eclipse IDE Plug-in JIRA, Excel Connector, Force.com Data Loader, Force.com, SOQLXplorer, Force.com Platform (Sandbox and Production). |
| Web Technologies | C++, Java, Java Script, Action Script, WCF, Silverlight, LINQ, SQL, UML, HTML, XML, XHTML, DHTML. |
| Programming Languages | Java, C, Objective C, Swift, HTML, JavaScript |
| Databases | MS SQL Server, Oracle, PL/SQL, MS Access, and MySQL, RDBMS |
| Operating Systems | MS Windows, Linux, Mac OS |
| Office Tools | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office. |
| Methodologies | Agile (Scrum), Waterfall. |

**Certifications & Recognition Award:**1. **Salesforce** Certified **Administrator** (SCA)
2. **Salesforce** Certified **Sales Cloud Consultant**
3. **Salesforce** Certified **Platform Developer 1**
4. CVS Health **Certificate of Appreciation** for **Outstanding services** and **significant contribution** towards the successful 01/01/2019 Implementation.

**Professional Experience:****Client: CVS Health - Irving, TX Oct 2017 –** **Present****Role: Salesforce Developer****Responsibilities:*** Involved in **Salesforce.com** Application **Setup** activities and **customized** the apps to match the functional needs of the organization.
* **Designed, Implemented** and **deployed** the **Service Cloud** with various custom built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various **Profiles** to enable the Service Cloud specific to them.
* Used Email to case, Web to Case features and created a C**ommunity** where the customers can create, update and manage their cases.
* Created **Lightning** Components, **Public Groups, Queues, Permission Sets, Profiles, Users** and **Security** Settings based on role hierarchy.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Planned C**ommunity** rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Good working experience on App exchange products or **CPQ** products like **Salesforce CPQ** (formerly **Steel** **Brick CPQ**), **IBM** **sterling CPQ**, APPTUS.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in **Einstein Analytics**.
* Good Knowledge on **Analytics** Cloud and Confidential tools like **Einstein** Prediction Builder, **Einstein** Activity Capture, Einstein Opportunity Insights, Einstein Discovery and **Sales Cloud Einstein** for development of Einstein Chatbot functionality.
* Using **Lightning Web Components,** I have composed applications using smaller chunks of code.
* Designed and developed SFA based Application on **Force.com** Platform in Salesforce.com environment with **Apex** programming language at backend and Visual-Force pages as user interface.
* Created custom **Dashboards** for manager's home page and gave accessibility to dashboards for authorized people.
* Used **Data Loader** for insert, update and bulk **import** or **export** of data from Salesforce Objects.
* Created Various **Validation Rules** Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* **Designed Reports** and worked with Business users to make them understand the functioning of Reports better
* Worked with scheduling **Apex** Batch jobs for processing large records.
* Used **SOQL** and **SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed various **Custom Objects**, **Tabs**, Entity-Relationship data model, validation rules on the objects and tabs, Components and **Visual Force Pages.**
* Designed, developed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application using **LWC**.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Involved in working with Offshore **QA DEV** teams.
* **Migrating** Meta data from one sandbox to another sandbox using **Force.com IDE** tool and change set.
* Complete **Full Lifecycle salesforce.com Implementation** Experience.

**Environment**: Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, JavaScript, Controllers, Sharing Rules, Visual Force Pages, Workflows, Email Updates, Change sets Web Services API, Lightning, Triggers, Custom Objects, Records, Page Layouts, Roles, SOSL, SOQL, Sales Cloud, Service Cloud, Dash Boards, Data Loader, Data Migration and Windows.**Client: Less Accounting – Dallas, TX Aug 2016 – Sep 2017****Role: Salesforce Developer****Responsibilities:*** Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using Eclipse.
* Used **community cloud** to build deeper relationship with customers to provide better service.
* Worked on Salesforce **Community** **cloud** like how to engage with employees, customers, partners.
* Designed and developed the **Lightning** Components, **Custom** **Objects**, **Page Layouts**, Custom **tabs**, Components based on the requirements.
* Used **Data Loader** (insert, update more than 50, 000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements.
* Configured Creating **Roles**, **Security Access, Profiles, Email Services**, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Created **Visual force** pages that could be rendered as PDF’s build dashboard components and define email templates.
* Lead requirement collecting efforts (Business Process/Business Requirements/Legacy Systems/Application Mapping) for Salesforce
* Maintaining the **Salesforce** Applications Instances for various operations.
* Maintained an **E-mail** **to** **Case** **system** with auto-notifications sent to users when a case is created for their respective departments.
* Developed **Apex Classes Triggers** to implement the business logic as per the requirements.
* Designed, Implemented and deployed the **Service Cloud** with various custom-built Page Layouts, Custom Tabs, Custom Apps to suit to the needs of the application also created various Profiles to enable the **Service Cloud** specific to them.
* Created **sharing rules** for providing cross functional teams of the organization access to records.
* **Implemented relationship fields** for proper data loading and maintaining the quality of the data.
* Developed C**ustom Reports Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Migrated complex Excel **validation rules** in regular expression into **Salesforce** validation rules.
* Followed **Agile** methodology for the execution of day to day work related activities.
* In addition, **trained** new resources in team on **Salesforce** technical concepts.
* Managed **Sandboxes** for Development, testing and training.

**Environment**: Web services, SOSL, SOQL, Force.com IDE, Import Wizard, XML, Visual Force Pages, Workflows, Apex Classes, Apex Triggers, Agile, Service Cloud, Sales Cloud, Custom Objects, Custom Tabs, SOAP, REST, Approval process, Data loader, Reports, Dashboard, Sharing rules, HTML, CSS.**Client: AgFirst Farm Credit Bank – Columbia, SC Oct 2015 – July 2016****Role: Salesforce Admin/Developer****Responsibilities:*** Performed roles of **Developer and Administrator** in the organization for customization and configuration.
* Salesforce Configurations across all the Standard objects like **Accounts, Contacts,** **Cases** etc.
* Managed Salesforce platform for **1500** end-users.
* Worked on Custom Settings and Email Services for automation using **Apex** Classes.
* Involved in identifying, planning and implementing new **Salesforce.com** features and functions new screens, workflow, force.com objects, reports, apex code) to meet business requirements.
* Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members to gather and documented requirements.
* Designed, Implemented and deployed the **Service Cloud** with various custom built Page layouts, Custom tabs, Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Setup **profiles, permission sets**, OWD, Role Hierarchy and **Sharing** **Rules** for access and data security.
* Developed **Visualforce pages**.
* Created **Dashboards** and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Created the **workflows** for automated lead routing, lead escalation, alerts and action items.
* Implemented various **Custom Reports** and deployed them for different business user levels.
* Migrated data into **salesforce** using **Data Loader, Informatica ETL tools**.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Designed and implemented archiving of data using **Batch Apex and Scheduling**.
* Worked to **handle governor limits** of Heap size, view state problems, maximum SQL Queries execution etc.

**Environment**: Web services, Force.com IDE, Import Wizard, XML, Visual Force Pages, Workflows, Apex Classes, Apex Triggers, Agile, Service Cloud, Custom Objects, Custom Tabs, SOAP, REST, Approval process, Data loader, Reports, Dashboard, Sharing rules, HTML, CSS.**Client:**  **KBK Business Solutions – Hyd, India** **Jan** **2013 - July 2015****Role:**  **Salesforce Admin/Developer****Responsibilities:*** Interacted with various business team members to gather the requirements and documented the requirements on **Sales** and **service Clouds**.
* Created **Custom Objects** and **fields** for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules** and **Auto-Response** Rules for automating business logic.
* Created **workflow** rules and defined related **tasks, email alerts,** and **field updates.**
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, **validation** and **formula fields** to the custom objects.
* 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.
* Collaborate with other workstream technical leads to develop integrated solutions and resolve dependencies.
* Worked with the user group for **requirement gathering** throughout the planning.
* 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.
* 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 layouts to manage access to certain fields.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce** pages to develop custom business logic.
* Created custom **Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people.
* Involved in **Unit Testing** for the customizations and developments.

**Environment**: Salesforce.com platform, Data Loader, Apex Classes, Web services, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards. |
|  |