Sreethi

Salesforce Developer/Administrator

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**Professional Summary:**

* **6+ years** of experience in salesforce.com, CRM platform using visual force Pages, Apex and java Technologies as Administrator and Developer.
* Experience in **Software Development Life Cycle SDLC** which involves requirement gathering, analysis, design and development of applications using Salesforce.com CRM, Force.com platform as Developer.
* Possess good understanding of trained integration technologies, have been involved in **IBM WebSphere Cast Iron** implementation projects mainly with salesforce as a cloud end point.
* Proficient in dealing with the functionalities related to the **Service cloud, Sales Cloud, Call center, Chatter & AppExchange** applications.
* Experience in Salesforce.com Development using Force.com, **Visualforce** and **Apex**.
* Capable in developing client specific solutions using **Apex Classes**, **Apex Triggers**, **Controllers and Controller Extension**, **Components and Test Methods**.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Specific responsibilities include the **creation**, deployment and management of **Custom Apps**, Custom Objects, **User Profiles**, **Sharing rules**, Custom Reports and Dashboards, System and **data management** and maintenance and Ongoing recommendations for process improvements.
* Have explored **Lightning Experience** to check the impact of enabling Salesforce Lightning Experience in existing implemented Salesforce system.
* Proficient in creating custom **objects, Role based page layouts, Workflow Rules** and **Approvals, Validation Rules, Custom Reports,** and **data extraction** to various formats.
* Worked on Salesforce **Customization, Security Controls, creating Profiles, Roles, Users, Record Types, Page Layouts** and **Email Templates** etc.
* Performed **validation rules**, **workflows**, **e-mail services and approval process** using customization and Apex.
* Worked extensively on various salesforce.com standard objects like **Accounts**, **Contacts**, **opportunities**, Products, Price books, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Experience in setting update data visibilities by configuring **OWD, Criteria/Owner based Sharing rules** and **writing Apex managed sharing rules.**
* Efficient use of Mulesoft, **REST** and **SOAP APIs**. **Used Jenkins for integrating salesforce projects**.
* **Experience in building Salesforce1 applications for mobile devices using Salesforce Lightning Design System.**
* Worked with Informatica ETL tool for the data loading issues.
* Experience in providing support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* Created **Lightning** Components, added **CSS** and Design Parameters which improves performance.
* Accomplished case management automation (on case object) to track and solve customer’s issues. Implemented **Email-to-Case** entry and Manual case entry for entering customer’s **cases** in **Cases Tab**.
* Proficient in various **Software Development Lifecycle (SDLC) phases which include requirement gathering and analysis in Agile, Waterfall methodologies and Kanban board.**
* Daily standup calls, **Scrum meeting, Evenly Sprints also part of the routine.**
* Provided customers with best practice solutions as related to **Salesforce CRM**.
* Good exposure to **RDBMS**, **SQL** and **PL/SQL**, writing SQL scripts for efficient report generation.
* Great involvement in creating **Lightning Apps,** **Components**, **Controllers** and **Events**.
* Worked extensively on Cross browser compatibility checks for all developments and involved in fixing software defects, track bugs, close open defects and validate functionality.
* Installed Salesforce **AppExchange** Apps, configured and maintained user security permissions in compliance with organizational needs.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets.
* Experience in **Integrating Salesforce with External services** using Mulesoft, **SOAP, REST Web Services**.
* Experience in creating **Lightning Components** using **aura framework**, creating **Visualforce Pages**.
* In-depth knowledge in Developing Apex code within **Governor Limits**.
* Knowledge of configuration and maintenance of security settings such as **role hierarchies**, **profiles** **and permissions,** **setting login hour and IP ranges** in compliance with organizational needs.
* Experience in **Data Loading** using **Import Data Wizard** and **Apex Data Loader**.
* Proficient in Data migration and Integration using tools like **Informatica on Demand**, **Data Loader**, **MuleSoft** and **Froce.com** migration tools.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), APPTUS.
* Written **SOQL** and **SOSL** queries in Apex.
* Strong implementation and working experience with **salesforce CRM** and development life cycle.
* Capable of Interacting with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Users and granted permissions in **Service cloud** as per the requirement.
* Provided customers with best practice solutions as related to **Salesforce CRM**.
* Designed and implemented Custom **Partner Communities** for several clients in order to access their various features based on their requirements.
* Continuous integration control using Jenkins, Hudson, ANT scripts/migration tool. Version control with GIT, SVN. Experience using **JIRA** for issue tracking.
* Worked in Health care, Banking, Insurance industry and different types of domain based on service cloud, sales cloud, marketing cloud.
* Experience in Application Lifecycle Management (ALM) with a procedure of plan release, develop, test, build release, test release, release.
* Good experience in working on **Eclipse IDE** for writing business logics in Apex programming language.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change sets, Force.com Migration tool (Ant based scripts) and Workbench.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Always willing to learn new skills to improve efficiency and increase knowledge base.
* Good working experience with Java Object Oriented Programming technologies and **HTML, CSS, JavaScript.**

**Technical Skills:**

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| --- | --- |
| **CRM Applications** | Salesforce.com, Sales cloud, Service Cloud, Chatter, Communities, service console |
| **Salesforce Skills** | Force.com platform, Apex Language, Apex classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Standard objects, Apex Data Loader, REST, Workflow & Approvals, App Exchange, Web Services, Reports, Dashboards, custom objects, Force.com, Agile & Scrum Methodologies. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse, IDE Plug-in, Steel-brick CPQ, Apptus CPQ, Force.co Explorer, Force.com Data Loader, Force.com, Force.com IDE(Eclipse), Salesforce outlook connector. |
| **Programming Language** | Apex, SQL, Java Script, JQUERY, CSS, XML, XSL, XSD, MVC, J2EE, CVS, ANT. |
| **Web Services** | Mulesoft, REST and SOAP API |
| **Deployment Tools** | Change sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins. |
| **Version Control and Issue Tracking** | GitHub, Bitbucket, CVS, JIRA |
| **Tools** | IBM WebSphere Cast Iron, Web Management Console Application, ETL, Jitterbit. |

**Certification**

* Salesforce Certified Platform Developer I - 21320961
* Salesforce Admin - 21235176

**Education**

* Masters: wright state university (August 2018- May 2020)

**Professional Experience**

**First Command, Dallas, TX October 2019 – Present**

**Role: Sr. Salesforce Developer**

***Responsibilities****:*

* Worked with the business team for requirement gathering throughout the planning and implementation.
* Performed day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Experienced in deploying the **CRM**tool Salesforce.com to include business requirement development, dashboard development, report list view development, process flows and documentation.
* Well versed in Cloud Technology and on-premise infrastructure integration for Salesforce.com using Force.com platform, XML, SOAP Web Services and third-party packages.
* Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.
* Responsible for automating the processes, development using Apex, Visualforce following the apex best practices.
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Developed triggers to meet the complex business rules on custom objects by following Apex best Practices.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Successfully migrated the existing visual force pages to lightning by building advanced lightning components.
* Worked on Agile and Scrum methodology for salesforce custom app implementation.
* Hands on experience on Sales Force Lightning for Customizing Reports and Dashboards for business use.
* Experience in Salesforce.com Apex Classes, Triggers, Visual force, Force.com API.
* Used Apex Data Loader to migrate data such as accounts, Products, Quotes and Forecast from different legacy systems.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Repot Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used **Bitbucket** for version control and **JIRA** for issue tracking.
* Customized Apptus CPQ using Salesforce CPQ plugin, JSForce JavaScript to auto insert quote line items when certain combinations of product options were selected in configurator.
* Also involved in requirement gathering, design, development, testing and implementation of the web application and used Agile development life cycle with daily scrum meetings.
* Validated and deployed code to production through outbound Change set.
* Used client and server-side validations for better performance and maintain clear code structure.
* Knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and Support modules.
* Developed robust lightning pages using aura framework and placed them on the community builder.
* Implemented Sales force Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call, Center, Chatter & App-exchange applications.
* Involved in data **mapping** and **migration** of data between legacy systems and salesforce.com objects and fields.
* Experience in integrating Salesforce with external applications using Mulesoft, **Rest** and **Soap APIs**.
* Understanding Marketing cloud application, web services and requirements for automating web services.
* Developed and maintained validation rules, Auto responsive rules, and custom workflow.
* Created and Customized Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, and dependent picklists, and complex page layouts.
* Experienced in using Rally for bug tracking, issue tracking, and project management purpose.

***Environment****:* SaleForce.com platform, Force.com API, Workflow & Approvals, Custom Objects, Visualforce, SalesForce.com Data Loader, Mulesoft, Apttus CPQ Security Controls,Sandbox, lightning, Eclipse IDE Plug-in, Dashboards, Analytical Snapshot and Data Migration, ANT, Angularjs.

**Indiana State Department of Health, Indianapolis, IN**  **August 2018 - October 2019**

**Role: Sr. Salesforce Developer/Administrator**

***Responsibilities****:*

* Worked on Eclipse, Developer Console, Anonymous blocks development tools for developing, debugging, and testing of Apex classes, Visualforce pages, triggers, and test classes.
* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment, and enhancement of the application.
* Manage customers with profiles, permission sets, roles, and sharing rules in customer portal.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visual force pages, Force.com IDE, Migration Tool, Web Services API.
* Developed facilities for stripping long error messages from minified JavaScript code for AngularJS.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Daily demos using JIRA Agile for managing user stories and developer and QA tasks.
* Performed detail analysis of business and technical requirements and designed the solution by **customizing** various standard objects of Salesforce.com.
* 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.
* Implemented Test classes to support Code Coverage for deployment to production and performed smoke tests before QE Validation.
* Developed front end applications using visual force pages, JQuery, JavaScript and AngularJs.
* Handled ongoing customization/ alteration of Salesforce.com. to increase benefits and usability.
* Good experience in SFDC related technologies such as Apex, Visualforce pages, Apex triggers.
* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development of application to force.com platform.
* Worked on Batch apex, Apex sharing rules according to the functional needs of the application.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages
* Salesforce implementation within the Health, Banking & Securities industry; strong experience in sales cloud, service cloud, Marketing cloud, Apttus, workbench.
* Good understanding on Lightning Components and server-side controllers to meet the business requirements and good understanding on lightning.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Created different templates with X-Author as per the client needs using clauses and merge fields.
* Experienced in handling Production releases.
* Involved in Apttus X-author tool for building the proposal and agreement templates per the business needs and involved in configuring and customizing the Apttus CLM tool.

***Environments****:* Salesforce.com CRM, Apex Language, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Data Loader, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, JavaScript, CSS, XHTML, DHTML, XML, Angular Js, Agile Scrum, Web Services, SOAP, UI, Eclipse, Oracle, SOQL, SQL SharePoint, Web services, Service cloud and Sales cloud, Lightning Components, SVN, Jenkins, Bitbucket.

**Client: CommVault (Gemini Solutions), India Oct 2016 – July 2018**

**Role: Salesforce Developer/Administrator**

***Responsibilities***:

* Integrated Salesforce.com with various legacy systems and in-house applications using the Force.com SOAP and REST based web services API.
* Exposed Custom Web Services in Apex to support callouts from external systems through the API.
* Comprehensive understanding of Case Management along with Account, Contact and Opportunity management in salesforce.com and its usage in Call center application.
* Experienced document generation & reporting. Create & deliver documents, presentations & reports in Word, PowerPoint, Excel, HTML email & PDF from any standard/custom object. Generate proposals, account plans, invoices, quotes, contracts by using Congo merge application.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
* Performed implementation, documentation, testing and updating as it relates to the SalesForce.com business requirements.
* Designed Apex Triggers and Apex classes to manage complex business workflows. Wrote Apex Text class (Methods) for SFDC testing to facilitate test driven development.
* Developed Visual Force pages along with controller extensions using the Salesforce.com and AJAX tool kit.
* Working with various Standard Salesforce objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards etc.
* Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC.
* Good knowledge in salesforce Lightning components design and designing compact layouts using Apex Triggers, Page layouts, Visualforce pages, Workflows for mobile platform.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Consuming WSDLs via SOAP API, HTTP callouts, and REST-based. Creating webservices in Salesforce to integrate and improve security over native SF BULK/SOAP API.
* Implemented Test Methods for the Apex Code and followed best practices to avoid governor limits and achieve better code coverage.
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricings functionality using Workflow, APTTUS Approval Process, APEX, Visual Force and APTTUS Pricing Callback Class.
* Refactored a lot of legacy code as part of Technical debts to avoid redundant execution of business logic and optimized the code better maintenance.
* Created Force.com SITES and configured security for guest profiles and access sites form external links.
* Extensively implemented Visual Flows for automatic sales and service process in Sales, and Service Cloud.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Created Workflows and Approval Processes and executed different actions for specific records that meets the business criteria.
* Created Roll Up Summary, Formula fields and Validation Rules to ensure data is validated and automate business logic conditionally.
* Maintained Task, Defect lists and coordinates with different teams to ensure development related bugs are closed in timely fashion.
* Developed Test Cases, Executed UAT and log all the defects using various tools like SharePoint, Bugzilla.

***Environments***: Saleforce.com, Platform Data Model, Service Cloud Console, Sales Cloud Service-Related Data Model, Reports, Apex Visualforce, Apptus CPQ, Custom Objects, SOAP API, RESTAPI, Custom Tabs, Email Templates, Workflows, Approval Processes, Salesforce.com Data Loader.

**Client: Genpact (Gemini Solutions), India Aug 2014 – Sep 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* 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.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers
* Use of **data-loader**, **data exporter** and **migrated** the attachments from legacy CRM to Salesforce, also worked on salesforce to salesforce.
* Involved in **End to end testing** and gathering requirements to feedback from business users.
* Used Sales Force Automation (SFA) for **Sales Lead Management**, Account and **Contract Management** and Approvals and Workflow.
* Implemented SFDC based products, including **contract management**, revenue and rebate management, and other related solutions.
* Developed **APEX Classes**, **Controller Classes** and **APEX Triggers** for various functional needs and implemented the business logic as per the requirements.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Developed **Unit test class** for Apex class and worked for improving **code coverage**.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in building of the **Customer Portal** in the organization.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Integrated Salesforce with **Informatica** on Demand for the proper mappings and extraction and transformation of data.
* Configured **Chatter** to track emails from Outlook to Salesforce by following a user.
* Worked with **AppExchange** Dup Catcher to filter and prevent duplicate records in the organization.
* 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.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Tuned ETL jobs/procedures/scripts, SQL queries, PL/SQL procedures to improve the system performance.
* Created and used Email templates in **HTML 5** and **Visualforce**.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.Security Controls, HTML, Web Services, WSDL, SOAP, Reports, ETL tools, Eclipse IDE Plug-in