Priyadarsini 

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**PROFESSIONAL SUMMARY**

* 9+ years of IT experience with 8 years of experience in **Salesforce Developer/Administrator** and hands on experience in SFDC development.
* Worked on **Salesforce.com**
* Developed **APEX Classes** and **APEX Triggers** for various functional needs in the application.
* Used Scheduler and Batch able interfaces in Apex to process large amount of data within the System.
* Worked on **Lightning Communities.**
* Experienced in **Service Cloud, Sales cloud**, Collaboration Cloud for All partner portal, customer portal.
* Expertise in using **Apex Data Loader** and implemented Export - Import, Data Insert, Update Operations, Email-Case, Web-Case, Web-Lead, Tracking Field History, Setting Up the Logging History, Set Up the Audit Trail and Data Migration.
* Good knowledge on **Salesforce Communities** and Site Management.
* Experience in designing **Lightning Components, Lightning Pages** and Apps based on Client Requirements.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience on working with Force.com **Service Cloud, Sales Cloud**.
* Experience in designing of **custom objects, custom fields, page layouts, custom reports.**
* Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
* Experience in using **Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.**
* Proficient in Creating Custom Page layouts based on record types design and implementation.
* Experience of Salesforce **Web Services API** like **REST, Bulk & SOAP.**
* Excelled in working with various **Salesforce.com** standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Worked on Data Migration and updates through the tool **App Exchange Data Loader,** Informatica Data Loader in Salesforce.com.
* Designs end to end technical solution based on business needs, develop new Salesforce applications or enhance existing applications by implementing components using **Apex Classes, Visualforce Pages, Email Services, Web Services, Apex Triggers, Workflows and Actions, Lightning Components.**
* Experience in creating Validation Rules, Approval Processes, **Flow Builder,** Triggers, Security and Sharing Rules, Security Roles, Profiles, Object Level Security, Field Level Security, and Organization Wide Default Manual Sharing Rule.
* Experience in creating many **Workflows**, Validation rules, Approval Processes, Triggers, Sharing Rules and also the most complex Apex classes to meet the client’s requirement and functionality.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Worked on Picklists, Custom Formula Fields, Field Dependencies, **Work Flow rules**, Process Builders, Approval Processes for automated alerts, field updates, Assignment rules and Email-to-Case.
* Experience in using **data migration** tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Providing temporary workarounds for critical issues to ensure business operations are not impacted and providing permanent fix on the defects.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Experience in writing SOQL and SOSL queries in **Force.com** technology for Visualforce and Apex.
* Experience in designing custom objects, custom fields, role-based page **layouts, custom Tabs, custom reports, report folders, report extractions** to various formats, design of **Visual Force Pages**, **Snapshots, Dashboards,** Apex Classes, Controllers and **Triggers**, and various other components as per the client and application requirements.

**EDUCATIONAL QUALIFICATION**

Bachelor of Science (Computer Science) - Thiruvalluvar University, India (2010).

Master of Computer Applications (MCA) – Anna University, India (2012).

**PROFESSIONAL CERTIFICATION**

Salesforce Certified Administrator (ADM 201)

Salesforce Certified Platform Developer I (PD1)

**TECHNICAL SKILLS**

**Lightning Experience Development :** **Salesforce Lightning Design System and Lightning**

**Components, Lightning Web Components JavaScript**

**Controllers, Server-side Controllers.**

**Salesforce.com Development : Apex Trigger, Apex Class, REST Web Services, SOQL, SOSL,**

**Visual Force (Page, Component & Controllers), HTML,**

**Triggers, Lightning Cloud, Sales Cloud and Service Cloud.**

**Administration : Reports & Dashboards, Validation Rules, Users, Roles and**

**Profiles Deployments (Change sets), Workflow Rules, Approval**

**Process, Sandbox Refreshments, Flow Builder, Apex Data**

**Loader, Import Wizards, Packages, Custom Apps, Custom**

**Labels, Sharing Settings, Email Templates.**

**Languages : Apex, Java, HTML, JavaScript.**

**Operating Systems : Windows 7/8/10, MAC OS X.**

**PROFESSIONAL EXPERIENCE**

**Nissan North America, Franklin, TN August 2020 to Present  
Project: Sr. Salesforce Developer**

Responsibilities:

* Used Visual Studio Project Team Foundation for user stories and sprint planning.
* Worked with product managers and business analysts to understand business needs and recommend technical approaches.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Implemented Configuration, Customization and Development with Salesforce.com on **Service Cloud and Sales Cloud.**
* Involved in requirement gathering interacting with Project Team and Business Analysts.
* Developed **Salesforce Lightning Apps, Components, Controllers, and Events.**
* Experienced in developing **Lightning Components and Lightning Apps** to provide more interactive interfaces to end-users.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on **Sales Cloud** Module such as web-to-lead, auto-response rules on standard objects like account, contact, lead, campaigns.
* Working in 2-week sprint environment as per Agile/Scrum methodology.
* Involved in discussions with all team members to provide best solution for **migrating Salesforce Classic to Salesforce Lightning.**
* Worked on Apex Schedule Classes,
* Managing **Service Cloud** by implementing **Email to Case, Web to Case**.
* Involved in unit testing, bug fixing and post release support.
* Used the sandbox for testing and migrated the deployment instance after testing.
* Intensively worked on Visual Workflows for the automation of the business process which are triggered with Custom Buttons and also acquired knowledge in flow automation using Process Builder.
* Reviewed the code and made it refined by fixing the exceptions.
* Created **Field Service Lightning (FSL)** Set up for multi-level service territories that represent the regions where your agents and technician can work
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with **Field Service Lightning (FSL)**.

Environment:  
 Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Flow Builder, Custom Tabs, Sales cloud, service cloud Security Controls, HTML, JavaScript, JSON, Data Loader, Git-Hub, JADE, Feature branching, Jenkins, Sublime, Slack.

**Intuit, San Antonio Texas November 2019 to August 2020**

**Project: Sr. Salesforce Admin / Developer**

Responsibilities:

* Developed Apex Classes, Controllers, Batch Classes, Apex Triggers, Visualforce Pages and Components in accordance with the Governor limits for various functional needs in the application.
* Installed **Placements.IO app** and integrated with Salesforce for Campaign Management.
* Always wrote test methods with code coverage of 85-100% and used the sandbox for testing and migrated the code to the deployment instance after testing.
* Prepared Custom Objects, Reports and Dashboards in **Lightning** Experience.
* Worked on Validation rules, Process Builder, Flow Builder, workflows and approval processes for objects like Account, Opportunities, and Leads etc.
* Worked on **Salesforce Community cloud** like how to engage with employees, customers, partners.
* Used Apex Data Loader to migrate data such as accounts, campaigns from legacy system.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Wrote Case Escalation Rules to escalate cases depending on the time frame and difficulty of the case issues.
* Working on Salesforce **Field Service Lightning (FSL)**.
* Used sales cloud to Maintain Leads, contacts, and opportunities.
* Used service cloud for creating cases in Salesforce from the feedback given by commercial card users.
* Implemented service cloud functionality like case management, field service management and CTI integration.
* Developed various Visualforce pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the Visual pages.
* Created Visualforce pages that uses the lightning components
* Experience with data insertion and updates through the tool Apex Data Loader in [salesforce.com](http://salesforce.com/)
* Worked on Sites/Communities and developed a Customer Portal for the Community Users.
* Supported and maintained Service Cloud through cases and external ticketing system.
* Used Salesforce1 Simulator to test if **Lightning Components** work on the simulator.
* Experience in **Aura framework, Lightning Components, Salesforce Lightning** Design System (SLDS) and in using **Aura Framework** to develop Lightning pages.
* Developed App- Builder and Mobile app using **lightning**.

Environment:

Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Sales cloud, Service Cloud, Communities, Flow Builder, Custom Tabs, HTML, JavaScript, Security Control, Slack.

**Aetna -Hartford, CT March 2017 to November 2019**

**Project: Salesforce Admin / Developer**

Responsibilities:

* Performing the roles of Salesforce.com Admin and Developer in the organization.
* Gathering and documenting the requirements by interacting with the product owner and **UX/UI Designer.**
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Experience in working with AppExchange applications like LinkedIn Navigator, Seismic, Groove, Reports and Dashboards.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
* Created Permission sets to grant more permissions to specific users.
* Worked on creating Public groups, Queues, List views and added filters respective to the requirements.
* Created Process Builders for the data to flow from one object to another upon lead conversion.
* Developed various Apex Triggers to include extra functionality and wrote Apex Classes and Test classes for the Triggers.
* Experience in Implementation Integration experience on Salesforce.com using Apex Web Services, and Visualforce Pages.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Experience in creating many Workflows, Validation rules, Approval Processes, Triggers, Sharing Rules and also the most complex Apex classes to meet the client’s requirement and functionality.
* Experience in designing custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers and Triggers, and various other components as per the client and application requirements.
* Worked on embedding the wave dashboards into Visual Force pages and lightning using lightning components and App Builder.
* Working on building and embed Lightning Components in Visual force Page by using new Lightning Out feature by event-driven programming, where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.

Environment:

SalesForce.com CRM Application Platform, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, Data Loader, Apex Triggers, App Exchange, Communities, HTML, JavaScript, Custom Objects, Tabs, Workflows, Email Alerts, Dashboards, Reports, Eclipse, Sandbox, Jenkins, Production environment.

**Celgene, Summit, NJ November 2015 to March 2017**

**Project: Salesforce Admin / Developer**

Responsibilities:

* Experienced in performing the roles of Salesforce.com Admin and Developer in the organization.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Force.com IDE, Migration Tool, Web Services API.
* Developed various Visualforce pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the Visual pages.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Developed and configured Reports, Dashboards, Folders for profiles based on requirement of organization.
* Always wrote test methods with code coverage of 85-100% and used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Used Data loader for all data adding, updating, and deleting, exporting data.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization

Environment:

SalesForce.com CRM Application Platform, Apex Language, Visual Force, Visualforce pages, Lightning components, Data Loader, Triggers, Apex, AppExchange, HTML, JavaScript, Custom Objects, Tabs, Workflows, Email Alerts, Dashboards, Reports, Eclipse, Sandbox, Jenkins, Production environment.

**Infor Global Solutions, INDIA April 2014 to October 2015**

**Project: Salesforce Admin**

Responsibilities:

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Developed APEX Classes, Batch Classes, Visualforce pages and APEX Triggers to develop the custom functionality as per the requirements.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Created user roles and profiles, security controls and shared settings.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.

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.

**Logica, Chennai, INDIA September 2013 to March 2014**

**Project: Salesforce Admin**

Responsibilities:

* Created custom Entity Relationship data model based on the provided business requirements and integrated it with the Standard Salesforce Objects.
* Created pick lists and page layouts and coupled those using Record Types.
* Created profiles and implemented Object and field level security to hide critical information.
* Used Apex Data Loader to migrate data such as accounts, campaigns from legacy system.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Wrote Case Escalation Rules to escalate cases depending on the time frame and difficulty of the case issues.
* Developed advanced end user web pages using HTML, Java Script and displayed Dashboards in Web Format also used custom links to navigate from one page to another page.
* Initial Phase I was responsible for gathering the requirement to design "Profit View" App.
* Created various Standard and Custom Objects, Custom Fields, Look up master detail relationships.
* Used Various Fields, Pick list, Number, Integer, Text Fields.
* Created various custom objects where we map to rollup summary field to its master objects.
* Designed few relationships between Custom and Standard Object master detail for Profit View Application.
* To automate various tasks, I defined many work flows rules by utilizing email action based on criteria.
* Involved in creating Security Model for permission set, role, object level and field level security required by Profit view.
* Controlled the Log in Access and IP Ranges for the entire Salesforce platform for application requirement.
* Developed and designed various reports and related dashboards.
* Created many Standard and Custom Objects like Account, Lead, Contact, Opportunities and Map to related field.
* Created Apex classes to bulkify the codes using collection like list, set and map.

Environment:

Chatter, SOQL, SOSL, Data Loader, MS Office, HTML, JavaScript, Work Flow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls.

**Connectica Software Technology Ltd, India July 2012 – August 2013**

**Project: Java Developer**

* Involved in development of CRM modules
* Analyzing Functional and Business Requirements.
* Involved in functionality implementation in Help Desk module.
* Used AJAX for loading the fields dynamically in the Help Desk module.
* Developed various Java Bean classes, DAO classes and Java Bean helper classes.
* Implemented Java scripts for handling front-end validations.
* Developed GUI using JSPs and HTMLs.
* Created Views, Procedures and Triggers by using PL/SQL.
* Bug fixing and maintenance of the product.
* Unit Testing the Modules.

Environment: Java, Eclipse, HTML, PL/SQL, JavaScript