

**Anusha**

**Salesforce Developer/ Administrator**

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**Profile Summary:**

* 6+ years of development, implementation, and maintenance experience in the IT industry with 5+ years of experience in the Salesforce.com CRM Platform as **Developer/CRM,** Sales Cloud, Service Cloud, Communities with full-cycle implementations across multiple projects **and** 1 year of experience as a **Java Developer.**
* Worked in all stages of Software Development Life Cycle (SDLC), Requirement Gathering, Design, Development, Testing, Implementation, and Support.
* Have experience in 4 **full life cycle implementations in salesforce**.com.
* Expertise in Salesforce **Lightning Components** **Salesforce Connect** and **Lightning Pages** and **Lightning Design** Systems.
* Assisted in **Migrating** to the Lightning Experience.
* Experience in building re-usable **Lightning components and using Lightning Framework**.
* 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.**
* Actively participated in multiple phases of **SDLC**- Feasibility, Implementation, Production and Development, Delivery of projects in **SFDC**.
* Experienced in implementing Cloud based solutions using Salesforce platform both as an administrator and developer.
* Experience in SFDC development using the **APEX classes, Triggers, Batch processes, S-Controls, Components, VF Controllers, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in**.
* Extensive experience using **Sales force Administration (SFA),** Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards.
* Strong experience with SFDC configuration, customization, programming **with APEX APIs, APEX Web services** (**REST and SOAP), APEX Triggers**, and implementing new instances of Salesforce.com.
* Experience in **data migration** from Legacy Systems using Data Loader.
* Experience with Salesforce customization, Security Access, Creating Profiles, Roles, Sharing rules, Users, Page layouts and email services.
* Good experience in setting up relationships in view of business use cases using Salesforce relationships **Master-Detail, Lookup** and **Many-to-Many** (Junction Object) between objects.
* Experienced in SFDC development using Apex Classes, Batch Class, Schedule Class, Triggers, Test Methods, Visualforce Pages, Visualforce Components & Controllers **Force.com IDE, SOQL, WSDL, REST** and **SOAP.**
* Created various SFDC **Administrative roles**.
* Integrated Salesforce.com applications with external systems using **Web Services** and **Apex Web Services** classes and XSL. Used REST full web services.
* Good understanding of **Salesforce.com Governor Limits** with an ability to optimize code to respect those limits.
* Created workflow rules, Case escalation rules, Case assignment rules in **service cloud**.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Experienced in **Object Oriented Analysis** and Design and **Object-Oriented Programmi**ng and Design Patterns under MVC (Model View Controller) Architecture.
* Experience in Designing **Visualforce pages with JavaScript** Remote using client-side technologies like **JavaScript and CSS.**
* Created many **Email Templates and Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects **in lightning experience.**
* Developed SFDC customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Experience in working with **Debug Apex Scripts** using Debug **Logs** and System Log Console to catch Exceptions and execute **Governor Limits**.
* Experience in **developing custom debugger** to identify transaction exceptions.
* Experienced in **Migrations/deployments** between Salesforce.com **sandbox** and multiple-instance production environments.

**Technical Skills:**

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| Salesforce Technologies | Salesforce SFA, Salesforce CRM, Apex Language, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Analytic Snapshots, Lightning components, Lightning App Builder, Aura Lightning Component Framework |
| Salesforce Integration API: | Apex Web services, SOAP, REST, Bulk API and Streaming API. |
| IDE'S | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader |
| Methodologies | SDLC, Agile |
| Business Modeling Tools | Microsoft Visio |
| Platforms | Windows NT/2000/2008/XP/VISTA, Linux |
| Documentation Tools | MS Office product: Word, PowerPoint, Access, Excel, Outlook |
| Language | C, C++, Java, HTML, XML, ASP.NET, .NET  Framework, C#, JavaScript |
| Scripting | Java script |

**EDUCATION QUALIFICATION:**

* Master’s in Information Assurance, Wilmington University, Delaware
* Bachelor’s in computer science, JNTUH, Hyderabad, India.

**Work Experience:**

**Client: TCS/BMO June 2019-present**

**Location: Danbury, CT**

**Role: Salesforce Developer**

**Responsibilities**:

* **Building Functionality:** Extensively involved in the **building functionalities** in a sandbox with Visual force or Apex before it is given to the Salesforce Administrator for scheduling deployment.
* **Customization & Configuration:** The Salesforce Developer is regarded to **customize applications** by making the best use of point-and-click capabilities of the Salesforce platform in adherence with the customers' specifications.
* **Integration Experience:** I have involved in the controlling the adaptability of these API's for integration of information and processes so that all the systems within the CRM can communicate efficiently.
* **New developments**: I have Designed new Salesforce solutions and come up with effective project execution techniques.
* **Testing and Deployment:** I have worked with Testing Team to fix the Bugs.
* **Documentation:** I have prepared the Ongoing Documentation that describes the entire project work so that **NGC** can have better customer interaction/ support issues.

**Responsibilities:**

* Involving in **Salesforce.com Application Setup** activities and **customized the Ignition app** to match the functional and technical needs of **Bank of Montreal.**
* Created **custom object, custom fields, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including field updates and email alerts** in lightning platform.
* Design and Develop the **Apex Classes, Standard & Custom Controllers, Visualforce pages,** **Apex Triggers** for various functional needs in the **application.**
* Developed **Lightning Components** from **Scratch** by using **Aura framework**. Also, involved in **Data mapping** from external system utilized lightning connect to get real -time data from external system.
* Experience in **aura** framework, **Lightning Components** and **Salesforce Lightning Design System (SLDS).**
* Develop **Lightning Components**, **CSS Styling and UI Design** to enhance look and feel of the Lighting apps and Leveraged Server-side **apex** Controllers to retrieve data from various **API's** and display on the **Lightning Components.**
* Render the **Lightning Experience** for the Classic userswith **Lighting Out** in the **Lightning apps.**
* Worked on customization of visual force to have **lightning experience** for desktop and **mobile applications.**
* Developed Lightning Component Framework and built Lightning component using **aura framework.**
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Work on **Salesforce Sites** for **External Users** to access the **salesforce application** using **Dealer Guest users** on **next Gear capital** corporate website.
* Develop the **Electronic credit application** for the Dealers to replace paper application for **Key and major dealer users** using the **Lightning components** and **Sites** in the **salesforce.**
* Work with **SOQL, SOSL queries** in **apex triggers** and **controllers** and followed **salesforce** best practices for querying **large** **data sets** and to make sure with consideration to **Governor Limits** in the environment.
* Worked with **Visualforce pages** and **Visualforce Components** with adding **JavaScript** functions and **jQuery Libraries** for **Apex Sorting** and **Paginations** for best user interface.
* Develop **Batch Apex classes, Queueable Jobs, Schedule Jobs**, **future callouts** and running them through **Apex jobs** on daily basis.
* Develop and consume **REST, SOAP API web services** for **external application** to consume data and post the data from Ignition to Discover Database.
* Develop **the End point** using **spring framework** to retrieve the **contract documents** from the **Discover** Application using **REST API.**
* Write custom code to invoke **Conga workflow** to create custom documents using **Conga templates** and **Conga Queries.**
* Integrated with **DocuSign** for electronic signatures and update details on Salesforce objects using **SOQL** and **SOSL Queries.**
* Create Automated Tests using **Selenium** and **FluentLenium** test framework.
* Work on **nitro** to seed the local database for unit testing using docker image and Liquibase for database permissions over the different environments.
* Work on **Production support** and **Bug fixes** for the **Defects** raised by **LSRS & underwriters** in **Service now** to provide the **best User support.**
* Develop on Test classes to give the **best code coverage** for every scenario and **refactoring the existing code** by following **the best code standards.**
* **Develop Test classes** and preparing **mock out calls** for **Integration Testing** to maintain minimum of **90% code coverage.**
* Analyze Production tickets created on **Service NOW** and resolve them within the slated SLAs.
* Participate in user training sessions and educate the end-users to navigate the system with new enhancements and features added to the system.
* Extensively working on **Copado Deployment** tools for the **PROD releases** and **Deployments.**
* Worked on **Jenkins**for **Continuous integration (CI)** and **Continuous delivering (CD)** the application and **Jenkins**plugins as well as to increase the productivity for **the application.**
* Working on inbound and outbound change sets from sandboxes to PROD while critical defect fixes.
* Extensively working on **GIT Control version** for sharing the code in Repository with Team Members from Source Tree.
* Expertise in using **source code control systems** such as **GIT and** Used **GIT** to **push, pull** and to **resolve merge conflicts** the code from the repo.
* Work with business stakeholders, Product owner, Scrum master and other teams to identify MVP items and plan work for every quarter as part of PI Planning.
* Participate in Backlog grooming to refine stories on **Rally**, estimate the stories using story points.
* Participate in Sprint planning and identify detailed tasks that need to be carried out in the 2-week sprint.
* Participate in **daily SCRUM** and provide updates on done, planned and impediments.

**Environment:** Saleforce.com CRM, Apex classes, Apex triggers, SOQL, SOSL, Visualforce pages, Lightning apps, Lightning components, Sites, Lightning Design System, Aura Frame Work, Standard & Custom/Extension Controllers, Batch Jobs, Queueable Jobs, Schedule Jobs, Web Services, REST, SOAP ,Process Builder, Data Loader, Work Flows, Import Wizards, ANT Migration Tool, Rally, Copado, Bamboo, Jenkins, Source Tree, GIT, Selenium Ui Automation.

**Client: Seagate Mar2018 - May 2019**

**Location: Longmont, Colorado**

**Role: Salesforce Developer**

**Responsibilities**:

* Created and managed complex workflow rules, data validation, Apex triggers, schedulers, and batch apex.
* Worked on implementing new business logic and enhancements (Classes, Triggers, Visual Force Pages) making use of **Apex, Visualforce, Force.com IDE, Force.com Migration Tool, SOQL.**
* Develop several classes, triggers in APEX for various Business Application such as Firm Platform, Plan Project, DC Plan Intermediary, Systematic Campaign Closure.
* Maintain and create custom **Objects, Custom Fields, formula fields, Permission Sets, Validation Rules, workflow rules and Approval processes.**
* Performed Configurations such as creating tabs, Apps, Object Permissions, Creating and maintaining User's, User Permission and Roles, Maintaining Profiles, Page Layout Assignment between different profiles and Record Types.
* Create and Customize several Page layouts, search layouts, custom links, and related lists
* Developed various Custom Objects, Tabs, Entity-Relationship data model, **validation rules, Components and Visualforce Pages.**
* Created Web-Lead, Big Deal Alerts, Custom Forecasting, Territory Management, Multiple Currency scrum
* Created **workflow rules** and defined related tasks, **Time-triggered tasks, email alerts,** field updates to implement business logic.
* Used Salesforce **Lightning Components** for building customized components replacing the existing one.
* Upgraded some **Apps from Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of page.
* Involved in **Test configuration Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Experience in **Data Migration** from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Deployed many applications on **sales cloud, service cloud** which includes the call center and marketing applications.
* Worked on **Service cloud** console application to create a new VF view of different cases at a time inform of tabs.
* Used **SOQL SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Configured **Service Cloud** features and done service automated**.**
* Used **Sales Cloud integration** solution between Enforce ERP applications and the Sales Cloud of force.com.
* Worked with the custom Customer Community and managed the membership of the community along with **Service cloud** functionalities to deal with the various cases filed by the customers.
* Implemented the requirements on Salesforce.com platform **and Force.com IDE Plug-in using Eclipse.**
* Worked on Implementation and post-production support on CRM applications.
* Worked on various **AppExchange** products according to the needs of the organization.

**Environment:** Salesforce CRM, Apex Language, Visual force Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Selenium, Java Script, CSS, XML, Web Services, SOAP, UI, Eclipse, Oracle, SOQL, SQL SharePoint.

**Client: ETS Jan2017 - Feb 2018**

**Location: Princeton, NJ**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Managed user **accounts** and **security** - including new user **account creation, profile** and **role management, sharing rules,** and **security controls**
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visualforce pages.**
* 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
* Assess and redesign **Apex Triggers, Apex Classes and Test Classes** for better performance and consolidation of business processes.
* Use Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from **comma separated values (CSV**) files.
* Proactively discover the underlying business goal and needs.
* Provide solutions to problems clients face
* Hands on experience in sales cloud and service cloud functionalities.
* Worked in MOM tracking for follow up on meeting and lead generation.
* Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
* Partner with business stakeholders driving the requirements to be sure they have a complete understanding of the improvements and changes
* Resolved Salesforce.com usage problems.
* Conducted Training sessions for End users and testing team.
* Review AppExchange applications for functionality and security risks.
* Support change management for all applications in a Salesforce.com instance.

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

**Client: BCC Software Solutions Pvt Ltd. June 2013 - Oct 2015**

**Location: Hyderabad**

**Role: JAVA Developer**

**Responsibilities:**

* Extensively worked in the analysis, design, and development and testing phases of **Software Development Lifecycle (SDLC).**
* Involved in Presentation Layer Development using **Spring MVC Framework**.
* Experience working on server side for manipulating the database using **Structured Query Language (SQL) commands.**
* Worked with core java concepts like Collection, and multithreading.
* Worked with **UI teams** to develop dynamic web pages.
* Develop RESTful web service for enabling applications to consume entitlement engine services.
* Extensively used **Spring Core, ORM and Transaction Management modules.**
* Used **Design Patterns** like Singleton, Factory, Strategy, Façade, DAO, DTO and MVC following the industrial standard.
* Written unit test cases for all the back-end code using JUnit framework and Easy Mock.
* Designed and Developed UI screens using **JavaScript, jQuery, JSON, CSS3 and HTML**
* Wrote complex SQL queries using joins, sub queries and correlated sub queries to retrieve data from the database along with creating and updating database objects like tables, views, stored procedures, function, and packages
* Developed Web Services to communicate to back end applications using **XML** based SOAP and WSDL protocols
* Used **Eclipse IDE and Microsoft Team File Server (TFS)** to develop and maintain source control.
* Used **development tool Maven, Jenkins** for developing and continues integration and proficient working with a **Unix/Linux** operating system.

**Environment:** Java, Maven, Spring core, AOP, MVC, Hibernate, Junit, Mongo DB, Jenkins, JIRA, HTML, CSS3, JSP, Java Script, jQuery, JSON, Oracle, Git, Soap UI