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| s | Harshada Meshram    Nashville, TN, USA 37211 |

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| Professional Summary | * Over 5+ years of IT experience in various stages of Software Development which includes 3+ years of experience as Salesforce CRM Developer which involves Administrator, Development, Integration and lightning like classic to lightning migration and lightning component development. 2 years of experience on JavaScript, HTML, CSS. * Strong IT experience in Software Development that includes all phases of Requirement Analysis, Design, Development, UAT and maintenance of Product / business applications including Cloud. * Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. * Good in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events. * Worked closely with Business Users to enable business processes using SFDC. * Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications. * Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE. * Experienced in Developing and Administrating projects on Salesforce. * Involved in integration of Salesforce with REST and SOAP Web Services. * Expertise in Force.com technology stack: APEX, Visual Force, SOQL and SOSL. * Built customized Salesforce Mobile Apps using Lighting Component Framework. * Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects and master-detail relationships. * Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML, CSS, JavaScript, JQuery, Bootstrap. * In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management. * Maintain and create workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules, with regards to CPQ and pricing rules. * Involved in end-to-end QA and UAT testing and validation and CPQ including products, pricing, quoting etc. * Extensive experience 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. * Experience in Migrating data from legacy systems to Salesforce using Apex Data Loader. * Hands on experience with Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Apex Web Service, Visualforce Pages, Visualforce Components & Controllers. * Used the sandbox for Testing and Migrated the code to the Deployment instance after Testing. * Unit and Integration Testing for new requirement and get the UAT from the Business owner. * Configured and maintained user security permissions in compliance with organizational needs. * Excellent communication and inter-personal skills, accustomed to working in both large and small team environments. * Strong knowledge & experience working in teams implementing Agile Methodologies. * Worked on Large Data Integration and Migration Project. |

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| Skills | |  |  | | --- | --- | | * Salesforce Technologies-Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages, Visualforce Components, S Controls, Apex Web Services, Lightning (Aura Components, Web Components) Lightning apps, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader * Languages-Apex, Visualforce, HTML, CSS, JavaScript * Tools-Apex Data loader, GitHub, Web services APIs like SOAP, Force.com Explorer, JIRA * SDLC- Use cases and Use case diagrams, Agile methodology / Scrum * Operating Systems-Windows 10/ XP. * Application Development, Financial planning, Processes | * Contract Management, Investments * CRM, JavaScript, HTML, CSS, JSON * CSS, Logic, Software Development * Client, Market, Statistics * Data Migration, Meetings * Database, Messaging, Validation * Delivery, Excel * Designing, Mail, Web pages * Dimensions, PowerPoint, Website * Ecommerce, Windows, Workflow * E-business, Windows XP, XML | |

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| Work History | **SFDC Developer / Lightning Developer** 03/2020 to Current  CLEAResult, Portland, OR  ***Responsibilities:***   * Involved in various activities of the project like Information Gathering, analyzing the Information. * Designed and Developed Visual Force pages based on Business Requirements. * Once the code is deployed in testing environment, need to run database queries in bothSQL server for Test data into SD and Salesforce. * Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application. * Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components. * Developed component using Lightning Aura Framework * Designed and Deployed Custom Objects, Custom tabs, Validation Rules and Auto-Response Rules. * Created several Workflows, and Approval Processes needed in different stages of Application. * Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. * Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes. * Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles. * Good experience in designing Front-end using Dynamic Visualforce pages, Components, HTML5, CSS 3, JavaScript, JQuery, Bootstrap, Media Queries. * Wrote Apex Triggers to implement business logic which sends E-Mails to the customers. * Used Salesforce Developer Console to execute Apex Codes and SOQL Queries to verify Salesforce data. * Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements. * Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization. * Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities. * Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote. * Using Apex Data Loader for Migrating Records to Sources and Loaded data into Call Centre application. * Attended daily Meetings, weekly Scrum Meetings and Sprint review Meetings. * Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. * Involved in integration of Salesforce with REST and SOAP Web Services. * Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production. * Hands-on backend development of Java and MuleSoft based application with teammates. * Used refined global search in Lightning by developing Apex classes and Controllers. * Agile Development Methodology was followed for the implementation. * Used the sandbox for Testing and Migrated the code to the Deployment instance after the Testing. * **Environment:** Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Lightning components, Custom Tabs, Email Services, Security Controls, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading, Windows XP.   **Salesforce ADMINISTRATOR/Developer** 11/2014 to 02/2017  Rockwell Automation, Milwaukee, WI, USA  **Responsibilities:**   * Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes. * Experience working on Case Management, captured cases from the company's website and customer emails. * Created case sharing model and assigned cases to users according to the role hierarchy. * Escalated cases according to the case priority. * Worked on Auto response rules if customers contacted beyond the business hours. * Worked on Record Types, Validation Rules and Page Layouts. * Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives. * Created workflow rules and defined related Tasks, Time Triggered Tasks, E-Mail alerts, filed updates to implement business logic. * Created Email Templates and was involved in doing the mail merge for different standard and custom objects. * Worked on various AppExchange products according to the needs of the organization. * Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces. * Worked towards preparation of requirements management plan, business and functional requirement documents. * Strong Experience in developing Salesforce applications using Apex Classes, Batch Apex, Visual Force pages, Apex Triggers and Custom Buttons and Links. * Created data flow diagrams and process flow diagrams to facilitate better system understanding. * Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business. * Used Data Loader to read, extract, and load data from comma separated values (CSV) files or from a database connection. * Involved in mapping the fields between the current reporting system and Salesforce using Data loader. * Performed import and export operations to load customer data and other master data using Data loader. * Conducted internal training sessions for business users on Salesforce technology functionalities, especially with respect to reports and dashboards. * Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce. * Worked on designing different custom dashboards for various user groups based on their business functionalities and needs. * **Environment:** Saleforce.com platform, Record types, Reports, Dashboards, Email, Sharing Rules, MS Word, PowerPoint, Excel, Validation Rules, Messaging, Dashboards, Standard and Custom Objects.   **UI Developer** 11/2008 to 12/2010  TechHelperTechnologies, Bhopal, India  **Responsibilities:**   * Worked closely with business to document and communicate the business goals and objectives. * Analyzed business requirements * Elicited requirements using document analysis, requirements workshops, business process descriptions. * Collaborated with developers and subject matter experts to establish the technical vision and analyze the tradeoffs between usability and performance needs. Posed universal questions to define the project. * Assisted in documentation of Business Rules and Business Processes. * **Environment:** JavaScript, JQuery, HTML, CSS |

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| Education | Bachelors:Information Technology, 2008  **University** – RGPV Bhopal, India |

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| Certifications | * Certified Salesforce Platform Developer-1 Certification * Certified Salesforce Administrator. |

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| Languages | |  |  |  | | --- | --- | --- | | **English**:  Proficient |  |  | |

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