

LIKITHA
Salesforce Lightning Developer
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Professional Summary:

- Overall 8+ years of IT experience and around 7 years in the Salesforce.com CRM Platform both as **Administrator** and **Developer**
- Involved in all phases of the Software development life cycle (**SDLC**) using **Agile Methodology**.
- Experienced in **Financial Service Cloud, Sales Cloud, Service cloud, Customer portal** using Salesforce CRM
- Experienced working with Lightning Transition Readiness using **service** and **marketing cloud**.
- Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
- Good hands on experience using mule connectors like Salesforce, File, Database, JMS, SMTP other connectors as a part of integration usage.
- Excelled in working with various salesforce.com **standard objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
- Application integration using **MuleSoft ESB** and IBM Message Broker for integrating and orchestrating the services.
- Experience working with Standard Sales Analytics application and Service Analytics Application in **Einstein Analytics** (Wave Analytics).
- Experience with development lifecycle, repositories, and best practice/Center of Excellence **governance** of Salesforce in an organization and Salesforce practice.
- Continued call Center reporting enhancements with **CTI integration** from CCE to Microsoft Dynamics CRM for screen pop and to insert calling/called party information into customer record.
- Rich experience in Developing and Maintaining of Salesforce Orgs and Custom User Interface using **Lightning Application, Web Services** and **APEX**.
- Involved in setting up **Jenkins Master** and multiple slaves for the entire team as a CI tool as part of **Continuous development and deployment process** .
- Used **Spring Boot** to create stand-alone spring applications.
- Developed Cloud Compatible **Micro Services** using **Spring Boot**, Java, and related web technologies.
- Experienced in integration of Salesforce.com with external applications by using **Web Services API, Metadata API, SOAP, REST**.
- Proficient in all aspects of software life cycle like **Build/Release/Deploy** and specialized in **cloud automation** through **open source DevOps tools** like Jenkins, Chef.
- Experienced using Salesforce Lightning UI. Created Lightning Apps combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Experience in building reusable UI components and pages with **Lightning component framework**.
- Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
- Used **SOQL&SOSL** with consideration to **Governor Limits**, data migration and custom developments for data manipulation needs of the application using platform database objects.
- Experience in **Data Migration** using Import Wizard, Workbench and other integration tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export and Talend.
- Experience in **Sales Cloud, Service cloud, Marketing Cloud Applications** and campaign Management
- Strong **Database (RDBMS)** development experience in writing queries, functions, stored procedures, triggers, and views in Oracle, SQL, PL/SQL and MS Access.

- Experienced on working with Confluence and **Jira** for team Collaboration, tracing the user stories and tasks assigned required for the Project
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
- Expert in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools like JIRA. Strong knowledge of SDLC process and experience working in Agile Scrum Methodologies.

Technical Skills:

Salesforce Development	Apex Language, Apex Trigger, Apex Class & Apex Web Services, Lightning component Framework, Visual Force (Page, Component & Controllers), SOQL, SOSL.
Salesforce Administration	Manage Users, Roles, Profiles, Validation Rules, Workflow Rules, Approval Process, Process Builder, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Reports, Dashboards, Portals (Customer and partner), Sharing Settings, Communication Templates, Sandbox Refreshments, Salesforce automation tools like Workflow, Process Builder, Lightning Flows, Deployments (Change sets).
Tools	Eclipse, Visual Studio Code, Force.com IDE, Workbench, Force.com Explorer, Force.com Data Loader, Excel Connector, JIRA, Postman, Curl.
Languages & Web Development	Apex, Java, C, C++, JSP, XML, HTML, CSS, jQuery, Visualforce, JavaScript.
Version Control Tools	Source Tree, GitHub, Tortoise SVN, Bitbucket.
Databases	Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL.
J2EE Specifications	JSP, Servlet, JDBC, EJB, Design Pattern, Struts, Spring, And Hibernate.

Professional Experience:

Sr. Salesforce Lightning Developer/Administrator
Tailored Brand - Fremont, CA

Nov'18 - Till date

Responsibilities:

- Engaged with the sales team and business analysts to gather business and user requirements.
- Provide solution design to implement the requested functionality in Salesforce.
- Configure Salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Used **Flosum tool** for migrating the code from sandbox to production environment.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
- Integrated with Salesforce by using **Marketing cloud** connector (V5).
- Worked on CRM platform environment of SFDC **Sales Cloud** and **Service Cloud** modules.
- Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
- Experience using Salesforce Data Migration using Data load tools: Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader and Salesforce API Data Loader.
- Experience in **Administration, Configuration, Implementation (Soap API, Rest API and Meta data API as Call in and callout services)** and Support of Salesforce CRM and Salesforce SFA applications.
- Configure salesforce and **marketing cloud** integration user along with configuration in salesforce.
- Extensively used SSIS Import/Export Wizard, for performing the **ETL operations**.
- Writing Apex code according to **governor** limit.
- Experience in data analysis services, data flow diagramming and **data modeling**.

- Research new and innovative technology and techniques to improve the automation of marketing process.
- Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
- Designing Front-end using Dynamic Visual force pages , Components, **Aura** Components using HTML5, CSS 3, JavaScript , JQuery, Bootstrap, Media Queries, LDS.
- Developed Lightning Component Framework and built Lightning component using **Aura framework**.
- Used Visual force components like Page Block, Command Buttons, Action support, Action Function Managing data, enhancing end user productivity and expanding Salesforce CRM.
- Involved in **CPQ (Configure, Price& Quote)** design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
- Configuring the Mule process for fetching the data from topic and makes web service calls to the middle tier **Mule ESB** for processing.
- Supported RightNow (RNT) CRM application for comcon in system configuration, CTI Integration with screen pop, analytics, custom reporting, business rules and troubleshooting.
- Worked on the **Mule API Gateway** for the application of policies to API as well for managing the security. Also worked with the Proxy settings using the API Gateway for the API's.
- Used Database Connectors to connect with respective systems using **Mule ESB**.
- Experience in technical information from sources such as design documents, wiki pages, GitLab repositories and vendor documentation for use in documentation activities.
- Resolved issues connected to Call Centers, usage of **CTI adapters** and Mobile applications.
- Provide support setup, training and execution of marketing process.
- Installing, configuring, and administering **Jenkins CI tool** on Linux machines and built Continuous Integration and Continuous delivery environment using Jenkins Groovy Scripting.
- Worked with Approval processes that used Email Approval steps.
- Participated in daily scrum meeting with vendor, marketing and internal staff.
- Developed Lightning components, custom lightning UI, dynamic entry forms and wizard pages.
- Created many triggers using single trigger framework concept.
- Coordinated and Engineered enterprise change management processes for **DevOps** using GitLab, Jenkins, Atlassian (Jira), Test rail (test management).
- Integrated Microsoft Outlook with Salesforce CRM, which syncs email, calendar, tasks, reminders and 3rd party system using **SOAP API**.
- Created and deployed several **web-service** classes to push and pull data from 3rd party systems.
- Created triggers to invoke the web-service calls.
- Used **Jira** defect tracking tool for maintaining of user stories and raising defects
- Created and deployed several reports for different user profiles based on the need in the organization.
- Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
- Created relationships among objects using **Lookup** and **Master-detail relationships**.
- Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
- Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.
- Experience in developing reports and dashboards in Einstein/Wave Analytics
- Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE
- Extensive experience on **S controls, Visualforce pages** and Page layouts according to the Business requirements
- Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
- Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
- Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.

Environment: Salesforce.com platform, Flosum tool, Aura Framework, Apex Language, Jenkins, Service cloud, Sales cloud, GitLab, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Salesforce Developer/ Administrator
DXC Technology - Topeka, KS

Aug'16 – Sep'18

Responsibilities:

- Interacted with Business users for requirements gathering, analysis and development.
- Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
- Setting up **Service Cloud Console**, Cases (Web to case, Email to case), Solutions, Case Assignment, Service Orders and Live agent chat module.
- Agile Development Methodology was followed for the implementation
- Setup and **Implemented Salesforce marketing cloud 2.0 org.**
- Experienced in **designing, developing and data modeling** of the application and ensured that they are within the Salesforce governor limits.
- Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
- Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce **Marketing Cloud.**
- Created the **MULE ESB artifacts**, created flows and configured the MULE configuration files and deployed the application.
- Customized the **Omni-Channel** widget using the necessary objects by making agents available to receive work based upon skill level and created custom user presence statuses for Supervisors to monitor those using **Omni-channel Supervisor** configurations.
- Expert in Salesforce Sales and Service cloud implementation.
- Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
- Created Workflow rules and defined related tasks, email alerts, and field updates.
- Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
- Created http inbound & outbound flows, routing, orchestration, transformations and Security of Mule ESB application using **OAuth.**
- Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
- Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
- Involved in Integrating Big Machines-CPQ using SOAP API.
- Developed solutions on the Force.com platform, strong understanding of **Apttus Contract Lifecycle Management (CLM)** and **Apttus Configure Price Quote (CPQ).**
- Worked extensively in customization of **Service Cloud** Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
- Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
- Implementation of Data Loader for loading the data.
- Performed data cleanup and/or Data migration to/from salesforce.com
- Developed business documents for Salesforce.com Custom objects.
- Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
- Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.

- Integrated Salesforce with external Master data using **SOAP** and **REST API**
- Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.

Environment: Salesforce.com CRM, Omni-Channel, Force.com platform, Financial Service Cloud, Apex Classes, Chatter, Visual Force Pages, Controllers, Service Cloud Console, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Soap, Rest, Eclipse IDE, WSDL, Windows.

Salesforce Developer/Administrator
Schneider national - Green Bay, WI

Jan '15 – June '16

Responsibilities:

- Developed various Apex classes, Controller classes, Apex Triggers and Batch classes for various functional needs in the application.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created various Profiles, Roles and Page Layouts and configured the permissions based on the organization hierarchy requirements.
- Worked on **Sales cloud** in opportunity management, account management.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
- Performed Webservice Callout using the RESTful services with the third-party application Broadbean API.
- Created Workflow rules and defined related tasks, email alerts, and field updates.
- Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
- Interacted with Business users for requirements gathering, analysis and development.
- Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, process builders, data validation. Implementing OOTB (Out of the Box) Features.
- Agile Development Methodology was followed for the implementation.
- Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
- Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, and WSDL, J-query, and Auto Complete widget, SOAP, REST and BULK API.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
- Created email templates and inbound emails using Visual Force for clients and customers.
- Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
- Deployed applications from Sandbox to Production using change sets.
- Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
- Implementation of Data Loader for loading the data. Performed data cleanup and/or Data migration to/from salesforce.com.
- Developed business documents for Salesforce.com Custom objects.
- Provided the training to Business users about the system.

Environment: Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Sharing Rules.

Salesforce Developer/Administrator
Genpact - Hyderabad, Telangana

Sep'13 – Nov'14

Responsibilities:

- Developed various Custom Objects, Tabs, and Entity-Relationship data model, validation rules on the objects, tabs, Components and Custom links.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
- Worked with Banner (Student Information System) to integrate and update records in Salesforce by matching it with the email address.
- Created user Roles and Profiles, security controls and shared settings.
- Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
- Worked with SFChatter which helps the users to communicate with the organization easily and quickly.
- Implemented field level security, profiles and system audit trail setup and Developed complex workflows and approval processes for automating business logic.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Developed Apex Test Classes with assurance of maximum code coverage.
- Created custom components to be used in visualforce pages and visualforce email templates.
- Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
- Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
- Created workflows like email alerts and field updates and Implemented Apex Triggers with SOQL queries.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM.
- Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
- Responsible for supervising work activities (Development, Testing) to ensure that they were well-performed, coordinated among team members and consistent with the approved work plan
- Created Tabular, Summary, Matrix and Joined Reports using standard and custom Report Types.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Java/J2EE Developer**Tech Mahindra - Hyderabad, Telangana****July'12 to Aug'13****Responsibilities**

- Modified current database design to accommodate required changes.
- Used JUnit framework for unit testing of application and JUL logging to capture the log that includes runtime exceptions
- Responsible for the delivery, system integration testing, go-live and post go-live phases of the project till the project sign off.

- Utilized existing STRUTS framework as well as written Action Dispatchers, JDBC Mappers, JSPs Custom Tags.
- Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
- Implemented exception handling in Java Spring Boot for REST API, by making use of Exception Handler and Controller Advice annotations.
- Development of product which allows two-way communications, interaction and transactions between any application and any mobile device like WAP, palm, SMS, Voice Phones in real time.
- Created DIV layer in the JSP which consists of all measure details.
- Involved in developing JSP pages & UI designing
- Used AJAX for providing enhanced dynamic content to the customers.
- Switch from own SQL/JDBC Mappers to Hibernate persistence classes (Object/Relational mapping), which subsequently improves performance. Used Hibernate 3.0 API.
- Used AJAX methodology to enhance current user hierarchy display.
- Very good at ATG Ecommerce products and out of box implementations.
- Experience in Integration of various data sources like Oracle, Sybase, SQL Server, Flat Files, and FoxPro files. Powerful background in PL/SQL with data migration techniques.
- Performed Unit Testing of all Modules.
- Carry out rigorous project plans and promptly meet deadlines to fulfill customer requirements.

Environment: Java, J2EE, Spring, JSP, Servlet, JDBC, SQL, JavaScript, HTML, Struts, CSS, Oracle, XML, Tomcat, Hibernate 3.0, AJAX, Lotus Notes, Windows XP, Novell Networks, Textpad, Microsoft Office 2003.