

**SUJITHA G**

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**PROFESSIONAL SUMMARY**

* **Around 8 years of IT experience** as **Salesforce Developer** and **Administrator**
* Involved in various stages of Software Development Life Cycle (SDLC) including **analysis**, **requirement** **gathering,** architecture design, development, enhancements, **testing**, **deployment** and maintenance of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications
* Experience in **administration**, **configuration**, Implementation, and **Support** of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform -- world's first commercial Software as a Service **(SAAS)** application running in Cloud Computing Environment
* Experience in **Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, Webservice, Force.com API, SOQL** and **SOSL, Salesforce App Exchange**.
* Proficiency in SFDC Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks** and **actions**
* Hands on experience implementing **Role Hierarchies** and **Sharing Rules** for system security design
* Experience in **Data Migration** using **Import wizard** and **Data Loader**
* Experience in implementing customization requests which includes **Apex Triggers, Workflow Alerts, Automated E-mail responses**
* Worked on various salesforce.com standard objects like **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports** and **Dashboards**
* Experience on Live Agent, Snap-ins, Einstein Chat Bots.
* Excellent Interpersonal and Communication skills, fast learner, hardworking and good team player
* Experience on Lightning Web Components (LWC).
* Hands on experience on Sales cloud, Service Cloud, Community Cloud.
* Knowledge on Salesforce DX.

**TECHNICAL SKILLS**

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| **Salesforce.com** | Salesforce CRM, Sales Cloud, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web/Rest Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Agile Process |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Data Loader, Workbench 34.0.12 |
| **Web** | HTML, CSS, JavaScript, JQuery and JQuery UI |
| **Tools** | Eclipse IDE, Force.com Migration Tool, Apex Data Loader, GIT Jenkins, Microsoft Office. |
| **Project Methodologies** | Agile, Waterfall |
| **Database** | Oracle, SQL, PL/SQL |
| **Deployment Tools** | Force.com IDE, Change Sets, Workbench, Gearset |

**EDUCATION**

Masters from University of Bridgeport – Bridgeport CT.

Bachelors from JNTU, India.

**CERTIFICATIONS**

Salesforce Certified Platform Developer I

Salesforce Certified Administrator

**WORK EXPERIENCE**

**Principal Financial Group, IA April 2021 – Till Date**

**Sr. Salesforce Developer**

**Responsibilities:**

* Administered the salesforce.com instance and involved in creating users, Profiles, defining page layouts, and workflows
* Created new custom objects and relationships, custom fields, record types, page layouts, custom labels, customs settings and custom tabs to better suit the organization's business needs
* Worked on various Salesforce Admin tasks like setting up User Profiles, Permission sets, Email Templates, Formula fields and Validation Rules, etc
* Created Picklists, Multi-Select Picklists and set up dependencies between Picklists to eliminate any possible inaccurate and inconsistent entry of data by the end user
* Developed various custom buttons and Links, Triggers, Visualforce Pages, Visualforce components, Controllers, Extensions, Test Classes and other customizations as per business requirements
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which supports most critical processes and workflows
* Develop consumer-based features and applications using JavaScript, HTML, CSS
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel
* Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes and Apex Triggers
* Worked on Validation Rules, Workflows, and approval processes & developer user interface through Lightning Component
* Hands on experience on Sales force Lightning for Customizing Reports and Dashboards for business use
* Skillfully utilized Lightning Connect to get real-time data from external system by using external objects in Sales force
* Created Triggers as needed while customizing the application and testing the functionality
* Developed Apex custom controller, triggers, and test classes with test code coverage of 90-100% using Force.com IDE
* Developing, designing, planning, and executing testing strategies for all testing phases
* Developing applications using Live Agent, Snap-ins, Einstein Chat Bots.
* Configured and used Dashboards and Dashboard components as requested by Business user
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements
* Implemented Custom UI using Visualforce pages, Aura Components, and Lightning Web Components.

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

**FedEx, Memphis TN April 2019 – March 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Approval Process, Components, Custom Buttons and Links
* Created workflow rules and defined related tasks, time based triggered tasks, email alerts, field updates and outbound messages to implement business logic
* Execution of Data Loader for loading the work plan assignments data
* Involved in setting up custom profiles and permission sets
* Worked with SOQL&SOSL queries to store and download the data from Salesforce.com platform database.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Created various Reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs
* Deployments using changes set including the custom package deployments
* Responsible for the Release Management, migrating code from development, UAT to production
* Used sandbox for testing and configuration, assisted in deploying to the production system
* Planning and executing testing strategies for all testing phases (e.g., SIT, UAT)
* Handling the Go Live activities
* Developing applications using Live Agent, Snap-ins, Einstein Chat Bots.
* Code optimization with respect to governor limits of Salesforce
* Performed in Unit testing, Integration testing. Bug fixing and modifying the enhancements
* Implemented Custom UI using Visualforce pages, Aura Components
* Worked on Agile Methodology

**Environment**: Salesforce.com Platform, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript, Workflows, Approvals, Reports, Custom-Objects, Reporting Snapshots, SOQL, SOSL, Integration, Force.com Platform (Sandbox and production), Force.com IDE

**United Airlines, Chicago IL Jan 2018 – March 2019**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Created **Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.**
* Developed APEX Classes, Controller Classes for various functional needs in the application.
* Written SOQL queries against force.com API.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Technical design, design document, Test results, Implementation documentation.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Implemented using Customer Portal Mechanism (Created Portal Users.) and Force.com Sites
* Build& monitor standard analysis and reporting for **marketing campaigns.**
* Implemented JavaScript for front-end validations in Visualforce pages.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**LTI (Larsen & Turbo Infotech), New York NY Feb 2017 – Dec 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in creating the objects, tabs, fields, and formulas.
* Developed Apex Controller, Classes, Visual Force pages, Email Alerts, Mail Templates.
* Involved in creating Custom Dashboards.
* Involved in Developing Custom Reports.
* Involved in Writing Web service Classes.
* Involved in writing Validation using jQuery and Java script.
* Involved in Developing Export Functionality for Custom Report Data into XL Sheets.
* Involved in deployment from Sandbox to Production through Change sets.
* Involved in writing workflows, Triggers and Validations.
* Import/Export records to Sales force via data Loader.
* Involved in Writing Test classes.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (.CSV) files
* Developed Custom Reports and Export Functionality for the Reports into excel sheets.

**Environment:** Salesforce.com, Apex Language, Visual Force, Apex Triggers, HTML, Java Script, Eclipse IDE Plug-in.

**Value Labs, India Jan 2015 – Nov 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed and Unit tested the enhancement projects using agile and waterfall methodologies.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports.
* Worked on developing multiple projects in parallel along with the support of different applications
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs,
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Communicated and collaborated with upper managements and senior business partners to define Project In-Scope and Out-Of-Scope, Strategies and Deliverable.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity
* Used the Force.com explorer/Developer console to build and test SOQL and SOSL queries.
* Created Visual Force Pages to override the standard functionality of New and Edit buttons.

**Environment:** Salesforce.com, Apex Triggers, Apex Classes, HTML, Java Script