 

# MOUNIKA M

**Salesforce Developer Contact: 614-697-4329**

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**PROFESSIONAL SUMMARY:**

* Experienced in all phases of **Software Development Life Cycle (SDLC)** which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in SalesForce.com.
* Experience customizing standard objects - **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports** and **Dashboards etc**.
* Strong knowledge on **Agile (SCRUM), Water Fall** Project Execution Methodologies.
* Extensive experience in Salesforce Customization, creating **Roles, Profiles, Page Layouts, Record Type, and Assignment Rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow,** Customer Service and Support Administration
* Good knowledge on mobile applications like **Salesforce 1** and **Salesforce classic**.
* Involved in developing Salesforce **Lightning Components**, Controllers, events and Skilled in understanding and implementing the new Salesforce **Lightning** Experience
* Hands on experience in development by implementing **Apex Triggers, Apex classes, wrapper classes, controllers, Visual Force, Apex Test Classes** for SFDC testing, **Batch Apex** for data processing and writing queries in **SOQL** and **SOSL**, customized queries to avoid governor limits.
* Extensive experience in developing and deploying custom integration solutions in Salesforce.com CRM. Proficient in

# creating/troubleshooting/modifying APEX code and visual force pages.

* Extensive experience in designing of **custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards**, and Email generation according to application requirements.
* Good understanding of **SAAS, PAAS and IAAS** cloud computing services and have good exposure to communities and partner portal.
* Expertise in **sales cloud, service cloud and marketing cloud** processes.
* Used Force.com **Web services API and Salesforce API are REST, SOAP, METADATA** for implementing web services in the application for access to data from different users.
* Involved in providing Production support post go-live.
* Committed to excellence, self-motivator, quick-learner, team-player with strong problem- solving, analytical skills and communication skills

# EDUCATION DETAILS

**Master of Science, Computer Science information systems** Graduated: May 2017

Kent State University, Ohio **GPA: 3.4/4.0**

**Bachelor of Technology, CSE** Graduated: May 2015

Jawaharlal Nehru Technological University, Hyderabad, India **GPA: 3.3/4.0**

# CERTIFICATIONS

* Salesforce Certified Administrator (201).
* Salesforce Certified Platform Developer 1(401)

# TECHNICAL SKILLS:

|  |  |
| --- | --- |
| **Salesforce.com Administration** | Reports, Dashboards, Validation Rules, Users, Roles and Profiles, Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Portals (Customer and partner), Sharing Settings,Communication Templates |
| **Salesforce.com Development** | Apex Language, Apex Trigger, Apex Class & Apex Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), Lightning Applications and Components |
| **Programming Languages** | C, C++, Java, Apex programming. |
| **Tools/Utilities** | Eclipse, Force.com IDE, Change sets, Flosum, Gearset |
| **Web Technologies** | Java script, XML, HTML, CSS, HTML5. |
| **Microsoft Tools** | Word, Excel, PowerPoint |
| **Database** | PL/SQL, MS SQL Server 2008, SQL Server 2005, SOQL and SOSL. |
| **IDE** | Eclipse IDE, Visual Studio, Sublime text |
| **SFDC Integration tools** | Apex Data Loader, Import Wizard, Workbench |

**PROFESSIONAL EXPERIENCE**

**Cisco, North Carolina May 19 - Current**

**Software Engineer/Salesforce Developer (Contract position)**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Involved in Development, Unit testing, debugging, release support and production system support.
* Reengineered APEX code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Applied knowledge of the SFDC development processes, including how to manage source code, deployment to multiple environments, and related development operations unique to the SFDC platform.
* Worked on developing various batch classes to process the data in bulk.
* Responsible for Unit testing and performance testing of SFDC API/Web Service.
* Created Lightning components, Apps, Pages and Customized Lightning components were built using Java script on client side and Apex on server side.
* Build reusable components, and customized applications using Lightning component framework.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Worked on standard objects such as Leads, Opportunities, Accounts, Campaigns, associated with Sales Cloud.
* Experience in managing Repositories using GitHub and GitHub desktop.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Methodology testing package upgrades in sandbox org and deploying in production org.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Packaged and Deployed customizations from Sandbox to higher environments using gearset deployment tool.
* Participated in project team meetings and sprint meetings.

**Ford, Michigan. July 17 – Apr 19**

# Salesforce Developer

# Responsibilities

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers, Custom Objects and fields to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Started using Lightning Experience for new modern user interface.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Created Reports, templates, approval processes, workflow rules, approval page layouts and defined approval actions on them to automate the processes and defined related tasks, email alerts, and field updates.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com premier Support and handled the support cases with the help Salesforce.com support.

**Humana, Ohio Apr 16 - May 17**

# Software Engineer

# Responsibilities:

* Interacted with business users and prepared technical design documents based out of the requirements.
* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand-up meetings.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application and Used Bitbucket for code repository.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed UAT clean-up using some scripts and Data Loader.
* Worked with salesforce Process Builder and consolidated existing workflow rules with process builder.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues
* Written several SOQL& SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.
* Used JIRA Agile for project management and bug tracking.

**Tetra Soft, Hyderabad Jun13– Nov 15**

# Software Developer Responsibilities:

* Involved in working with Development team for solving the gaps in Business requirements.
* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand-up meetings.
* Developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Worked with salesforce Process Builder and consolidated existing workflow rules with process builder.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues
* Written several SOQL& SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.
* Used JIRA Agile for project management and bug tracking.
* Used Change Sets for deploying changes to other environments.