**Harika P**

**SFDC Developer**

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**Professional Summary**

* Around **5** years of experience in **Salesforce** CRM Implementations: Analysis, Design, **Development, Administration, Integration, supporting the cloud applications, communities and migration from classic to Lightning, Lightning component development**.
* Having extensive experience with different methodologies **Agile, RAD, Rational unified process** and **Waterfall.**
* Proficient with understanding of CRM business processes - **Account, Contact, Opportunity, Lead, Campaign and Case Management.**
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.**
* Hands - on experience in building responsive application using by creating **Lightning components** (**Client/Server side controllers) using aura framework, Salesforce LDS styling.**
* Worked on **Lightning UI** and **Lighting Design system.**
* Worked extensively in developing, customizing of **Visualforce pages** with **Visualforce components, Custom, Extension controllers** and **developed dynamic components**.
* Working experience with Lightning Component Framework, using Lightning component in Visualforce and adding lightning component to Salesforce1. Proficient in configuring and customizing Salesforce1 App.
* Experience in customizing the standard objects, creating the custom objects, **Interfaces, Relationships, Workflow rules, Data Validations, force.com Approval Processes and business logic** according to the business requirements.
* Good exposure to different applications **like Sales cloud, service cloud, marketing cloud and community cloud.**
* In-depth understanding of **CRM** business process that include Forecasting, Campaign Management, **Lead Management**, Order Management, Account Management, **Case Management** and Merging Management.
* Experience in realizing the business requirements to design on **Salesforce.com** platform, by designing the required entities like **custom objects,** creating the relationships/ junction objects like **Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts** and business logic.
* Experience in integration of Salesforce.com with external applications by using Web Services API, SOAP and REST.
* Experience in creating **Master-Detail Relationship, Lookup Relationship and Junction Objects**.
* Ability to perform tasks related to day-to-day operations including managing users, creating and maintaining custom objects and fields, handling data migration and application maintenance.
* Experienced working in development support for **System Testing, User Acceptance Testing** and Production support.
* Experienced in Data Loads for SFDC **Standard objects**, **Custom objects**. Used different data tools **Apex Data Loader**, **Excel Connector**, **Import Wizard**, **SFDC Data Export**, **Mass Delete** etc.
* Strong knowledge of SFDC standard data structures and familiarity with **Force.com Explorer, Data loader** and Import Wizard. Experienced working with **Salesforce.com sandbox**, **production environments**, also with **Eclipse IDE Force.com Plug-in environments.**
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**Technical Skills:**

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| **CRM** | Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM |
| **Salesforce** | Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing Cloud, Force.com Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards. |
| **SFDC Tools** | Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron |
| **Application Servers** | Apache Tomcat, WebSphere, JBOSS. |
| **Databases** | Oracle, SQL Server |

**Professional Experience:**

**Client: HM Insurance Group, Pittsburgh, PA Nov 2019 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* Performed the role of Salesforce developer, lightning developer and interacted with various business user groups for gathering the requirements for Salesforce.com, Lightning and CRM implementation.
* Built Lightning components using Controllers, Handlers and using these components in **Visualforce pages and integration using Lightning Out**.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Designed and deployed Custom objects, validation rules, Page layouts, Custom tabs, Components, to suit the needs of the application.
* Developed **Apex Classes & Triggers** to implement the business logic as per the requirements.
* Wrote several **SOQL& SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Worked on JavaScript for Client-side controller and helper controller, **CSS, JSON** in **Lightning Framework.**
* Embedded Lightning Components in Visualforce page by using new Lightning Out feature by event-driven programming.
* Written **SOQL, SOSL** query language necessary for the application in Apex Classes and Triggers.
* Used **Marketing Cloud** Connect functionality to use the collected data across the Salesforce clouds: marketing, Sales, Service and community clouds to build one to one relationship with the customers.
* Used **Salesforce.com Ajax** Toolkit to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Developed custom Business logic using **Apex Classes, Lightning components.**
* Performed Data Load to update Account Object from Sandbox and Production environment.
* Involved in resolving issues found during Unit Testing& **User Acceptance Testing (UAT).**
* Created Automatic Password for New Community users in the Community and **Email Alerts** for new **Users.**
* Integrated the Web Services **(REST/SOAP)** for extracting the data from external systems to display in the pages of Salesforce.com and Integrating Salesforce.com with Marketo and facilitate bi directional flow of data.
* Participated in all Backlog grooming sessions and assigned tickets for Technical review before moving to the Sprint.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce. Confidential platform and Force. Confidential IDE Plug-in using Eclipse.

**Environment:** Lightning Experience, Lightning Components, Apex Classes and Controllers, Salesforce.Com Platform, Force.com, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Sales Cloud, Scrum, Custom Objects, Custom Fields, Web Services,Community Cloud, Windows.

**Client: Perdue Farms, Salisbury, MD Aug 2017 – Oct 2019**

**Role: SFDC Developer**

**Responsibilities:**

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for Salesforce.com, Lightning and CRM implementation.
* Worked on Implementation and **Integration**by using **Custom objects, Custom fields, Formulae fields, Triggers, Apex classes, Page Layouts, Workflow rules, Approval processes, Record Types, Standard Controllers, Custom Controllers, Extension Controllers.**
* Designed, Developed and Deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs of the application.
* Wrote **Apex Triggers** to implement business logic which sends **E-Mails** to the customers.
* Created Lightning Component Tabs and Visualforce Tabs using Lightning Components.
* Worked with **SOSL and SOQL** queries to get data from different related objects
* Developed **Lightning components**with client/server**controllers**, Helpers, CSS and used SLDS styles, for aligning with Lightning experience.
* Designed and developed **Lightning Community** website for marketing using **Lightning** **Community Builder,** **Lightning components, Lightning events, Lightning controllers.**
* Created and configured custom report types, custom **Reports - Tabular, Summary, Matrix, and Joined**using Salesforce Report Builder based on the business requirements from the business users.
* Embedded Lightning Components in Visualforce page by using new Lightning Out feature by event-driven programming.
* Worked with **marketing cloud** to implement **marketing campaigns** and created **journeys** using **marketing cloud tools** like **Journey builder** to understand the customer data and to create **strategies** with **journey mapping** and used **email studio** to **build** the **best email** and make them as **automated messages**.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* 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 and used bootstrap for Styling.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Updating task status & work logs in **JIRA**.

**Environment:** Salesforce.com platform, Lightning components, Lightning App Builder Apex Language, SOQL, SOSL, Visualforce (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse IDE Plug-in, HTML5, CSS3, NodeJS, bootstrap, JavaScript, Windows.

**Client: Lexington National Insurance, Baltimore, MD Feb 2016 – Jul 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Written client-side scripting in**aura controllers** and controller helpers for **handling events**and **triggering actions.**
* Implemented the requirements on **Salesforce.com** platform and **Force.com IDE** Plug-in using Eclipse.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report 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.
* Worked on configuring **Web-to-Lead, Web-to-Case**, Assignment rules, Escalation rules and Email-to-case on Lead and Case objects.
* Developed rich UI using HTML5 and CSS3 in Visualforce pages and used JavaScript and JQuery to utilize the plug-ins.
* Created profiles and implemented **Object level, field-level and record-level security.**
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Created **Summary reports**,**Matrix reports**,**Charts**and**Dashboards** to assist the business team.
* Created new custom objects, assigned fields, **Dependent Pick-lists**,**Record lists**,**Custom tabs**,**Components**and **Custom Apps**.
* Developed and deployed**workflow rules**, **approval processes**, **email templates**, and **assignment rules**.
* Development of **SOAP** and **REST** based web services used for custom development.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.

**Environment:** Salesforce.com platform, Database.com, Apex Script, Visualforce Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, HTML, Reports, Dashboards.