**Nimisha K**

**Email ID:** ligsalesforce@gmail.com

**Contact No: 843-808-0343**

**PROFESSIONAL SUMMARY:**

* Around 8 years of experience in Salesforce.com CRM, Apex Technologies and Salesforce lightning. Actively worked among the business stakeholder to empower the organization and help them to achieve their goals and objective.
* Strong Knowledge in Salesforce.com Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Strong Knowledge in Lighting Web Components, HTML5, Typescript and JavaScript.
* Well versed with Es6 modules and Rest APIS.
* Handled Migration Projects and Possessing sound knowledge in database management and backend programs (stored procedures, triggers, functions etc.)
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Strong knowledge in understanding the UI flow and analyzing the force objects.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Extensive experience in developing Apex Classes, Triggers, Visual force pages, writing Workflows, Force.com API.
* Good experience in working on Eclipse IDE for writing business logic in Apex programming language.
* Integrated many 3rd party systems with Salesforce.com using SOAP and REST API's.
* Good knowledge on SOQL and SOSL queries in Apex.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS
* Hands-on on all SDLC's phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Experienced in Creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Salesforce Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Good knowledge of OOPs (Abstraction, Encapsulation, Inheritance and Polymorphism) and design concepts.
* Experienced in Salesforce.com Live Agent Console setup in Service Cloud and experienced in Salesforce.com Marketing Cloud.
* Experience in implementing design pattern methodologies.
* Administered Salesforce.com setup, which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users.
* Experience of integrating applications with other existing applications.
* Ability to independently perform implementation, documentation, testing and updating as it relates to the SalesForce.com business requirements.
* Working knowledge of design patterns with the ability to code to architectural documentation.
* Translation of business requirements into systems design.
* Experienced in analyzing business requirements and implementing them to Salesforce custom objects, master-detail relationships, lookup relationships.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.
* Excellent analytical, logical and programming skills, Self-Motivated, Self-Starter, and can work with minimal supervision with effective Communication skills and Organizational skills combined with attention and Time management skills.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Lightning Experience, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, Visual force Pages/ Components, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange Package & Custom Application and Sandbox data loading |
| **Salesforce tools** | Eclipse, Force.com, CPQ Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), and Sand box testing |
| **Languages** | Apex, Java, C++ |
| **Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XML Schema, HTML, Shell Scripts and Web service |
| **Lightning Experience** | Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers |
| **Operating Systems** | Windows Variants, UNIX/LINUX, MAC OS |

**PROFESSIONAL EXPERIENCE:**

**Client: Eaton Vance, Boston, MA May 2019 - PRESENT**

**Role: SFDC Developer**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology.
* Worked on various salesforce.com standard objects like Accounts, Contacts and Leads.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs and Components.
* Worked on Service Cloud.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created visual force pages over Bootstrap framework to customize the branding of community.
* Created various Profiles and configured the Permissions based on the organizational hierarchy.
* Created Workflow rules and defined related tasks, Time triggered tasks, Email alerts and filed updates to implement business logic.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Migrated data from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Configured the login, single sign-on and self-registration capabilities for the community.
* Developed Visual Force Pages, Apex Classes, Apex Triggers, Apex Controllers (standard, custom and extension), schedulable Apex classes, and Batch Apex to meet various functional needs in the application and schema builder for development.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Integrated the application with in house legacy systems using REST API Web services.
* Extensive development experience with best practice implementations using Apex (triggers, batch classes, inbound email service classes), Visualforce, SOAP and Rest Web services, Force.com API's.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* REST API with MSTR system and SOAP API with Oracle SOA system.
* Developed Web Services callouts from Salesforce to External applications using SOAP and REST API.
* Involved in creating Salesforce mobile apps using Angular JS, Apex and Visual force.
* Worked on customization of Visual force to have lightning experience for desktop and mobile applications.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Involved in setting up lead management, case management to web-to- lead, Web-to case, Email-to- case.
* Performed unit testing, integration testing, bulk testing, staging and User Acceptance Test in full copy Sandbox.

**Environment:** Sales force platform, Service cloud, Apex, Salesforce communities, Sales Cloud, CPQ Marketing Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Security Controls, Java script, Force.com Eclipse IDE, Data Loader, SOAP, Rest, Dupe Blocker, Marketo, Oracle and windows.

**Client: DIRECTV, El Segundo, CA Mar 2018 – Apr 2019**

**Role: SFDC Developer**

**Responsibilities:**

* 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 the requirements and documented the requirements.
* Integrated with Informatica Power Center for data import/export from Salesforce.
* Managed data and data synchronization form Informatica.
* Data replication for reporting and compliance of Salesforce.
* Expert in Salesforce CPQ (Steelbrick); strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
* Data quality assessment in the lead, opportunity, contact and accounts in Salesforce.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* As, there were many configurators, build a apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed Several Reports using Salesforce.com platform.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and deployed workflows wherever necessary.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Performed the roles of Salesforce.com Analyst/ Developer in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Saleforce.com platform, Salesforce chatter, CPQ, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Oracle and Windows.

**Client: Invesco, Atlanta, GA Mar 2017 – Mar 2018**

**Role: SFDC Developer**

**Responsibilities:**

* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Created Labels to set the predefined values for the client side pagination process.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Complete bulk imports of data using Apex Data Loader.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, XML, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Web Services API, Data Loader, Marketo Tool, Oracle and Windows.

**Client: IBaseIT, INDIA Mar 2013 – Sep 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Preparation of design documents of various silhouette applications based on the gathered requirements.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, Packages, Visualforce Packages for various functional needs of the application.
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Created Email templates for inbound emails using Visual force for the clients and customers.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards. A
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Created different Workflow Rules and Approvals for various campaign processes.
* Maintained data cleanliness and accuracy by adding Custom Validation Rules and Triggers.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader by writing SOQL queries.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize Salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Extensively involved in writing Test classes and moved code into production environment.
* Participated in the training sessions provided by the Salesforce team and supported the end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Managed Users, hierarchical Roles, Profiles, Security controls.

**Environment:** Saleforce.com platform, Apex, Visual force, Controller extensions, Data Loader, Workflow &amp; Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Cast Iron, Sandbox data loading, Eclipse IDE Plug-in, Sandbox Test, Oracle and windows.