A close up of a sign

Description automatically generated  

**SRI RUKMINI**

**Summary:**

* 7 plus years of IT experience in **Application Design** & **Development** on Salesforce platform both as Developer and Administrator.
* Experience in all phases of **Software Development Life Cycle** (SDLC), quality management systems and project life cycle processes.
* Worked on **LWC (Lightening Web Components)** and **Aura Components** which includes creation of lightening form using LDS (Lightening data Service).
* Experienced in **Data Loading** for SFDC Standard objects, Custom objects. Used different data import tools Data Loader, Workbench, Import Wizard, SFDC Data Export.
* Experience in designing and developing customized Salesforce applications.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in

Apex Programming Language, storing the repositories on **Bitbucket, GitHub.**

* Specialized in **full delivery of salesforce applications** (designing, developing, testing, debugging and documenting).
* Use **Data Loader**, **Workbench** to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Proficient in dealing with functionalities related to **Sales** cloud **& Service** cloud**, Community** cloud, Custom cloud.
* Ability to write complex **SOQL, SOSL** queries across multiple objects within the SFDC database.
* Involved in designing **custom formula fields, field dependencies, validation rules, workflows, and approval processes** for **automated alerts, field updates,** and **email generation according to** application requirements.
* Good development Experience with **Apex classes, Apex Triggers, Asynchronous Apex,** **Apex** **test classes**, **Process** **Builder** and **Flow Builder**.
* Experience in classic to lightning migration.
* Experience in developing Visualforce pages, **Lightning Components (Aura Framework), LWC (Lightening Web Components) and** proficient in using **HTML, JavaScript, CSS frameworks, jQuery.**
* Experience in force.com web services API for implementing **SOAP API** and **REST API,** the **Bulk API**, and the Metadata API for access to data from different users.
* Strong **relational database skills** and experience **data mining** and building dashboards
* Proficient in **Agile practices** and Methodologies like **Extreme Programming, Kanban and SCRUM**.
* Working knowledge of software development life cycle methodologies.
* Enforce coding best practices & industry standards from salesforce perspective using advanced tools.
* Design solutions from reviewing business requirements, use cases and feedback from demo sessions on salesforce platform while ensuring scalability, reusability and application performance.
* Worked on administrative tasks such as creating **profiles, roles, users, page layouts, reports, dashboards.**

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II

**Professional Experience:**

**KeyBank (SBA-PPP) Cleveland, OH March’20 – Present**

**Salesforce Developer**

### Responsibilities:

* Developed **Apex classes, Controllers, Apex triggers** for various functional needs in the business.
* Developed salesforce Lightning applications using **Lightning Components**, **Controllers** and Events in the components.
* Developed **Lightning Web Components and Aura component** using concepts like **LDS(Lightning data service), Lightening data table,** making **web service callout** from client-side controller, caching of data in client-side controller to avoid multiple calls to server-side controller, events for communicating between the components as per the business requirement.
* Used **Lightning design system** to build rich enterprise experiences and custom applications with the patterns and established practices in salesforce.
* Developed **REST API and SOAP API** Web services and integrated with third party tools.
* Experience in working with **Copado**, deploying into production.
* Involved in developing **Asynchronous apex** processing such as **Batch jobs, Future jobs, Queueable jobs, Schedulable jobs.**
* Developed and written **Apex test classes** and maintained the proper code coverage to deploy into the production houses.
* Worked on Salesforce **Community cloud** like how to engage with employees, customers, partners.
* Involved in resolving issues found during **Unit Testing, SIT & User Acceptance Testing** (UAT).
* Used SDLC best practices to design, build and test new and enhanced applications.
* Used field level security along with **page layouts** to manage access to certain fields.
* Created **workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates** to implement business logic.
* Worked with Dynamic Apex to access Objects and Field describe information, execute **dynamic SOQL, SOSL and DML operations**.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on Data Loader, which helps us to perform **CRUD operation** with the help of CSV files
* Involved in creating **process builder** flows for automation according to application requirements.
* Used **Lightening out** for components to work both in salesforce classic and salesforce lightening environments.
* Developed **Bulk API** for optimizing the insertion of records asynchronously through data loader.
* Accessed **Metadata API** using ANT migration tool retrieving, creating, deploying, updating, or deleting the customized information.
* Proactively created the reusable **Lightening web components** using advanced JavaScript, CSS and HTML elements to make the case team work more efficiently with ease.
* Migrate **Custom Buttons and Visualforce Pages to Lightning Actions and Lightning Components.**
* Deployed application from Sandbox to Production environments using GIT, Change Set.
* Used **Agile methodology** to organize tasks between the development team with weekly scrums and used JIRA tool.
* Make recommendations to improve product quality, reliability, performance and scalability.
* Identified, diagnosed production implementation problems such as error, defects and inconsistencies in the system functions, outputs and contents.
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of Salesforce.
* Implemented the salesforce.com applications using **Agile Scrum** Methodology.
* Collaborated with **GitHub** to access and share data from database.

**Voya Financials, Windsor CT Oct ‘16– Feb’20**

**Salesforce Developer**

**Responsibilities:**

* Experience in developing salesforce **Lightening solutions** for complex salesforce implementations.
* Participate in data integration process with other enterprise applications.
* Implementation of Salesforce **Service Cloud** from Business case to operation.
* Utilized knowledge of various systems and integrations to lead new project & new functionality requirement discovery sessions by engaging with internal business stakeholders and suggesting potential solutions using various resources
* Created **Lightening Components (Aura framework),** client-side and server-side controllers to meet the business requirements and added design parameters that makes Lightening Component look and feel better.
* Managed user Accounts and Security - including new **user creation, profile and role management, sharing rules,** and **security controls and** have a good knowledge **in Organization wide defaults (OWD).**
* Analysed complex business requirements and designed solutions using **Apex classes, Apex triggers, and** **Visualforce pages.**

### Worked on setting up the Lightning Sync Configuration for the launch of Lighting of Outlook App.

* Designed and deployed **Validation rules, Approval Processes, Custom tabs and Auto-Response rules** for automating business logic.
* Configured Salesforce.com to meet business requirements - including **fields, page layouts, workflows and formula fields.**
* Used **sales cloud** to Maintain leads, contacts and opportunities. Used **service cloud** for maintaining cases and customer support.
* Highly involved in customizing the Salesforce functionalities like **workflows, approval processes for automated alerts, field updates, and email generation** as per business requirements.
* Used **SOQL, SOSL and DML** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Used **Lightning flow** **builder** to conduct surveys and saved the surveys in salesforce object.
* Automated the case management using **process builder** as per the requirement.
* Developed and configured various **Dashboards, Custom Reports and Report Folders** for different user profiles based on the needs in the organization.
* Developed **Cascading Style Sheets (CSS)** for creating effects in the **Visualforce pages**.
* Migrated the IP salesforce org with data redesigning the required Visual force pages functionalities in lightening.
* Serving as a core member of an **agile team using SCRUM methodology**, which Involves daily stand up meetings, sprint show case, retrospect sessions, tech debt and release planning, that drives user story analysis and elaboration, designs and development of responsive web applications, discussion regarding any core technical, organizational requests or tasks to be completed for the release and to spectate the release of which was developed using the best engineering practices.
* Implemented Salesforce.com customizations and drove **User acceptance testing (**UAT).
* Created multiple Lightning Components, added **CSS, HTML, JavaScript** and Design Parameters that makes the Lightning component look and feel better.
* Backing up code and **version controlling.**
* Involved in **Data Migration** from three Legacy Systems to Salesforce.
* Strategic oversight of **relational database design** and management to facilitate end users, including design of workflows and user interface.
* Used service cloud functionality such as **Omni Channel**, **Live Chat** features.
* Leveraged APEX controller to make a call for **external requests** to retrieve data from various API’s and displayed on the component.
* Enabled **Aura framework,** by adding Aura attributes and Aura handlers for events to focus on logic and Interactions in Lightening applications.

**Infosys Ltd (Client: British Petroleum) Hyderabad, India Aug’13– Sep’16**

**Salesforce Developer**

**Responsibilities:**

* Created **custom objects, Visualforce pages, triggers, validation rules** to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Evaluated Data entry, import processes and ensure proper **Data quality** standards exist for the Salesforce.com application.
* Provided the training to the internal business users to use the application and develop their own **custom reports.**
* Customized the **Dashboards** to the track usage for productivity and performance of business centres and their sales teams.
* Created and deployed several Reports for different user profiles based on the need for the organization.
* **Agile Development Methodology** was followed for the implementation.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed **Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components**.
* Developed and deployed workflows and approval processes for opportunities and products / assets management.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Develop and maintain system documentation with respect to **fields, processes, workflows and any other critical dependencies**
* Implemented the **Web Services** through WSDL in the Salesforce.com for outbound messaging.
* Performed **Apex Callouts** from Salesforce to the same external system to get tracking information of an order.
* Created **Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy.**
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

### EDUCATION:

### Bachelor of Technology in Electronics & Communications, JNT University, Hyderabad, India