**Name: likitha**

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**PROFESSIONAL SUMMARY:**

* **Over 6+** years of experience in different phases of Software Development Life Cycle (**SDLC**) which involves requirements gathering, analysis, designing Solution, development, implementation of Business/Commercial applications.
* This includes Salesforce Development/Administration (**Configurations**/**Customizations)** on Classic & lightning Platforms using **Visualforce**, **Apex** and **Java** technologies.
* Expert Level understanding in Salesforce.com **CRM** platform and its Development Life Cycle across multiple industries involving building, **Customizing, Developing and Administering** on **cloud** applications.
* Experienced on Object-oriented Analysis and Design and **Object-Oriented** Programming and Design Patterns under **MVC** (Model View Controller) Architecture.
* Experience in working with **Waterfall**, **Agile and scrum** development methodologies.
* Experience in working across various Salesforce implementations like **Sales Cloud, Service Cloud, and Marketing Cloud**, salesforce support **communities** and Chatter applications/groups for desktop and mobile.
* Worked on Integration using middleware tools like Mulesoft, Salesforce connectors.
* Experience in ETL tools for extracting and transforming business data in health case.
* Strong Experience in working with **User Interface, Page Layouts, Tabs, Custom fields, Tracking Field History, Custom objects, Validation Rules, Approval Processes, Apex Triggers, Apex Classes, Apex Web Services, Wrapper classes, Visualforce pages,** Controllers and Controller Extensions, Test Methods, **solution design, workflow implementation, complex customizations, data loading, Import and Export wizards etc.**
* Experience in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases (**Email-Case, Web-Case)**, Leads (**Email-Leads, Web-Leads)**, and Campaigns, Dashboards, Analytic Snapshots and **Reports, Community portal**.
* Expertise in designing and implementing administrative tasks such as **Users, User** management, creating **Profiles**, **Roles**, **OWD Settings,** **Sharing Rules, Manual Sharing,** **Permission Sets**, **homepages , Record pages, App Pages using lightning App Builder, Workflows and Approvals, Actions (Global and Record specific), Validation Rules, Custom Tabs, Field Updates, Email Alerts, Tasks and Events**, and **Email** **templates** according to the business requirements, **Reports (Standard and Custom)** and **Dashboards,** Report Folders, Report Extraction to various formats, **Role hierarchies to improve Schema & data level Security**, Role Based Page Layouts, Design of **Visual Force Pages,** Emails and **Email templates** generation according to the business requirements.
* Working with process automation using **workflows, Process builder, flows** to automate business.
* Hands on experience in effectively managing all the organization **security** related issues such as **Session** **Management, Login History, Login Access Polices, Reset Passwords, Grant Account Login Access, Reset Security Token and View Setup Audit History/ Audit Trail**.
* Experienced in analyzing Entity Relationship diagrams and implementing them to create Salesforce **custom objects,** **Junction objects, master-detail relationships, lookup relationships, lookup filters** etc.
* Experienced in integrating Salesforce with **Outlook** (SFO) product Outlook Connector and external systems using **SOAP and Rest API.**
* **Worked on Google api integration using REST services.**
* Implemented **SSO (single sign on)** and **social sign on authentication.**
* Knowledge on web technologies like **HTML**, **CSS**, **JavaScript and Object-Oriented** Languages like C++, Java.
* Hands-On-Experience in Data loading tools such as Apex **Data Loader**, **Dataloader.io** and **Salesforce Import Wizard.**
* Experience in Writing Apex **Triggers**, **Apex Classes, Apex** **Test Classes, SOQL** and **SOSL** queries (using Workbench and Query Editor), customized queries to avoid **governor** **limits**, working with **HTML, CSS and JavaScript** Language, **Batch Apex** for data processing.
* Experience on working with Application and Events creation using **Aura** enabled **controllers** and implemented controller logics using **Lightning Components**, Application and Events creation using Aura **Framework**.
* Used Salesforce Lightning Design System (SLDS) for **developing Lightning Components**, **quick Actions, Event and Server-Side Controller**.
* Worked on SSIS Integration Toolkit to read from or write data into Salesforce.
* Experienced in Extracting, Transforming and Loading ETL data from Excel, Flat file, Oracle to Salesforce by SSIS services.
* Worked on OwnBackup Salesforce for data backup and disaster recovery solution on the salesforce AppExchange,
* Experience in a CI/CD environment with automated builds and releases with **GearSet** or deploying applications into different environments and fixing missing dependencies
* Experience on building Lightning components using two programming models: Lightning Web Components (**LWC**), and the original model, **Aura** Components.
* Experience working with Salesforce.com **Sandboxes,** Sandbox Management (Like **Refreshing Sandbox**, **Creating New Sandbox** and **Migrating code** from one sandbox to the other) and production environments.
* Proficient in Data **Migration** from Traditional Applications to Salesforce using **Data Loader Utility** and Workbench, handling and coordinating release managements using various migration tools such as **Change sets, Gearset, Eclipse IDE, Ant migration Tool** etc.
* Used **Force.com IDE,** Web services (**XML**, **WSDL**, **SOAP**, **and REST** API) and testing tools like **SOAPUI** and **Workbench** to develop and test the **Agile Vision** application that is available on the AppExchange to help third parties manage their agile projects and increase productivity.
* Worked with Jenkins and code versioning tools to achieve **CI/CD** within different Salesforce orgs and experience in **Bitbucket**, **GitHub, Jenkins, and Ant** tool for version control and traceability usage.
* Strong experience in **Salesforce Security sharing model** and Data modeling.
* Ability to multi-task, develop complex functionalities using Apex programming and Visualforce pages, face & overcome critical challenges with ease.
* Worked on **QTP automation and API testing.**
* Wrote **SQL queries** for back end testing for retrieving customer’s information.
* Involved in **web services testing using SOAP UI**.
* Worked closely on **bug fixes, defect verification and defect status** on a regular basis and redeploying the new code.
* Worked on various testing processes like **Unit**, **UAT**, **Smoke**, **and Regression** during the **customization** and **development** of the projects.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce CRM tools** | Force.com, sales cloud, service cloud, Marketing cloud in classic & lightning SALESFORCE platform  |
| **Salesforce Development Technologies** | Apex language, Apex Triggers, Apex Classes, Controllers & Extensions, Apex Scheduler, Batch Apex Jobs, Schedule Apex, Apex REST & SOAP web services, SOQL, SOSL, Visualforce (Pages, Components, Standard& custom Controllers), Migration, Sandboxes, Work Bench |
| **Salesforce UI Components and Functionalities** | Reports & Dashboards, Custom Objects, Custom Settings, Custom Labels and Tabs, Roles, Security, Field updates, reports Validation rules, users, roles, profiles, deployment (change sets), workflow rules, Process builder, Flows, Approval process, Sandbox Refreshments, Apex Data loader, Integration, import wizard, packages, custom apps, custom labels, sharing settings, communication templates, Salesforce1 for mobile, Outbound Messages, Field updates, Email Services, Security Controls, AppExchange Packages, Connect Outlook |
| **Lightning Development** | Salesforce lightning design system, lightning components, aura framework, JavaScript controllers, server-side controllers, lighting home page, app page, Record page using lightning App builder. |
| **Tools/Utilities** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com APEX Explorer, APEX Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), Force.com Migration Tool, AJAX Toolkit, Apache ANT  |
| **Languages** | Apex, C, C++, Ajax, Java, VB, JAVA |
| **Web Technologies** | HTML, XHTML, CSS, XML, Java Script |
| **Databases** | Force.com DB, Oracle, MYSQL, Microsoft SQL Server 2016/2014/2012/2008/2005  |
| **Data analysis and visualization tools** | QlikView, Tableau, R programming |
| **Operating Systems, Platforms** | Windows NT / 2000 / XP Pro / Vista, Windows server 2003/2008/2008R2/2012,2014, 2016, Macintosh, Linux, Unix |
| **QA Automation tools** | Selenium, QTP |

**CERTIFICATIONS:**

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

**PROFESSIONAL EXPERIENCE:**

**Client: PCORI, Washington, DC July 2019 – Present**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, Visualforce pages**, components for various functional needs in the application.
* Worked on converting Salesforce classic **VF pages** into lightning using Lightning Components and Lightning App Builder
* Worked with **Lightning** Design System, **Lightning App Builder, Lightning Component Framework**, **Lightning** customizations, **Lightning CSS framework**.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements.
* Used **SLDS** and **Bootstrap** for the design of **Lightning** **components**.
* Developed **Reports, dashboards**, and processes to continuously monitor data quality and integrity
* Used to work on **Lightning components** available for drag and drop in the Lightning Components pane in Community Builder and had to create a custom theme styles from lightning design system layout to transform the appearance and overall structure of the pages in the Customer Service.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Integrated Steelbrick and salesforce integration for automating quoting, contracting and billing process.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions.
* Worked on global, live communications company that creates community between brands and customers.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Integrated Pardot into Salesforce for improving web lead information by configuring Pardot.
* Increased leads & sales with Pardot email drip programs. Administrator for two instances of Salesforce with Pardot and DocuSign add-ons. Provide Release Management support for processing config and custom code changes.
* Integrated external systems using **SOAP API, Rest API**. Worked with call in and callouts **API’s**.
* Have good understanding and knowledge of the functionality of **Web Services** for **SOAP API**.
* As an Administrator, implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Worked with SSO Setup and SAML 2.0 to integrate internal and third-party applications like LMS and Web applications. Experience in Salesforce Encryption and platform encryption.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and Field Level Security for different profiles.
* Worked with integrating external systems using web services call outs.
* Wrote an **Apex Trigger** on Contact for cross object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force** Page to create a custom Related List, showing activities for selected contacts or clients.
* Provided the migration strategy from **SAP CRM** to **Salesforce Cloud CRM** platform in phase wise model.
* Created orchestrations for bi-directional integration of Salesforce and SAP using Jenkins tool.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.
* Implemented Pardot B2B Marketing Automation platform for lead generation/nurturing.
* Experience with Apttus admin settings, Apttus custom settings and EchoSign settings.
* Experience with Apttus Products and Pricing, Shopping Cart functionality, Quoting and Quote Templates.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used **Apex data loader** to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Salesforce.com platform, Apex Language, Lightning App Builder, Lightning CSS framework Visualforce pages, Data Loader, HTML, Java Script, SOQL, SOSL, Java ANT, Web Services, REST, SOAP, Workflows & Approvals, CSS workflows, Lightning components, JSON, Eclipse IDE, Email Services, Security Controls.

**Client: Salesforce, Indianapolis, IN Oct 2018 – Jun 2019**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed web applications and web services using **Salesforce**, **Apex, SOQL**, **and Visualforce** using other web development technologies such as **Java, SOAP, REST and XML.**
* Designed, build, test and deploy enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers.**
* Worked on various Salesforce.com standard objects like **Campaigns, leads, Accounts, Contacts,** Opportunities, Products, **Cases, Solutions, Reports and Dashboards**.
* Created **workflow & approval processes**, validation rules, Auto-Response Rules, , Email alerts and templates, and field updates.
* Developed **Apex Classes, Visualforce pages and Apex Triggers** to develop the custom functionality as per the requirements.
* Created user **Roles and Profiles**, **security controls and sharing settings.**
* Worked on various **AppExchange** products according to the needs of the organization.
* Worked on **Sales Cloud and Service Cloud** with functionalities like Opportunity Management and Case Management
* Created **Visualforce pages** and **Visualforce components** to achieve custom functionality.
* Involved in data **migration** from Excel to Salesforce using **Apex Data Loader**.
* Used the **Sandbox** for testing and **migrated** the code to the Production instance after testing using **ANT**.
* Developed excellent UI using custom **Cascading Style Sheets (CSS)** in Visual force pages and used Java Script for client-side validations.
* Integrated with external system by making Callouts from Salesforce using **Apex Web services** (Http classes) for getting data and updating in salesforce.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the **User Acceptance testing** (**UAT**)
* Developed various Batch **Apex** classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created many **Lightning Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* **Manage, deploy and support** multiple concurrent releases through various environments.
* Manage and maintain multiple environments, ensuring that these environments are properly setup, configured, and available for each project as scheduled.
* Create, publish and manage formal release notification, instructions, deployment notes and launch plans as needed.
* Support and enhance build and release processes through automation using a combination of processes, existing tools and enhancements.
* Coordinate release activities with the cross-functional Agile project teams to ensure a smooth and trouble-free roll out of releases.
* Documented processes and procedures as needed.

**Environment:** Salesforce.com platform, Apex Language, Visualforce pages, Data Loader, HTML, Java Script, SOQL, SOSL, Java ANT, Web Services, REST, SOAP, Workflows & Approvals, CSS workflows, Lightning components, JSON, Eclipse IDE, Email Services, Security Controls.

**Client: Lister Technologies, India March 2016 – June 2018**

**Role: Salesforce Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce.com implementation and documented the Business and Software Requirements.
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.**
* Developed **Assignment rules, Escalation rules** to enable proper routing of cases to the case team members.
* Designed **junction objects** and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Sharing rules and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional need i.e. Sweep & Match, Custom Member Search, and Data Synchronization by web services integration.
* Created various **Standard** and **Custom Reports / Dashboards (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders** to assist managers to better utilize Salesforce.com as a sales tool and configured various Reports and for different user profiles.
* Provided post-implementation support to assist end users in creating **reports, dashboards** and certain Administration tasks including creating and maintaining user **profiles and privileges.**
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* **Single-Sign on (SSO) integration** - Implement Single-Sign on (SSO) for browser-based logins to Sales force.
* Created profiles and implemented **Object and field level security** to hide critical information on the profile users.
* Created **users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions** to provide shared access among different users.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into salesforce.com using **Apex Data Loader**.
* Created test scenarios on **Sandbox** environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:** Salesforce.com platform, Force.com Sites, Apex, Assignment Rules, Escalation Rules, Sandbox Environment, Validation Rules, Custom Reports, Workflow & Approvals, Dashboards, Custom Objects, Custom Tabs, Creating Packages, Sandbox data loading, and Apex Data Loader.

**Client: Dhruvsoft Services Private Limited, India Jan 2014 – Feb 2016**

**Role: Software Engineer**

**Responsibilities:**

* Involved in client requirement gathering, analysis & application design.
* Involved in the implementation of design using vital phases of the Software development life cycle (SDLC) that includes Development, Testing, Implementation and Maintenance Support in WATER FALL methodology.
* Used JavaScript to perform client side validations.
* Developed server side presentation layer using Struts MVC Framework.
* Developed Action classes, Action Forms and Struts Configuration file to handle required UI actions and JSPs for Views.
* Developed batch job using EJB scheduling and leveraged container managed transactions for highly transactions.
* Used various Core Java concepts such as Multi-Threading, Exception Handling, Collection APIs, Garbage collections for dynamic memory allocation to implement various features and enhancements.
* Used JPA and JDBC in the persistence layer to persist the data to the DB2 database.
* Created and written SQL queries, tables, triggers, views and PL/SQL procedures to retrieve and persist the data to the database.
* Performance Tuning and Optimization with Java Performance Analysis Tool.
* Implemented JUnit test cases for Struts/Spring components.
* JUnit is used to perform the Unit Test Cases.
* Used Eclipse and worked on installing and configuring JBOSS.
* Made use of CVS for checkout and check in operations.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed web applications and web services using Salesforce, Apex, SOQL, and Visualforce using other web development technologies such as Java, SOAP, REST and XML.
* Designed, build, test and deploy enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Email alerts and templates, and field updates.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.

**Environment:** Java, JSP, HTML, JavaScript, PL/SQL, EJB, Struts, JDBC, JPA, SQL, DB2, JUnit, JBOSS, Eclipse, CVS, Salesforce.com platform, Apex Language, Visualforce pages, SOQL, SOSL, Web Services, REST, SOAP, Workflows & Approvals.