

SUPRIYA G

Salesforce Developer

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Professional Summary:

- Having 5+ Years of experience in IT 3+ Years of Experience in Developing Sales Force CRM Applications in Power & Water and HealthCare Domains.
- **Salesforce Platform Developer 1 #.**
- Customization of Salesforce CRM and Salesforce Applications
- Implementation with Objects, Layouts, Tabs, Validation Rules, Workflows, Approval processes, Assignment/Sharing Rules OWD Settings.
- Created Users, Roles, Profiles and security settings based on role hierarchy.
- Strong Knowledge in Salesforce **Administration and Customization**, Data Validation, Custom FormulaFields, Field Dependencies, Page layouts, and Custom Objects and their Relationships (**Master-Detail & Lookup**), **Profiles and Permission sets, Roles, Sharing Rules** and Data Loader.
- Worked on **Lightning Process builder, Workflows and Approval Process**
- Hands on experience in **Lighting App builder and Building Lightning components**, framework, responsive.
- Generate different kind of reports & dashboards
- Experience on Apex Programming, Visual force. Lightning Components.
- Hands on experience in developing apex triggers, apex classes and Test classes.
- Code optimization with governor limits of Sales force
- Worked on case management.
- Strong ability to work individually and constantly in challenging environment.
- Analytical skills to respond to requested changes and identify customizations.

PROFESSIONAL EXPERIENCE-5YEARS,2MONTH (As of March 2023)

- **ALLSEC TECHNOLOGIES – CHENNAI (JUL-2017 to OCT – 2018) Designation** : Data Engineer
- **DXC Technology India Private Limited (MAY-2019 to till date):**
Designation Software Developer

EDUCATION

Program	Institution	Percentage	Year of completion
B. Tech(IT)	R.V.R& J.C College Of Engg. ANU	70%	2017
XII(BoardofIntermediate Education)	Sri Chaitanya JuniorCollege	76%	2013
X(State BoardofSecondary Education)	Bhashyam Public School	85%	2011

Technical Skills:

Salesforce Technologies	Salesforce CRM, Apex Triggers, Apex Controllers, Visual force Pages, Workflow , Custom Objects, custom settings, SOQL, SOSL, Lightning(LWC), Aura, SalesCloud, ServiceCloud.
Salesforce Tools	Force.com IDE, Sublime Text 3, Force.com API tools (Data Loader), workbench, Change Set VisualStudio, Notepad++.
Languages	Apex
Web Technologies	Html, css, javaScript

PROJECT: 1

Project Name: Document Reorganization,

Role: Sales force Developer / Lightning

Roles &Responsibilities:

- Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules.
- Worked on Lightning process builder flows, Connect API, Chatter, and quick Action.
- Developer Lightning components using Aura Framework.
- Experience in creating modern enterprise Lightning Apps.
- Create and maintain support queries and case escalation rules, add new support products / resolution codes.
- Created Validation Rules and customization as per client requirement.
- Involved in data migration activity using Data Loader and Created Report and Dash boards.
- Worked on Incident Management like High, low and medium priority incidents and also try as tickets and assign to respective team members.
- Design, develop and configure customized solutions for enhancements and projects using the full CPQ toolset.
- Implemented pick lists, dependent pick list, lookup junction objects, master detail relationships, formula fields to custom objects.
- Implemented various advance fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Sharing rules and Approval Processes, field updates according to application requirements.
- Provide technical support for new projects, enhancements, bug fixes related to solutions being delivered on the salesforce platform.
- Debugging and analyzing of apex code / generation exceptions using developer console to view debug logs.
- Worked on salesforce pricing using list, Cost/markup, percent total, block, price rules, and calculator plugin, system and user discounts and filter rule.

PROJECT: 2

Project Name: Lead Process Optimization

Role: Sales force Developer

Project Description:

Building SFDC application that facilitates Organization Users to view their customers in a unified way and generate customized user Information and customer reports accordingly. The project also involved data migration from three systems to Sales force. Without a single unified database, it was not possible to track and maintain interactions with customers. The goal of the project was also to enable global sales facilitate collaboration and manage sales on-demand.

Roles & Responsibilities:

- Interacted with various business team members to gather the requirements and documented the requirements.
- Designed and developed application on **Force.com Platform** in Salesforce.com environment with **Apex** programming language at backend and **Visual-Force** pages as user interface.
- Implemented the requirements on **Salesforce.com platform** and **Force.com IDE** Plug-in using **Eclipse**.
- Worked with native salesforce quote to cash functionality such as Opportunities, product, Configuration, Product rules, Price rules, Quotes, Orders and Contracts.
- Worked on salesforce CPQ pricing using list, Cost, Percentage total, Block, calculator plugins, filter rules, and user discounts.
- Performed testing and customization of objects, fields, record types, page layouts, workflow, and validation rules.
- Created permission sets, Profiles, Public groups Users and Security settings based on role hierarchy.
- Worked with various **salesforce.com** objects like **Accounts, Contacts, Lead, 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.
- Designed, developed, and deployed **Apex Classes** and **Apex Triggers** for various functional needs in the application.
- Worked on Lightning Web components (LWC), Converted buttons to LWC.
- Developed reusable Salesforce Aura Lightning components.
- Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
- Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
- Used Sales Wave analytics app with salesforce to perform other integrations and customizations.

Environment: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

PROJECT:3

Project Name: Ivanti.

Role: Sales force Developer.

Project Description:

Ivanti develops software used by the automotive industry to manage collision and medical claims, parts and labor estimates, and glass replacement quotes. We have implemented platform on Sales force Community Platform where all actions can be performed from various users. It's a public site hence customer can access outside the organization and create an account as a user. As a User, they can view all list of cases created by their account and can track the status for the cases logged by the users. This site also provides knowledge article access to user and integrate this app with third party application named "Corner Stone" where users can register himself or various Training which are available for the user.

Roles & Responsibilities:

- Worked on Visual force page, Apex classes and Component.
- Sales force configuration and customization.
- Implemented customizations and fixed the defects found in internal testing.
- Analyzed and provided resolution of UAT.
- Test case execution and writing.
- Also created Reports for custom financial data of current and potential portfolio.
- Authorized access to data, financial data and overall better customer security facilities.
- Salesforce with recursive AWS IDE Instances for Clients utilizing GitHub and Amazon for stability
- Configured and used source control tool Git to maintain repositories for various releases.
- Used JDBC for administering and managing users and clients.
- Implemented XSLT transformation for converting XML to HTML.
- Implemented database tables, middleware designing, client-side web programming and server-side java programming.
- Customized Page Layouts for Standard/Custom objects and assigned record types.
- Created Page Layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Developed Apex Classes, Controller classes, Extensions and Apex Triggers for various functional needs in the application.
- Unit testing the functionality and Code coverage and Deployments
- Developed Apex class and triggers to format phone/fax/zip code in account object.

Environment: Salesforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, PL/SQL, JDBC, XML, CSS, HTML, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Project : 4

Project: LMGR – Liberty Mutual Group Report
Environment: Azure DataBricks(ADBK),POWER BI
Role: Power BI Developer

July 2017 – Oct 2018

Description:

Liberty Mutual Group is an American diversified global insurer and the third-largest property and casualty insurer in the United States. It ranks 77th on the Fortune 100 list of largest corporations in the United States based on 2019 revenue. Users Policies and Customer details were closely monitored such as premium charged, premium paid and Claimed amount etc. to improve the business by giving satisfactory services to customers.

Responsibilities:

- ✓ Created Data Model for each Module.
- ✓ Used Power BI, Power Pivot to develop data analysis prototype, and used Power View and Power Map to visualize reports
- ✓ Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web clients and mobile apps.
- ✓ Explore data in a Variety of ways and across multiple visualizations using Power BI

Supriya