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***Name: Arshiya Niqhat / Phone: ‬***

**---------------------------------------------------------------------------------------------------------------------------------------------------***Certifications:*

* *Salesforce Certified Administrator*
	+ *Salesforce Certified Advanced Administrator*
	+ *Salesforce Certified Platform Developer I*
	+ *Salesforce Certified Platform App Builder*
	+ *Salesforce Certified Sales Cloud Consultant*

**Professional Summary:**

* Over 7+ Years of IT experience with around 5 years of experience in the Salesforce **CRM Administrator**, **Developer and Consultant.**
* Accumulated extensive salesforce knowledge in dealing with the functionalities related to the **Marketing Cloud**, **Sales Cloud** and **Service Cloud**.
* Experience in performing the administrative and development related tasks like **cosigning Roles**, **creating Profiles**, **Visual Force Pages**, **Validation Rules**, **Users,** **Custom Reports**, **Workflows**, **Email Alerts** and **Page Layouts**.
* Experienced in **Migrations/deployments** between **Salesforce.com Sandbox** and multiple-instance production environments.
* Excellent knowledge and ability to write complex **SOQL, SOSL** queries across multiple objects within the SFDC database.
* Expertise knowledge on designing and developing **Apex classes, Triggers, Controllers, Test methods, Schedulers and Web Services.**
* **Web Accessibility** Consultant with extensive experience as a front-end Web and CSS developer, senior information architect, and technical communications specialist, providing consulting solutions for accessible, standards-compliant, and cross-browser compatible websites and web applications
* Specialties in Accessible Web design and development, W3C Web Content Accessibility Guidelines, and Section 508 accessibility. Strong accessible information design and content delivery experience in the software technology, financial services, education, and health care industries.
* Implemented security and sharing rules at object, field, and record level for different Users at different levels of organization.
* Experience in working with **Aura Framework**, by adding **Aura attributes** and Aura Handlers for Events to focus on logic and interactions in **Lightning Applications**.
* Entrepreneurial thinking, embracing **Commerce Cloud's** shared success model
* Extensive experience in Demandware and Commerce Cloud
* Expertise in working on **APEX Web Services API**, **Scheduled jobs** and **APEX Batch jobs** and executed approval processes, e-mail services and workflows via customization.
* Effective employment of **Apex Data Loader, Import Wizard and Data Manipulation Language** for data migration and management in bulk.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Community Cloud, Custom Cloud and Analytics Cloud
* Proficient in designing the components using **Objects and Fields, Roles, Page layouts, Visualforce Pages, Apex Classes, Controllers & Triggers, Workflows** for automating different business process and various other components as per the client and application requirements.
* Experience in implementing the Many-to-many**, Look-up and Master-Detail relationships** and Automating the business Processes using **Approval Process**, **Workflows, Escalation Rules** and **Auto-Response Rules**.
* Strong hands on experience with Salesforce Security setup using **Profiles, Permission Sets, OWD, Role Hierarchy** and **Sharing Rules.**
* 3 full life-cycle Salesforce implementations within the Banking & Securities industry; strong expertise in of the following modules: **nCino,** Sales Cloud, Service Cloud, Marketing Cloud, Force.com, Apttus
* Good knowledge in modern Enterprise Lightning Apps combining **Lightning Design System** (CSS and Design Parameters), **nCino Bank OS, Lightning App Builder and Lightning Component** features.
* Good knowledge in Salesforce Lightning, building and customizing **lightning components**.
* Strong Knowledge in App Exchange Applications for integrating with Third Party Applications.
* Expert Level understanding of Salesforce.com CRM and its Software Development Life Cycle (SDLC).
* Work well alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.

**Technical Skills:**

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| **Force.com:**  | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), S-Controls, Apex Web Services, Apex Data Loader, Ajax, Integration experience, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Lighting, Eclipse IDE Plug-in. |
| **SFDC Tools:**  | Force.com IDE, Force.com Explorer, Eclipse Plug-in, Maven, Jenkins, Outlook Express, Data Loader, Excel Connector, Chatter, Community Cloud App Exchange. |
| **Business Process:**  | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Lightning, Agreements and Entitlements. |
|  **Database:** | Oracle 10g/ 11c, SQL Server, My SQL, DB2 |
| **Programming Languages**: | SQL, PL/SQL, C, C++, Java, Apex, and Visualforce |
| **Web Technologies:**  | HTML, CSS, Java Script, Dreamweaver, XML, JSON, Java/J2ee, JDBC, JSP, Servlets, Struts. |
| **Operating Systems**: | Windows, Sun Solaris, UNIX, and MS-DOS |

**Experience:**

**Client: ERCOT, Austin, TX Mar 2019 – Till Date**

**Sr. Salesforce Developer**

**Responsibilities:**

* Worked on developing, integrating, configuring, and designing the CRM platform.
* Developed lightning pages, which has iframes and s some of the pages to be responsive according to the application.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Develop Salesforce Lightning components using HTML5 and CSS3 with Salesforce Lightning Design System and AURA.
* Worked on migrating and integrating data from legacy systems to Salesforce using Apex Data Loader.
* Used Force.com developer toolkit to develop various Visualforce Pages, Apex Triggers to include extra functionality and write Apex classes and controllers to provide functionality to the Visualforce Pages.
* Good hands on practice with the new Lightning System Design, which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features
* Used Eclipse based Salesforce.com IDE to develop and deploy Force.com software.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning components for use in Salesforce1 mobile platform to make Lightning application mobile.
* Gained experience in Lightning Connect to access the real-time data from third party system by using external objects in Salesforce.
* Deployed components to other Salesforce orgs using Change sets and ANT Migration tool.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Maintenance of installed managed packages in Lightning using Apex Class.
* Identify and streamline workflows using the **nCino** platform, built on Salesforce.com, and implement changes and levels of customization as needed through the Salesforce Administrator role.
* Maintained custom nCino-Salesforce objects. Maintain setup records specific to nCino. Work with nCino project management team to ready client for Data Configuration stage of implementation.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing APEX SOAP, REST Web Services and APEX Callouts.

**Environment**: **Saleforce.com platform, Force.com, Apex Language, CSS, JIRA, HTML, Visual force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, nCino, Reports, Sales cloud, Service Cloud.**

**Client: PG&E, SFO, CA Aug 2018 – Mar 2019**

**Sr. Salesforce Developer**

**Responsibilities:**

* Responsible for configuring and customizing the CRM environment based upon business and functional requirements.
* Customize the design by developing solutions in Salesforce native Apex programming language, SOQL, SOSL, Visual force page, HTML, CSS, JAVASCRIPT & other Programing Languages.
* Design, Develop Salesforce lightning data service using HTML, JavaScript and XML and Deploy the Salesforce lightning web components and other UI components using Salesforce DX.
* Lead management of all Salesforce Platform including but not limited to SSO integration, security strategies and workflow automation.
* Deploying the developed code using Salesforce native Change sets and using other tools Salesforce ANT Migration.
* Insert/Update data using Salesforce Data Loader or using the Batch jobs.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Written apex unit test classes for code coverage of apex classes and triggers to promote code to production and implemented salesforce apex annotations like isTest, seeAllData.
* Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners. Implemented communities and built external pages.
* Developed Visual Force Pages with HTML, CSS, Java Script and SLDS (Salesforce Lightning Design System) using standard/custom controllers, extensions and server-side Apex controllers as applicable.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational problems.
* Developing salesforce Lightning Apps, Components, Controllers, Events and Lightning UI.

**Environment**: **Salesforce Lightning Components, ANT migration tool, AutoRabit, Lightning app builder, Lightning Design System, Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Custom Objects, Web Content Accessibility, Custom Tabs, Page layouts, Community Cloud, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.**

**Client: Old Hickory Buildings, Murfreesboro, TN Nov 2017 – July 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic. Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed business requirements into working solution using combination of Salesforce configuration and customization with Apex, Lightning and Visualforce pages while following Salesforce Best Practices.
* Experienced creating with the new Lightning System Design to swiftly and easily create modern enterprise apps using Lightning App Builder and Lightning Web Components.
* Developed complex Workflow Rules and Approval Processes with Email Notifications to automate business processes.
* Developed various Batch class and Future methods for large data manipulation.
* Integrated Legacy systems to Salesforce environments using REST and SOAP APIs.
* Used SOQL & SOSL with consideration of Governor Limits for data operation requirements of the application using standard and custom objects.
* Provided support for production issues and resolved it using Debugging skills and variety of analytical techniques. Recognized for being a quick problem solver.
* Examined current Apex code using Checkmarks and worked on making it more efficient and scalable.
* Part of an award-winning high performance and motivated Scrum team. Placed 3rd out of 90+ teams.
* Extensive experience in migrating code and configuration from one sandbox org to another as well as Production environment using Change sets, Package files, Salesforce Extensions for Visual Studio Code and ANT migration tool.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and Integration.
* Developed Visual Force pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Interfaced with Business user to update the business Requirement document as well as testing document.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Developed and used JavaScript, CSS for performing validation and assigning style sheet to the visual force page and developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma-separated values (CSV) files.

**Environment: Eclipse IDE, Force.com Sandbox, Controllers, Visual Force Pages, XML, Data Loader, Import Wizard, Sharing rules, Visual Force (Pages, Controllers, Components), Workflows, Triggers, Email Updates, Web Services API.**

**Intralinks, Waltham, MA May 2016 – Oct 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL, SOSL for data manipulation needs of the application using platform database objects.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Worked closely with sales team/service team and business analysts and performed detailed analysis of business and user Requirement, designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, and Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in Business Requirement meetings like gathering information for IT team and analyzing the information provided by Business users.
* Designed solutions to meet business needs mostly within Salesforce.com Service Cloud, Sales Cloud.
* Involved in creation and maintenance of custom objects, tabs, fields, Record types, page layout as per business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Automate processes and develop programs for departments within the company using Visual Studio, SQL, and Apex.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic Data cleansing, custom objects, workflow and triggers.
* Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.
* Developed the view pages using HTML, JavaScript for client-side development and validations.
* Performed application configuration, testing and evaluation to ensure Quality and consistency.
* Experience in Force.com sites development using Visual force, jQuery, custom labels, Ajax toolkit and CSS.
* Worked with Salesforce.com Reports, Dashboards and deployed several Reports using Salesforce.com platform.
* Deploy the components from sandbox to production environment using Change Sets.
* Worked extensively in customization of Sales and Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Experience on Apex Soap API, Apex Rest API and Bulk API, building classes for synchronous/asynchronous integrations.
* Developed the view pages using HTML, JavaScript for client-side development and validations.
* Involved in customization of various Visual Force Pages for Salesforce users as per requirements.
* Created Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed triggers to support business process and Custom Buttons.
* Worked in Agile environment, as of solving the issues within deadlines.
* Deployment phase and usage of Continuous Integration (CI/CD) tools build configuration, automation, smoke test processes, managing, configuring, and maintaining source control management systems.

**Environment**: **Salesforce, Import Wizard, Data Loader, Visual Force Pages, Reports; Dashboards, SOQL, SOSL, Sandbox, Triggers, Eclipse IDE Plug-in, SalesForce.com, Jitterbit, Mozilla, Firefox, Internet Explorer, Microsoft Excel.**

**YumeDeals, Hyderabad, India Aug 2013 – Jun 2015**

**Oracle Database Administrator**

**Responsibilities**:

* Developing and Implementing Disaster Recovery (DR) Plan, Implemented DataGaurd (Standby) for high availability/disaster recovery purpose.
* Good Experience with Oracle 10g, 11g data Guard.
* Configuration and Administration of Oracle ASM.
* Expertise on database backup/recovery strategy (RMAN, Export/Import) on Production environment.
* Oracle Data Guard installation and administration.
* Installed and patched oracle.
* Cloned the database to testing, developing and training environments.
* Expertise in configuring network-using Oracle NET to communicate two different Databases.
* Implemented and managed logical backups using exp, imp, expdp, impdp.
* Designing, implementing and managing strategy using User Managed & Server Managed Backup and Recovery (RMAN).
* Performed SQL Tuning and Memory Tuning using Analyze, Dbms,\_stats, Tkprof, and Explain Plan.
* Planned, Designed and implemented Data Migration and Data Transfer between various versions of Oracle Servers using Export/Import utilities.
* Checked database log files and provided parameter change recommendations.
* Performed space management, defragmentation of the database, extent management and db. Block management.
* Rebuilt indexes on monthly basis for tables, which have lot of DML activity using database table monitoring.
* Cloned databases from one environment to another.
* Cloning of production database to testing using RMAN.

**Environment: Oracle10g, SQL, PL/SQL, SQL plus, TOAD, Import/Export, Red Hat Linux, RMAN, DataGaurd.**