sowmya i

Dayton, OH
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Highly Determined and Passionate Software Developer with Almost Six (6) years of strong record of client satisfaction and with almost Six (6) years of Techno-functional experience with Salesforce.com and have vast knowledge in all stages of Software Development Life Cycle (SDLC). As a Salesforce Administrator and Developer, engaged with different domains like Health, Banking, Services and Automobiles in developing different Enterprise, Business and Platform based Applications.

• Extensive experience in Salesforce.com both Development and design and worked with Sales cloud and Service cloud, Marketing cloud.
• Hands on experience on developing and customizing applications using Salesforce.com as Software as a Service (SaaS) and Force.com as Platform as a Service(PaaS).
• Strong experience in Salesforce Development and Design.
• Hands on experience on working with SFDC concepts like Objects, Profiles, Users, Permission sets, Workflow rules, Approvals, Sharing Rules, Validation Rules, Reports, Dashboard Components, Handling business hours and IP Addresses, Page Layouts, Record Types, Email Templates, Process Builders, Escalation rules, Tasks and Actions.
• Expertise knowledge on creating Relationships among Objects like Master-Detail, Lookup, Many-Many and with Rollup Summary Fields and using Cross-Object formula fields.
• Experience in Service Cloud including: Service Console, Omni-Channel, Customer portal, Case Feed, Knowledge base and Entitlements, Case Management, Escalation rules, Auto-response to help customer agents.
• Experience in Data Migration using Import Wizard, Workbench and other data migration tools like Apex Data Loader using BULKAPI.
• Expertise knowledge on designing and developing Apex classes, Triggers, Controllers, Test methods, Schedulers, Batching, Tooling WSDL and Partner WSDL.
• Good understanding in Agile development process and time to time delivery of products effectively to customers.
• ,JavaScript, CSS, HTML, JSON and Apex Controllers.
• Good working experience with sandboxes developing code, deploying code between sandbox to sandbox and between sandbox to production using Skinny tables and change sets.
• Handsonexperienceonhandlinguser'
• Organization/Profile level IP Addresses.
• Good understanding in Chatter to communicate effectively with other users in the Organization.
• Ability to Integrate internal/external platforms using REST/SOAP Web service API's.
• Expertise and Strong build-up knowledge in Object Oriented Programming Structures(OOPS) and Client/Server Architecture.
• Good knowledge in SQL server and MYSQL databases.
• Have great ability to understand and adopt new technologies/frameworks faster.
• Accustomed to working in large and small team environments.

Authorized to work in the US for any employer

Work Experience

Salesforce Lightning Developer
Winsupply - Dayton, OH
November 2018 to Present

Roles and Responsibilities:

• Worked closely with business analysts to gather business requirements.
• Worked on designing and developing LightningCommunityBuilder.
• Worked on a custom functionality on account and lead object using several lightning components where one component is loaded from other component
• Implemented ApexExtensions to customize the standard buttons on Lead, Account, Contact and Opportunity objects
• Created new components in Lightning to add functionality to existing Visualforce pages using Lightning Out.
• Developed lightning apps to provide enhanced interactive interfaces to end users that boosted the sales.
• Worked on Salesforce LightningProcessBuilder to easily automate Business Processes.
• Experience in building reusable UI components and pages with Lightning component framework.
• Developed robust LightningPages and components using aura framework and placed them on the community builder.
• Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
• Designed and developed controller classes depending on various functional needs.
• Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
• Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal Visualforce and Lightning pages.
• Worked on Quick actions and lightning Modal as a part of custom functionality
• Worked on SOAP calls to receive XML schema in a custom object and leads are generated based on the schema using a trigger
• Worked on Salesforce1Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
• Used Salesforce1 Simulator during the development to test if the lightning components work properly on the mobile device.
• Used Sforce.one for managing navigation and built custom Visualforce components with JQuery Mobile and AngularJS
• Used Salesforce LightningInspector to debug the lightning components during the development process.

Environment: Sales Cloud, Salesforce.com platform, Lightning, Lightning Process Builder, Lightning Inspector, Apex, Workflow & Approvals, Triggers, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Security Controls, SOAP

Salesforce Developer
State of AR - Conway, AR
February 2017 to October 2018

Roles and Responsibilities:

• 'businessowners,
• customize and utilize the full functionality of the Salesforce.com CRM solution.
• Created design documents for the monthly requirements, configuration, development and on time delivery for therelease.
• Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
• Developed lightning actions, components, apps, flexi pages and data propagation thruevents.
• Developed several Lightning components, Global actions, process Builders and objects specific actions.
• Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
• Visual force Pages for lightning experience, Alternates for Java Script Codes, Sharing Visual force pages between Classic and lightning.
• Error handling in apex, lightning components, debugging in components.
• Integrated Salesforce with PQ Quoting Tool to Automate Quote Create/Update via Middleware (BizTalk) using RESTAPI.
• Upgraded Salesforce Classic to Lightning.
• Developed and Implemented Lightning components for small set of users and made compatible with Salesforce 1 mobile App.
• Developed various Visual force Pages using JavaScript and Bootstrap.
• Worked with Import Wizard and Data Loader for importing data from Leads, Opportunities and required information in Salesforce Environment.
• Developed dynamic web applications using Lightning framework.
• Involved in MVC architecture, Apex language as bridge between Visual Force Pages and open source Databases using SOSL and SOQL query languages.
• Used Test Driven Development process for developing new functionalities.
• Hands on Experience on maintaining Standard Objects and Fields, and creating custom Fields, Objects, Validation Rules, Applications, Profiles and Users.
• Implemented Lookup, Master-Detail and Many to Many relationships between Objects and created Rollup-Summary Fields, worked with Cross-Field Objects.
• Created Visual Force Pages, Controllers andApexPagesusingdifferentIDE'slikeForce.com and Eclipse.
• Worked with implementing Dashboards, Dynamic Dashboards, Dashboard Components and refresh times.

Environment: Salesforce Lightning, Apex, Visual Force, Asynchronous jobs, Restful, SOAP, Apex Data Loader, Workflows, Process Builder, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Jenkins, SVN

Sales force Admin/Developer
Caterpillar - Peoria, IL
April 2016 to January 2017

Roles and Responsibilities:
• Supported as salesforce developer and administrator for CloudCraze.
• Worked with business analyst and implementation teams in various stages of the SDFC lifecycle to build customized application to meet various business requirements.
• Extended CloudCraze by implementing custom extensions to CloudCraze using CC Extensions

• Used ZIRA for updating, tracking the user stories assigned.
• Developed APEX Rest Services to expose Browsing, Cart Management, Order/Subscription Management through APIs
• Setup integrations to Zuora to support Billing/Subscription Management
• Created Custom Objects, Page Layouts and views, oAuth, Custom buttons on Salesforce Platform.
• Maintained Profiles, workflow rules and implemented roles, users and security.
• Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application
• Implemented Process Builder processes to support custom Notifications based on transaction types
• Worked on implementing Test Apex Classes to ensure adequate Code Coverage
• Responsible for packaging the Change Sets and deployments to various environments
• Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
• Used Salesforce chatter to create more effective notifications for sales and service team effectively.

Environment: Mulesoft 3.8.5, Apex, Triggers, Workflows, SOQL, SOSL, Data Loader, Force.com IDE, JavaScript, Apex Classes, Profiles, Custom Objects, Sandbox, commerce cloud implementation.

Salesforce Developer
State of CA, SFO, CA
August 2015 to March 2016

Roles and Responsibilities:
• Gathered and documented the requirements by coordinating with the business analysts and project managers and utilize the full functionality of the Salesforce.com CRM solution.
• Effectively migrated data from their existing structure into the salesforce instance.
• Involved in Datamapping specifications to execute data migration.
• Implemented minor enhancements on standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
• Created relationships among objects using Lookup and Master-detail relationships.
• Designed, implemented and deployed the Custom objects, Custom tabs, Page layouts, Components to match the functional needs of the application
• Implemented Case Management by creating record-types specific to the user groups, assignment rules, escalation rules, case templates, workflow rules and actions, etc
• Worked on service cloud module like web-to-case and case support issues
• Provided support in implementing Live chat and helped design pre-chat pages for the end user.
• Managed leads from web-to-lead, Standard leads.
• Performed data migration for standard objects like Users, Accounts, Leads, Contacts, Campaigns, Campaign Members, Quotes
• Updated existing ApprovalProcesses and created Approval steps with actions such as email alerts and field updates
• Expertise using SOQL&SOSL for the data manipulation in Force.com Explorer
• Delivered client requirements using VisualForce, apex controllers, triggers and JavaScript within the Salesforce platform
• Created and used email templatesfor auto response to customers.
• Created sidebar components on newly assigned lead records.
• Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
• Created Scheduled and BatchApex jobs based on the business requirements.

• Integrated the Web Services for extracting the data from external systems and used the Sandbox for testing to ensure minimum code coverage for the application before migrating to production.
• Provided Training to the internal users and user groups on how to use the new integrated application and helped them to stop using their old instance.
• Hands full of experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute GovernorLimits.
• Worked on Quote Management and created quote buttons on contact and account details page.
• Involved in integration of salesforce.com with Marketo to focus on the best opportunities and leads.
• Developed and configured various complex Custom Reports and Report Folders for different user profiles based on the need in the organization using Wave Analytics.
• Set up chatter Feed to track the case Management data within the Salesforce platform
• Used a Sandbox for testing and transferred the code to the Production instance after all the test cases were cleared
• Helped the end users get familiarized with the business application and reports during the implementation phase.

Environment: Sales Cloud, Salesforce.com platform, Apex, Visualforce Pages, Data Loader, Reports, Approval Process, Custom Objects, SOQL, SOSL, Page Layouts, Custom Tabs, Controller, Triggers, Security Controls, Sandbox data loading,

Salesforce Admin/Developer
Axis Bank - Hyderabad, Telangana
August 2012 to July 2015

Responsibilities:
• Gathered business requirements and utilized salesforce platform functionality to fulfill them.
• Involved in administration, configuring profiles, roles, permission sets depending on the organizational hierarchy.
• Worked on different standard objects like lead, account and opportunity, reports and dashboards.
• Customized and configured email template to suite the client's need.
• Created custom fields, custom links, validation rules, assignment rules, auto response rules on lead object in accordance to the requirements.
• Defined look up and master detail relationships on the objects to control behavior and associate records.
• Customized and deployed Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, dependent picklists, and complex page layouts.
• Implemented email to case for automating case creation process.
• Created scheduled and batch apex jobs as per business requirements.
• Involved in overriding standard new button on lead within custom VF Page.
• Configured, scheduled various reports and dashboards for different user profiles on need basis.
• Extensively involved in data mapping and migration activities from their legacy systems to the Salesforce platform.
• Involved in customizing the application for various functional needs through apex classes, controllers and triggers.
• Helped in maintaining and updating the documentation by collaborating with analysts, project managers.

Environment: salesforce.com platform, Apex, Triggers, Workflows, SOQL, SOSL, Data Loader, Force.com IDE, JavaScript, Apex Classes, web-service (REST and SOAP), sales cloud, Apollo system, HTML and CSS, JavaScript.

Skills

- Salesforce.com Modules
- Sales Cloud: Accounts, Contacts, Opportunities, Contracts, Price Books, Leads, Web to Lead, Salesforce automation, Products, Sites.
- Service Cloud: Cases, Solutions, Ideas, Web to Case, Email to Case, Knowledge base.
- Marketing Cloud: B2B, B2C, Email Marketing,
- Campaign, Forecasts, Proposals.
- Business Management
- Campaign Management, Lead management, Case Management, Wave Analytics, Forecasts, Proposals, Cloud craze, Portals (client and partner), Data
- Management, User restrictions.
- CRM Applications
- Sales Cloud, Service Cloud, Marketing Cloud,
- AppExchange, Chatter, Financial Services, Analytics, Dupe Blocker, Integration, CPQ, CLM.
- Force.com Modules
- Apex, Visualforce Pages, Triggers, Sandbox, Schedule Apex, SOSL, SOQL, Apex Controllers, Batch Apex, Email Services, Future Methods, Deployment
- Management, Metadata retrieval, Web Services.
- Programming Languages OOPS, JavaScript, Heroku, HTML, CSS, XML, WSDL, MySQL, Bitbucket.
- Data Migration Tools
- Salesforce.com Data Loader, Salesforce.com Import Wizard, Workbench, Data Analysis.
- Standard Objects: Accounts, Leads, Contracts, Campaigns, Opportunities, Cases, Solutions, Ideas, Products, Price Books, Assets, Contacts, Security, sharing rules, Web to Lead, Web to Case, Validation, Email Services, Case Escalation rules, Custom
- Objects.

Links

http://Salesforce.com