SWAPNA BOLLAM

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PROFILE SUMMARY:

* Having 9 Years of IT experience with 5 years of strong experience in design, Development, communities, lightning component development, lightning locker services, classic to lightning migration and deployment of application using Force.com, Apex, Visual force and Cloud Computing based Sales force CRM, customization and development and 4 years in Java/J2EE
* Experience in Administration, Configuration, Implementation (Soap API, Rest API and Metadata API as Call in and callout services) and Support of Salesforce CRM and Salesforce SFA applications.
* Experience in modifying Visualforce pages to support the Lightning Experience and good understanding of lightning mode and its features
* Strong in Aura Lightning framework with Applications, Components, Controllers, Stylesheets.
* Worked on Visual Flows and Process Builder to automate workflow actions based on the functional requirement.
* Designed various Web Pages in Visual Force for functional needs within Salesforce.
* Designed and developed Apex Triggers for various functional needs in the application.
* Good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions and lightning components.
* Build Lightening controllers with the AURA framework.
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in using client side and server-side controllers in Lightning Design.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Creating lightning pages using Web Component, controller, helper, style, documentation, render, design, SVG.
* Experience in building re-usable Lightning web components and using Lightning Framework.
* Involved in developing salesforce Lightening Apps, Lightning Web Components, Controllers and Events.
* Good experience in developing salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Worked on both lightning frameworks Aura and LWC.
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in Apttus CPQ Configuration and involved in quoting and pricing, order management, product configuration.
* Created Custom objects for Quote and Quote lines and captured quote information for CPQ
* Worked with client side developers and business analysts in developing configuration models in the CPQ workflow.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Apttus CPQ.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.
* Strong experience in defining and managing custom Objects, creating page layouts, developing field validations, campaign Management, formulas and workflow rules using Salesforce.com and Eclipse IDE for Salesforce.
* Experienced in creating and activating the Marketing Campaigns in Salesforce.com.
* Salesforce Marketing Cloud Administration, Configuration & Setup.
* Good exposure on Design Patterns (Creational, Structural and Behavioral).
* Extensive experience in developing enterprise applications using Java and J2EE technologies such as JSP, Servlets, Tiles, Struts, Spring, XML, XSL, HTML, JavaScript, JDBC and CSS.
* Good exposure to RDBMS, SQL and PL/SQL, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to UAT (User Acceptance Testing).

EDUCATION:

* Masters in Osmania University, Hyderabad, India.

CERTIFICATIONS:

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

TECHNICAL SKILLS

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| **SFDC Technology** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process. |
| **SFDC Tools** | Apex Data Loader and Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Apttus CPQ, Steel brick. |
| **Languages** | Apex, Core Java, Java Script |
| **Operating systems** | Windows, MSDOS, LINUX |
| **Databases** | Oracle 10g, Oracle 11g, SQL Server, DB2 |
| **Methodology** | Agile, scrum, SDLC, RUP. |

PROFESIONAL EXPERIENCE:

**Client: Verizon, Frisco TX Sep 2020 to till date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework.
* Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed component using Lightning Aura Framework.
* Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.
* Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Migrating existing Aura Components and Visual force page to lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, events.
* Developed applications visually using custom-built Lightning web components.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the lightning framework.
* Utilized Salesforce Aura Lightning Experience Process Flows to automate Business process.
* Developed Lightning web components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Developed and executed marketing campaigns using Marketing Cloud's Email Studio.
* Customized Marketing Cloud Objects and Scheduled and managed marketing email sends with Salesforce Marketing Cloud.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields. Created Custom Objects and fields for transactional and contractual information.
* Used Field service lightning to complete field service tasks using core, Inventory management, preventive maintenance, pricing data model and SOAP API as per requirement.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Customized Contacts in Salesforce org to store relevant marketing data points.
* Generated discover reports and presented campaign engagement statistics to business owners to direct future strategies and initiatives
* Created journeys and implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
* **Environment**: Force.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Triggers, Test Methods, Debugging, Web Services, JavaScript Remoting, Remote object, Angular JS, Escalation Rules, Assignment Rules, Record Types, Service Cloud, CRM

**Client: ASC Solutions, Atlanta, GA Feb 2019 to Aug 2020**

**Role: 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.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning web Components for small set of users within the organization.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
* Involved on creating lightning Pages inside Lightning Community Builder.
* Created Community, Enabled Community Users, Profiles and Access
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked extensively in force.com sites with Customer community.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* 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.**
* **Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**Client: Equifax, Atlanta, GA. Oct 2017 to Jan 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Worked on Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components).
* Involved for creating the Validation Rules, Workflow rules, Approval Process and Process Builder.
* Used Service Cloud to get the customer information together in an integrated platform that incorporates marketing, lead generation, sales, customer service and provides access to applications through the AppExchange.
* Developed component using Lightning Aura Framework.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Build lightning components, lightning apps, record pages, home pages and use events for dynamic use cases.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Developed Web Service Callouts from Salesforce to External Applications using REST API.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change Set, Visual Studio tool.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Visual Studio to develop the classes and triggers.
* Deploy changes between different environments and work on sandbox refresh process.
* Developed several Triggers, Apex Classes and Visualforce Pages as a part of an application development
* Maintained version control using GITHUB along with auto rabbit to manage all the deployment
* Audited, uncovered, and resolved data integrity issues with legacy systems
* Involved in developing tests for custom apex code.
* Extracted the data from the Salesforce.com application into the external databases (Oracle 10g) for generating large data reports using Informatica on demand.
* Created various RAML resources to implement REST Based APIs as a part of project implementation.
* Involved in establishing and maintaining the change control processes for multiple sandbox environments.
* Developed and performed training for the sales staff on the use of the system.

**Environment**: Salesforce.com Platform, Aura, Lightning Experience, Lightning Web Components, Apex classes and Controllers, Data Loader, REST, SOQL, SOSL, Scrum, Service Cloud, Custom objects, Custom fields, Web Services, Oracle, Visual Studio, Change Sets, Windows.

**TE Connectivity, Harrisburg, PA. Aug 2016 to Sep 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with Business System Analyst to provide recommendations and designed the Best Solutions for implementing new business ideas.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Defined objects and Field Level Security for different profiles.
* Wrote an Apex Trigger on Contact for cross object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Having experience on live support activities providing solutions to end users on Production environment
* Provided Case Management by Configuring Email-to-Case for end users to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business processes.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.

**Environment**: SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, VisualForce Pages, XML, Triggers, API.

**Client: 3I InfoTech, Hyderabad, India Mar 2010 to Jan 2014**

**Role: Java Developer**

**Responsibilities:**

* Analyzed the business requirement and developed an app using Java and Mozilla XUL.
* Involved in development using spring, Hibernate and JSF Framework. Used ANT script for project deployment.
* Use case, design – class, sequence diagrams. User Interface design
* Data Modeling – logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and convert it into requirements documents.
* Create POC for first time patterns and vendor integrations.
* Code review with the developers and delivery team
* Coordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand-up meeting with the whole development teams both onshore and offshore.
* Develop Functional Requirements Specification (FRS)
* Business process review and modeling
* Involved in writing SQL queries for the application in Teradata database.
* Create or involve in Implementation planning with Project Manager.

**Environment**: Java, JSP, Servlets, HTML, JDBC, JDK, Waterfall Model, Tomcat, Windows XP.