**S AMRATA**

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**Certifications**:

* Certified Salesforce Administrator (ADM 201)
* Certified Salesforce Developer (DEV 401)

**Certified Salesforce Developer/Administrator**

**Summary**:

* Over **8** Years of IT experience in **Salesforce.com CRM Platform, Apttus CLM Development and Force.com platform** with proficiency as a Salesforce Developer & Administrator across various industries.
* Involved in various stages of SFDC life cycle including Development, Review, Support and Maintenance, and **SFA applications based on Apex Language and leveraging Force.com Platform.**
* Experience in **Administration, Configuration, Customization, Development and support experience with standard objects on Salesforce.com Platform**.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, and Validation Rules.**
* Experience in SFDC development using **Visualforce Pages, Components, Force.com IDE, SOQL, and SOSL, MVC architecture, DML statements, Apex classes and Triggers.**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, and dashboards**) and Report Folders.
* Proficient in CRM business processes like **Campaign management, Lead Management, Case management and support automation.**
* Experience using Sales force Web services API like **Web Services, API, BULK**, REST **and SOAP** and clean and import org data using **Apex Data Loader**.
* Executed security and sharing rules for **Field**, **Record Level** and **Object** for distinctive users at
* different levels of organization.
* Designed and Implemented **Complex Integration Patterns** for Client and automated Case management on **service cloud platform**.
* Planned, architected and lead the implementation of enterprise enterprise **Einstein Analytics** program to enhance digital customer experience.
* Working on Integration Salesforce with many **external systems like Oracle, SDR, Mastero etc**.
* Experience in creating **Lightning Components** and used Salesforce Lightning Design System (SLDS) to **convert existing Visual force pages to lightning components**.
* Created Apex methods for the **lightning controller** and helper methods to perform DML operations on the case records.
* Setting up **Customization of APTTUS** product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
* Experienced in developing Lightening pages using **Aura** Framework.
* Proficient with **Sales Cloud**, **Service Cloud**, **Jenkins**, **Call Center**, **Force.com, Chatter**, **Lightning**
* and **App-exchange** on Salesforce.
* Experience working with Deployment tools like Force.com IDE based on **salesforce.com,**
* **Sandbox environments**.
* Experience developing custom UI using Visual force pages**, Java script**, **HTML, JavaScript and CSS**.
* Great Interpersonal and Communication Skills, focused, self-motivated, team oriented and quickly learn.

**Education**:

**Master of Science:** Information Technology and Management, Campbellsville University, Louisville, KY.

**Bachelor of Technology**: Computer Science and Engineering, Shri Shankaracharya Institute of Professional Management and Technology, Raipur (CG), India

**Technical Skills:**

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| --- | --- |
| CRM Tools: | Salesforce.com, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter, Communities, Service Console. |
| Salesforce Technologies: | Apex, SOQL, SOSL, Visual Force (Pages &amp; Components), Triggers, Batch Apex. |
| Data migration Tools: | Apex Data Loader, Custom Import wizard, ETL Tool. |
| Deployment Tools: | Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins. |
| Language: | Java, Python, C, C++.C#, .net |
| SDLC Methodologies: | Agile, Scrum, Waterfall. |
| Web Services: | REST and SOAP API |
| Salesforce API Tools: | Force.com Migration Tool (ANT), Force.com IDE –Eclipse. |
| Version control systems: | GitHub |
| Mobile Application Tools: | SalesForce1, Interface Builder. |
| Other Tools: | Microsoft Office, Microsoft Outlook, JIRA, X-Author, Demand tools, Apttus CPQ/CLM |

**Experience**:

**Client: Aflac, Columbus GA August 19 - Present**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements into action plan with milestones and deliverables.
* Organized Profiles, Role hierarchy, Permission sets, Organization-wide-defaults, and sharing rules to apply appropriate security controls.
* Designed, developed and implemented Wizard for **APTTUS CLM** to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Working on Design, Development and Implementing a **Lightning Application** to replace a Legacy Payments system.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and **Visualforce** Pages.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created Workflow Rules to automate **Tasks, Email Alerts, time-dependent actions and Outbound API Messages**.
* Developed enterprise **Einstein Analytics** strategy to replace the tableau dashboards.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox to Production.**
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Designed Visualforce pages with **XML, HTML** along with custom controllers and controller extensions.
* Written Apex Classes, Controller, Extension Controllers and Triggers in the application for various Businesses, functional requirements.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Sales force Objects**.
* Worked with **SF Chatter** which helps the users to communicate with the organization easily and quickly.
* Worked with **Integration and web services**. Integrated Salesforce with legacy systems using **Apex Web services and outbound messaging.**
* Implemented Salesforce web services like **SOAP and REST API, Java, XML**.

**Environment:** Saleforce.com Service cloud, Force.com platform, Lightning, Apex Classes, APTTUS CLM, Chatter, Visual Force Pages, Java, Controllers, Custom Objects, Sandbox Data loading, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

**Client: LexisNexis, Alpharetta, GA May 18 - Jul 19**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with business users/analyst and prepared technical design documents based out of the requirements.
* Followed **Agile Scrum methodology** that included iterative application development, weekly Sprints and stand-up meetings.
* Designed, developed and deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application and Used Bit Bucket for code repository.
* Developed new functionalities by writing **Apex Controllers** and **visual force pages**.
* Created custom labels and list views and deployments through Change Sets and Force.com IDE.
* Created customized Reports and Dashboards for business use with Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing **Apex SOAP and REST Web Services and Apex Callouts.**
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Integrated Pricebook with Salesforce instance through DataPower by making Asynchronous Calls using **REST API and mapped data sources and loaded data into Call Center application using Data loader.**
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Developed enterprise **Einstein Analytics** strategy for data integration, mobile first approach in designing the dashboard.
* Responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages
* Designed and developed **Apex Program, Apex Triggers** for various functional needs in the application.
* Designed various Webpages in **Visual Force** for functional needs within Salesforce.
* Involved in Unit Testing and Test Coverage for **Triggers**.
* Written several **SOQL& SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Performed **unit testing** for every written code and always wrote test methods with code coverage of 75% minimum.
* Involved in **Apttus X-author** tool for building the proposal and agreement templates per the business needs and involved in configuring and customizing the **Apttus CLM tool.**
* Migrated code from **Sandbox to QA and QA** to Production using cascade tool.
* Used JIRA Agile for project management and bug tracking.

**Environment:** Salesforce Unlimited Edition, Apex, Visualforce Pages, Bit Bucket, Java, JIRA, Sandbox Data loading, Eclipse IDE, Dream Factory Utilities (Cascade), Workbench, Data Loader, SOAP, WSDL, REST, Process Builder, JIRA, Workflow, Service Cloud.

**Client: Blue Banyan, Raipur, India Mar 2014- Dec 2017 Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Created several tables (Objects) and established relationship between them (**Lookup and Master-Detail Relationships).**
* Worked on **Customer Portal** and Salesforce Sites to develop a public facing portal to be used by several thousands of users.
* Configured and created customer portal to meet the business requirements and SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Record Types, Reports, Analytic Snapshots, Dashboards, Tasks and Events**
* Created several Validation rules and Workflow rules to meet the business requirements.
* Created several Visual force Pages to customize the portal. JavaScript and HTML was also used in building the visual force pages.
* Written Several Apex classes, triggers and batch classes to write the business logic.
* Created the Custom fields for **sales force CRM content management**.
* Created Custom Components which will be used in the visual force pages.
* Worked with several record types and page layouts.
* Used Workbench, Data loader and data import wizard to import the data.
* Used both eclipse and change sets to deploy the code to different sandboxes **(QA, UAT etc.).**
* Used **SOQL** to retrieve the appropriate data.
* Writing and optimizing **SQL code** and stored procedures.
* Extensive knowledge of data integration and processing including **extraction, transformation, and loading (ETL).**
* Implementing **CRM with other technologies stacks such as Microsoft.**
* Written test classes for code coverage and created reports and dashboards.
* Maintained coding standards and achieved positive results from the **Force.com Security Scanner**.

**Environment:** Sales force CRM, Apex Language, Visual Force Pages, S-Controls, Data Loader, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, and Sandbox Data loading.