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| **Objective:** |

To pursue a challenging role, that accelerates growth for the organization and myself, where my Technical Expertise and Delivery Management expertise can be effectively utilized in conjunction with my experience in software technologies and processes.

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| **Experience Profile: Have 4.8+ years of Salesforce experience** |
| * Experienced SFDC developer in building, maintaining and troubleshooting applications built using **salesforce CRM and force.com platform** * Experience in configuration and customization experience in **Salesforce Napili communities and partner communities using lightning components.** * Having knowledge on **ServiceMax managed package (6 months)**. * Having experience on **Lightning Aura and LWC**. * Having Experience in Integration using **SOAP** and **REST**. * Having Changeset and **CICD** knowledge with **GITHUB** in Deployment   **Core skills include**   * Excelled in coordinating and working in all phases of Software Development Life cycle such as Analysis of Business Requirements, creating Functional Specification, Technical Design Documentation, Coding, Unit Testing, SIT and Implementation Support. * Understand functional requirements and should be able to develop technical design using standard patterns and be able to communicate the same effectively to the team members. * Should have very good technical problem-solving skills. Ability to analyses and identify gaps in functional/business requirements and should be able to effectively communicate with both Business and Functional analysts on the same. * Extensive experience in analyzing business requirements, Ability to assess the impacts on technical design because of the changes in functional requirements. Ability to perform independent code reviews and execute unit tests on modules developed by self and other junior team members on the project. * Expertise in SFDC Administrative tasks like creating Profiles, Permission sets, Roles, Users, Page Layouts, Reports, and Dashboards and **Dynamic Forms** * Expertise working on business logic and process automation that includes Record types, Formula fields, Roll up summary fields, Validation Rules, Work Flows, **Process builder, visual workflow** for automated alerts, field updates, and Email generation according to application requirements. Having good experience on **Approval Processes** for complex scenarios. * Good understanding on App deployment that includes testing the changes in sandboxes and then using change sets to send the customizations from one organization to another. * Expertise in SFDC development using Apex classes and Triggers, Visual Force, SOQL, and SOSL, **Batch Apex, Schedule Apex, Queueable Apex and Future** methods using Salesforce Best practices and code optimization techniques. * Experience in web technologies like HTML, CSS. * Have Experience on using **Custom labels, Custom Settings and Custom Meta data**. * Having Experience on Integration using **Rest API, Soap API and Outbound** messages. * Facilitated project related trainings, presentations and was successful in grooming teams during the deputation period. * Good experience in building lightning using **Aura and LWC powered with SLDS.** * Have experience in ServiceMax Configuration and migration using ServiceMax migration tool * Have experience on Deployment using change sets and **CICD using GitHub** (Devops) * Have Experience on Data Migration using **Data loader**, Dataloader.io and Workbench. * Has experience in Salesforce Napili community enhancements. * Having experience on SQL Server to fetch data from other data base and load into our salesforce. * Open to learn and implement modern technologies and adopt best practices followed in organization |

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| **Educational Qualification:** |
| * Master of Computer Applications (MCA) from JNTU University,Anantapur (2008-2011). * BSC (M.E.CS) from Vikas Degree College, Kadapa, Andhra Pradesh (2005-2008). * PUC from St. Joseph’s Junior College, Kadapa, Andhra Pradesh (2003-2005). * SSLC from Govt. Girls High School, Kadapa, Andhra Pradesh (2003). |

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| **Professional Experience:** |
| * Current working as **Senior Associate Consultant in Infosys limited**, Bangalore (From April 2018 to till date). * Working as **Associate Consultant** in **Wipro Technologies,** Bangalore (From May 2016 to till April 2018). * Working **as Assistant Professor (Teaching) in Sri Datta Sai College of MCA,** Kadapa (From November 2012 to till December 2015). |

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| **Skill Set Summary:** |
| * Salesforce Configuration, Apex coding, Apex Trigger, Asynchronous Apex, Visual Force Pages, API’s. * Communities enhancements * Lightning Components * ServiceMax configuration and Migration. |

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| **Experience Summary:** |

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| **Project Name: NGRP—BRM (Custom Cloud)**  **Intel** Manufacturing company, USA. | |
| **Client:** **Intel** | **Date:** May-2020 to Till Date |
| **Technologies:** Dynamic Forms, Lightning LWC, Aura, API’s, Triggers, Apex Classes, CICD,.… | |
| **Role:** SFDC Senior Developer and Tech Lead from Salesforce | |
| **Activities Undertaken**   * Actively participated in all Agile ceremonies **like Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective.** * Coordinating and working in all phases of Software Development Life cycle such as Analysis of Business Requirements, creating Functional Specification, Technical Design Documentation, Coding, Unit Testing, SIT and Implementation Support. * Understanding functional requirements and should be able to develop **technical design** using standard patterns and be able to communicate the same effectively to the team members. * Analyzing and **identify gaps** in functional/business requirements and should be able to effectively communicate with both Business and Functional analysts on the same. * Analyzing business requirements, Ability to assess the impacts on technical design because of the changes in functional requirements. Performing independent code reviews and execute unit tests on modules developed by self and other junior team members on the project. * Developing **LWC’s c**omponents to New, Edit and Clone button overrides for new rules (Objects) with the help of Aura and Quick actions(clone). * Handling **working sessions** with all teams like (Mulesoft, QA, Hana, DB) for quick issues fix and End to End testing. * Creating and expose of Rest API for Mulesoft Integration for both Inbound and outbound * Created Batch Apex, Schedule Apex to automate migration from Stage to Main tables from Mulesoft and API calls to Hana and tracking issues in log tables. * Database to Salesforce (via Mulesoft) and Salesforce to Hana (via Mulesoft). * For each new rule(object) initial data load using Data loader. * Using Post man API tool for requesting token and Rest API calls when needs. * Deployment using CICD with Git Hub (version controls) * Team Management and Issues fix and handover to Support after Hypercare support. | |

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| **Project Name: Johnson Controls HITACHI**  **Johnson Controls** - **Hitachi** Air Conditioning is a joint venture company of Johnson Controls (JCI) and Hitachi Appliances, Japan. | |
| **Client:** **Johnson Controls - HITACHI** | **Date:** April-2018 to April-2020 |
| **Technologies:** Lightning, Approval Process, Triggers, Apex Classes,… | |
| **Role:** SFDC Senior Developer | |
| **Activities Undertaken**   * Understand requirements as stated in the Business Requirements (User stories). * Migration list of classic components which r supposed to be enhanced to lightning view * Working on Account Management, Opportunity Management and Quote management * Created Triggers with handlers, Process builders, workflows, complex Approval Processes, Apex classes, Lightning components… * Created complex approval process for Quotes in different discounts like Standard, Additional discount and Negotiation discount using List custom settings and Apex and Approval process with different level of approvers. * Testing behavior in Lightning view. Test classes, test cases preparation. * Develop Lightning components for Line chart graphs for Opportunity forecast data. * Migrating components using Change sets. * Hyper care support | |

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| **Project Name: Pitney Bowes (Develop, Support and Enhancements)** | |
| **Client:** **Pitney Bowes** | **Date:** May-2016 to April-2018 |
| **Technologies:** Salesforce, Communities and ServiceMax | |
| **Role:** SFDC Developer, ServiceMax Developer | |
| Activities Undertaken   * Understand requirements as stated in the Business Requirement document * ServiceMax configuration (SFM Transaction, SFM Wizard, Mobile download Criteria, SMax Validation rules) and Migration. * Partner community enhancements * Customization using Apex trigger, classes, batch apex, schedulable apex, queue able apex * Creation of validation rules, workflows, case assignment rules, custom settings, custom label * Involved in the preparation of Technical solution design document * Ticket monitoring and Ticket handling which required constant interaction with the clients * Worked on deployment using Change Set, ServiceMax migration tool | |

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| **Certifications:** |

1. Certified Salesforce DEV401 (App Builder)
2. Certified Salesforce ADM201
3. Certified Salesforce Platform Developer 1
4. EXPEDITIONER Rank with 65 badges in Trailhead.

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| **Awards & Recognition:** |

1. Received special recognition for excellent contribution in the Pitney Bowes.
2. Received Recognition from the Clients and Leads

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| **Personal details:** |

Husband’s Name : **Mahaboob Basha R**

Gender : **Female**

Languages Known : **Telugu, English, Hindi**

Nationality : **Indian**

Hobbies : **Cooking, Watching movies**

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| **Declaration:** |

I assure to be an efficient candidate who believe in learning never ends; I hope details given will suffice your needs for me to apply for the job.

**Date**:

**Place**: Bengaluru **[SANGEETHA A]**