**PUJA BHAGAT**

 

Phone: 208-713-3990

Email: pujabh09@gmail.com

**Profile Summary**

* Overall 9+ Years of IT experience in that Certified Salesforce Admin and Developer role with 5 years of strong experience.
* Around 4years of experience as a Java Developer role
* 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.
* Experience in Administration, Configuration, Implementation (Soap API, Rest API and Meta data 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 Webpages in Visual Force for functional needs within Salesforce.
* Designed and developed Apex Triggers for various functional needs in the application.
* Created Custom Controllers and Standard Controllers in Visual Force.
* Having experience with Apex Triggers, Apex Classes and Wrapper Classes as mentioned in the business requirement.
* 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 in Market configuration and customization.
* Experienced in web technologies like HTML, XML, CSS, AngularJS, JavaScript, and SOAP API
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experience with Apttus CPQ to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Experience in configuring Apttus CPQ and working with Apttus objects to create Quotes, bundles and manage products.
* Expertise in standard Salesforce configuration that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc.
* Gathering requirements, functional and technical, for several projects and involved in the design of prototypes.
* Strong Agile Methodology, Scrum Framework Experience.
* Expertise in Code review and release life cycles.
* Experience with Salesforce platform Sales Cloud/Service Cloud, Force.com. Administration/Configuration, Apex, Force.com APIs, data loads.
* Experience in different testing procedures and dealt with training aspects of the technology.
* Proficiency in writing Apex Classes, Apex-triggers, Controllers, Visual force pages, Force.com IDE, SOQL and SOSL.
* Experience in Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Worked closely with Business Users to enabled business process using SFDC.

**TECHNICAL SKILLS**

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| --- | --- | --- |
| Salesforce Technologies |  | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web services, 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. |
| Salesforce Tools |  | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform |
| ETL Tools |  | Data Loader, Salesforce-to-Salesforce, Apex- Explorer, Informatica. |
| Languages |  | Apex, C/C++, Java, HTML, XML, CSS, AJAX. |
| Database |  | SQL Server 2008, Oracle, MySQL. |
| Web |  | HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP. |
| Tools |  | MS Office, MS Excel, Silverlight, Eclipse IDE. |
| Web Servers |  | IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x |

**EDUCATION**

* Master of Business Administration in (HR), India.

**CERTIFICATIONS**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer-1.

**PROFESSIONAL EXPERIENCE**

**Client: Cognizant, Charlotte, NC Jan 2021 to till date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Designed, implemented and deployed the Custom objects, Page layouts, Custom tabs, Controller Classes, Extensions, Components to suit the needs of the application using Eclipse.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components.
* Developed lighting components framework and some tools for developer’s males it easier to build responsive applications for the force.com platform.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Salesforce Lightning Web Components for building Customized Components replacing the existing ones and also embed Lightning Components in Visualforce Page by using new Lightning out feature by event driven programming.
* Developed business logic as per business requirements using force.com IDE, Apex Classes, Triggers, Test methods and writing SOQL and SOSL queries.
* Developed and configured various Custom Report and Report Folders for different user profiles based on the need in the organization.
* Developed Apex REST web service classes for inbound calls to Salesforce to retrieve and save data in Salesforce.
* Workbench includes robust support for the Force.Com partner, bulk, REST, and Apex API.
* Implemented Web service using Visualforce framework to promote the quotes from external systems to CPQ.
* Design solutions using the CPQ Cloud’s standard APIs to integrate with CRM, ERP or any backend system.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Worked to Community Cloud to analyze the business needs and customized it so that customers and partners can access content and data.
* Worked with ETL Tools to interface data from the SFDC platform.
* Performed data migrations using Salesforce.com Data Loader.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Used the Sandbox for testing and migrated the code to the deployment instances after testing using change sets.
* Worked on Agile/Scrum Methodology using Version One and SDLC.
* **Environment**: Salesforce.com Platform, Apex Language, Visualforce (Pages, Components and Controllers), Workflow & Approvals, Reports, Data Loader, Data Migration, Rest API, SOAP API, Visual flows, Custom Objects, Custom Tabs, Email Services, Apptus CPQ, Java Script, Web Services, Eclipse IDE plug-in.

**Client:** **Dynamic Signal, Apex, NC, Aug 2019 – Dec 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Associate with analyzing the information, documenting the functional and non-functional requirements.
* Interacted with various teams for design reviews and code reviews for ongoing new developments and enhancements.
* Experience in using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Create Lightning Components from Scratch and server-side controllers to meet the business requirements with migrating the standard and custom objects to lightning experience.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked to Community Cloud to analyze the business needs and customized it so that customers and partners can access content and data. Created multiple experiences for specific needs and Integrated data from third party providers
* Developed Apex classes, Controller Classes, Triggers according to the business.
* Worked on creating Batch Apex and Scheduled Jobs.
* Worked with SOQL & SOSL queries and bulkify DML to address Governor Limitations to manipulate the data on Salesforce.com platform.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Developed in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Implemented in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Developed in configure price quote (CPQ) app such as Apttus.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data cleanup and mapping in data migration project.
* Design, develop and implement solutions for Apttus CPQ system deployed on Salesforce platform.
* Developed Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Apttus CPQ Quote creation using APTTUS API's, Apex, Visual force and Triggers.
* Implemented the Partner and Customer Community Portals according to the business.
* Designed and developed salesforce Automation Processes like Workflow Rules, Approval Processes, Process Builder, Flow Builder and other customizations with salesforce.com
* Provided end users support and Solving the Service now tickets as per SLA.
* Excellent unit testing abilities with strong attention to detail.
* Integrated CPQ system with multiple CRMs like Salesforce and CRM on Demand.
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Customization of Apttus product by using Salesforce features like triggers, VF pages.
* Design, develop and implement solutions for the Apttus CPQ system deployed on the Salesforce platform.
* Experienced in using sales/service/Financial cloud for different applications as per the business requirements.
* Involved in code migration to different sandboxes by using the Ant, AutoRabit tools.
* **Environment**: Saleforce.com platform, APEX Language, Market, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Lightning, LWC, REST API, SOAP API, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Force.com IDE.

**Client: Comerica bank, Michigan. June 2018 – July 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Serve as the point of contact for all Salesforce related issues, updates, enhancements and questions for the organization.
* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, to suit to the needs of the application.
* Maintain consistency between territory management application and SFDC accounts and leads, assuring all sales people are assigned the correct accounts and leads.
* Used JIRA tool for project issue and bug tracking.
* Worked on Service Cloud, focusing majorly on cases and solutions.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Used Force.com CLI (Command Line Interface) tool for data backup.
* Used GIT BASH to run GIT from the command line, using which merged all the components to other environments (IntDev, QA, Stage and Prod).
* Handled the deployments process using GIT HUB.
* Worked on Email-Templates associated to multiple profiles.
* Created various profiles and permission sets according to the business needs.
* Data migration from external systems to sales force using Data Loader, Import wizard.
* Worked on Inbound and Outbound change sets for deployment.
* Implemented Chatter, Chatter desktop, created public and private groups.
* Developed Apex Classes, Apex Triggers, Components, Visualforce Pages and Controller classes for various functional needs in the application.
* Extensive experience in Apex/Visualforce development.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute
* Governors and Limits.
* Developed Apex Triggers, Apex Classes and Test Methods.

**Environment**: Saleforce.com platform, Sales cloud, APEX Language, Visualforce Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in

**Client: TFI International, QC Role: Salesforce Administration. Apr 2017 – May 2018 Responsibilities**:

* Performs routine Salesforce data management/cleanup tasks
* Manage all ongoing projects related to Service Cloud including interfacing with development and/or IT teams
* Create and maintain system documentation for fields, processes and workflows
* Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building.
* Gathered Business and Functional Requirements (BRD, FRD), during JAD sessions, interacted with the stakeholders, developers, Project Manager and SME’s to formulate Business Processes.
* Determined and documented the as-Is and the To-Be (future) business process flows.
* Worked in Cross Functional team environment, served as a liaison between SME’s, Project Manager, and stakeholders to ensure accuracy in the SFDC implementation and other business requirement.
* Implemented Case-Entitlement-SLA functionality to provide relevant services to bank customers as well as forward inquiries to specialized customer service operators and implemented Web-to-lead functionality to enable lead capturing in real time.
* Worked as Production Support to help end-users in Login issues, workflows, reports and dashboards, and scheduling processes.
* Implemented the web to lead functionality and setup the templates for the auto response emails.
* Customized the Lead rating options as per the company needs and performed the mapping into Account and Opportunity objects necessary for lead conversion.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP, HTML.

**Client: Petro Canada, ON Mar 2016 - Mar2017**

**Role: Java Developer**

**Responsibilities:**

* Developed many JSP pages, used JavaScript for client side validation.
* MVC framework for developing J2EE based web application.
* Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer specifications, Development and Customization of the Application.
* Developed the User Interface Screens for presentation using AJAX, JSP and HTML.
* Created and maintained mapping files and transaction control in Hibernate.
* Eclipse used as Java IDE tool for creating JSPs, Servlets, EJBs, and XML.
* Developed web services in Java and Experienced with SOAP, WSDL.
* Used the JDBC for data retrieval from the database for various inquiries.
* Perform purification of the application database entries using Oracle10g.
* Participate in Client side and Server side data validations using the JavaScript.
* **Environment**: Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Structs, JSTL, UML.

**Client: Intec Infra- Tech Pvt Ltd, Gurugram, India June 2012 to June 2015**

**Role: Java Developer**

**Responsibilities:**

* Struts framework is used for building the Front-End.
* Utilized the various enter Design patterns to develop the Business modules based on the required functionality.
* Developed view and controller components.
* Interacted with business analysts and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with JSP, Struts Custom Tag libraries, HTML5 and JavaScript.
* JavaScript is used for client side validation and to control some dynamic data.
* Extensively worked with Oracle Application servers, Apache Tomcat, JBoss 4.2.3.
* Used MAVEN scripts to fetch, build, and deploy application to development environment.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Prepared the REST and SOAP based service calls depending on the data passing to the web service.
* Clear Case is used for version control.
* Used MQ series to create, send, receive and read messages.
* Used software development methodologies such as waterfall.
* Used Eclipse as Integrated Development Environment (IDE).
* Prepared technical and Java API documentation.
* **Environment**: JBoss 4.2.3, JDK 1.5, JDBC, JNDI, Ajax, EJB, JSP, JQuery, Servlets, Apache Tomcat, Maven, Struts 1.2, HTML5, XML, Java Script, CSS, UNIX/Linux, ExtJS, Oracle 9i, Toad, Clear Case, MQ Series, Eclipse