**Vanaja Kumari**

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**GC Holder**

**PROFESSIONAL SUMMARY**

* Having7 years of IT experience working with **Salesforce Platform** with in-depth knowledge of Salesforce.com CRM, Force.com platform, consulting, project management and delivering projects covering requirement analysis, system design, development, testing, deployment, database and webserver administration and technical support.
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes.
* Hands on experience working with **Apex Triggers** and **Apex Classes, controllers and controller extensions, Components, Test Method** and Application design and development on multitenant **Force.com platform**.
* Experience in **developing Custom UI with AJAX functionality using Visual force pages, Visual force Tags, Attributes and Controllers**.
* Proficient in dealing with functionalities related to sales cloud &service cloud, Marketing cloud, Community Cloud.
* Experienced in **analyzing business requirements,** Entity Relationship diagram and implementing them to **Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships**.
* Experienced on **Lightning**, which includes the **Lightning Component Framework** and involved in **building lightning component** using the **aura framework** and experienced with Locker Service with **Lightning Components**.
* Experienced working with **salesforce.com sandbox** and **production environments**, also with **Eclipse IDE Force.com,** ANT migration tool Plug-in environments.
* Hands on experience of **Salesforce** **Web Services API** like **REST**, and **SOAP**.
* Experience with databases such as **Oracle, MS SQL Server, MS Access and MySQL**.
* Experience in **Data** **Migration**, Synchronization, Data-Modeling, Data Extraction, Transformation, **Data Loading**, Scheduling, Monitoring, and Reporting using **ETL tools like Apex Data Loader, Informatica Power center and Informatica**.
* In-depth understanding of **CRM business process** like **Campaign Management, Lead Management, Order Management, Account Management and Case Management**.
* **Implemented** **Security** and **Sharing Rules** at Object, Field, and Record Level for different users at different levels.
* Implemented various fields such as **Lookups, Junction Objects, Picklist, Dependent Picklist, Multi-Picklist & Custom Formula Fields, and Master Detail Relationships.**
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Hands on experience of using declarative features like **Validation Rules, Field dependencies, Workflows, Dynamic Approval Process** for **satisfying complex business process automations**.
* Experience working on data model and **SOQL, SOSL, DML** statements and methods, SObjects, asynchronous **apex and Governor Limits**.
* Experience working with Deployment Tools like **Force.com IDE**, Change Sets, and **ANT based Migration Tools and Salesforce.com Sandbox environments.**
* Excellent in Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Permission Sets, Email Services, Approvals, and Activities.**

**TECHNICAL SKILLS**

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| --- | --- |
| **Languages/Technologies** | Apex, Core Java, Linux, C, C++, HTML, XHTML, XML, JavaScript, CSS |
| **Salesforce Technologies** | Apex Classes, Triggers, Scheduler, Batch Apex, SOSL, SOQL, Standard and Custom controllers, Extensions, Visualforce pages, Workflows and Approvals, Reports, Dashboards, Analytic Snapshots, Outbound Messages, Communities, AppExchange, Sandbox, Salesforce Lightning, Lightning UI, Aura Framework, Locker Service, Salesforce APIs (Bulk, REST, SOAP, Bulk, Streaming etc.) |
| **Design/Development methodologies** | Agile (Scrum Methodology), Waterfall, UML diagrams |
| **Integration/Data Migration Tools** | MuleSoft, AppExchange tools, Force.com migration tool, Informatica, Jitterbit |
| **Custom Object Configuration** | Field creation, Page layout, sharing rules, Record types, Field level and object level security, role hierarchy, Formula fields |
| **Data Migration Skills** | Data Loader, Data Cleansing, Data Normalization, Data Migration |
| **Test Automation and Build Tool** | Ant, Maven, and Selenium |
| **BI Tools/ ETL Tools** | Tableau 8.2,9 & 10, Apex Data Loader |
| **Database** | Oracle 10g, SQL Server, MySQL, PL-SQL, Transact-SQL |
| **Project Management/ MS Office** | Microsoft Project, MS Visio / MS Word, Excel, Power Point, Outlook |

**CERTIFICATIONS**

* Certified Salesforce Platform Developer I.
* Salesforce Certified Administrator.

**EDUCATION**

Bachelors in Computer Science from Raghu Engineering College, India – 2014.

**PROFESSIONAL EXPERIENCE**

**Client: Wells Fargo, Winston Salem, NC Oct’19 to Till Date**

**Role: Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Worked on enhancement of the existing application from classic Salesforce platform to Lightening.
* Experience on Lightning Web Component which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed Lightning Web Component framework to create web applications that run anywhere.
* Worked as an enhancement team member and performed the roles of Salesforce Developer on Lightning Framework
* Worked on implementing Database Batch able batch, where implemented the logic to capture the Sales Dashboard data and used to display the data to sales representative in order to process the pending applications faster.
* Knowledge on CPQ (Configure, Price amp; Quote) design and mapped to the Salesforce custom objects
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract, exist in Salesforce.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Implemented Salesforce Lightning Components to connect to external Cloud based tools using REST API.
* Implemented Lightning Web Tabs as per the business user request which helps them in reducing the clicks and Navigation.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Extensively performed ETL operations with tools like apex data loader, jitter bit and Informatica to bring data from many source systems into the Data Warehouse.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Built Web pages that are more user-interactive using HTML, CSS, JavaScript, and Angular JS.
* Good experience in JavaScript MVC framework Angular JS. Used Angular JS in developing single page applications.
* Involved in production support for the application, which already exist in Production environment.
* Worked with SOQL&SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented time bound tasks using Lightning Process Builder and Visual Workflow.
* Worked on Mavens Mate with force.com platform for writing business logic in Apex Programming language.
* Worked with Source Tree to commit the code changes to GitHub.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.

**Environment:** Saleforce.com platform, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), Force.com ide, Eclipse, Apex, Sales Cloud, Visual force (Pages, Component & Controllers),Pages, Data Loader, Salesforce Workbench, Service Cloud, SQL, PL/SQL, HTML, Java Script, Workflow & Approvals, Reports, Process Builder, Custom Objects, Custom Tabs, SharePoint, SOAP, REST.

**Client: Highmark, Camp Hill, PA Sep’17 to Sep’19**

**Role: Salesforce developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SFDC and other Platform based technologies like Visual Force, Force.com API and Web Services.
* Worked with a set of related objects and complex set of interconnected fields in those objects.
* Developed Triggers that would account for deletion, bulk-safe and with exception handling and wrote respective test classes with a minimum of 85% code coverage.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation
* Created Many-to-Many relationships and created Junction objects between the existing Group and Persons account to classify Persons Account based on their employment status at an organization.
* Worked with field & page layout customization for the standard and custom objects like tabs, fields, pick lists, rollup summary as per the business need.
* Utilized Draw loop to Create DDP (dynamic document package) that would merge all the required fields into account specific forms for every individual account based on their Service contract, entitlement, Group account and which class the account would fall under.
* Created tab permissions, record type permissions and field level security to implement Component-based security.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.

**Environment:** Saleforce.com platform, Sales Cloud, Drawloop, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, Service Cloud, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Time based triggers, Triggers, Workflows Rules, Validation Rules, Chatter Desktop.

**Client: Verizon, Houston, TX Dec’15 to Aug’17**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software Requirements.
* Extensively involved in moderating JAD sessions with different business units and application development team.
* Designed Use Case Diagrams and Use Case Specification documents based on requirements gathered.
* Created the company profile, set up new users, defined roles and set up public groups, involved in setting up field level access for each custom object created based on the user’s role within the Organization.
* Utilized Apex Classes, Controllers and Apex Triggers for various company specific functional needs in the application.
* Developed Triggers with bulk-safe and exception handling and have a minimum of 85% code coverage
* Used Data Loader for Data Migration in force.com platform.
* Involved in Implementation and Design of Campaigns, Cases, Issues, Product and Orders Management and Product Rejection module.
* Configured visual workflows for price quotes.
* Generated Tabular, Summary and Matrix reports to create Standard and Custom reports.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps.
* Used Process Visualizer to study Approval steps.
* Created Dashboards and Dashboard Components, implemented multiple levels of Dashboards, and scheduled Dashboard refresh.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Performed many declarative administration tasks as needed, managing custom fields, integration and data cleanup.

**Environment:** Force.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, JavaScript, DML statements, SOQL, SOSL, Data Loader, HTML, Chatter, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Custom objects and Fields, Time based triggers, Workflows Rules, Validation Rules.

**Client: TCS, INDIA May’14 to Oct’15**

**Role: Salesforce Admin**

**Responsibilities:**

* Created Custom objects to build new application functionality in the Salesforce.com.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Developed triggers for complex workflow rules working around the governor limits.
* Worked on Partner Portal, Customer portal, custom reporting, modifying pages, views, and dashboards
* Supported application code deployment from Test to Production Environment. Customize Salesforce.com fields, page layouts, record types, searching, list views, queues, reports, and dashboards.
* Documented & Maintained overall system configuration, change control, and enhancements.
* Maintained and created workflow rules, validation rules, formula fields and escalation rules.
* Provide Salesforce.com Architecture, Design, Development, Administration and Operational Support.
* Worked in developing and consuming Restful web services in service-oriented architecture.
* Maintain and create custom Objects, Custom Fields, formula fields, Permission Sets, Validation Rules, workflow rules and Approval processes.
* Worked in developing and consuming Restful web services in service-oriented architecture.