**SURABHI CHAUHAN**

**(Salesforce Developer)**

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PROFILE SUMMARY

* Around 10 years of IT experience with 5 Years in Salesforce CRM Application software designing, development, Testing and Implementation. This involved hands-on design and development using Force.com platform administration, CRM, configuration, customization, implementation, training and support. 5 Years of experience on JAVA/J2EE.
* Experience in building reusable Lightning web components and using Lightning Framework.
* Good experience in developing salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Implemented Salesforce Lightning Web Components for a small set of users within the organization.
* Worked on both lightning frameworks Aura and LWC.
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Experience with the integrating SFDC and AppExchange partners such as CPQ/APTTUS (Config, Price & Quote)
* Expertise in SFDC Development using Lightning Application, Apex Language, VisualForce Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Created Burn down charts, Velocity charts, Average age charts, pie charts for analysis and reporting.
* Familiarity with Lightning (Can be trailhead experience with good front-end skills)
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud
* Implemented new application based on lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in using client side and server-side controllers in Lightning Design.
* Creating lightning pages using Web Component, controller, helper, style, documentation, render, design, SVG.
* Experienced in using Salesforce Change Sets, eclipse and ANT tool to migrate changes between sandboxes.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader, Dataloader.io Utility.
* Experience in documentation / solution design skills good knowledge on implementing price rules, constraint rules, categories, price list, quote creation and few more complex pricings functionalities using velocity.
* Experience in Apttus CPQ Configuration and involved in quoting and pricing, order management, product configuration.
* Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands-on leader with exceptional presentation and client/customer relation skills.
* Experience in developing Salesforce CRM AppExchange Applications in Classic as well as Lightning.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP and REST.
* Created Custom objects for Quote and Quote lines and captured quote information for CPQ
* Worked with client side developers and business analysts in developing configuration models in the CPQ workflow.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Apttus CPQ.
* Experience on the Salesforce CRM platform Worked in different environments of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.
* Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, and Quoting etc.
* 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.
* Good experience in working with Cloud computing / SaaS technologies.

**EDUCATION**

* Bachelor of Science from Kumaun University, India.

**TECHNICAL SKILLS**

**Salesforce Technologies**

Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers), Field service lightning.

**Custom Integration**

Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading

**Database**

MS SQL Server and MySQL

**IDE**

Eclipse, My Eclipse and Force.com Eclipse IDE plug-in

**Tools**

MS Visual Source Safe, HTML Dream weaver, Microsoft Project, SubVersion and MS Visio

**Platforms**

UNIX and Windows (NT/2000/XP/Vista/7)

**Force.com tools**

Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in

**Programming Languages**

Java, C, C++, VB, APEX and UML

**Java/J2EE/Web Technologies**

J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service

**CERTIFICATIONS**

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

**WORK EXPERIENCE**

**Salesforce Lightning Developer (Jan 2022 to Till Date)**

**CVS, Pflugerville Texas.**

**Responsibilities:**

* Worked on multiple projects, designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using DEV Console, Eclipse IDE.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Enterprise Level Lightning Applications using Various Technologies like Lightning Design Systems, Lightning App Builder.
* Worked on for sales cloud service and marketing cloud for user friendly UI.
* Experience in working with Aura Handlers for Events to focus on Logic and Interactions with different components within Lightning Applications.
* Migrated Salesforce Classic applications to Lightning Experience for rich user interface and better User Experience with the application.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Built Customized Lightning Components replacing the existing one is using Java script on the client side and apex on the Server side.
* Enabled Aura Framework by adding Aura Attributes and Aura Handlers for Events to focus on Logical and Interactions in Lightning Application.
* Experience in working with Agile Software Development methodology. Participated in Sprint Grooming sessions, Daily Standups, User story Estimation, Sprint Demos, Sprint Review, and Retrospective sessions.
* Implemented Salesforce Lightning web components (LWC) for a small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Retrieved data from on premise Database using Rest API’s and displayed within the lightning component.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Developed a Salesforce.com custom application using Apex, Visual force and AppExchange.
* Reported progress to all stakeholders through sprint burn-down reports, Iteration burn-down reports, and velocity target updates.
* Developed multiple Lightning web components (LWC) regarding service case console pages.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Responsible for creating and maintaining the price books, products and configuring them in CPQ for the reps to be able to quote efficiently.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for a small set of users within the organization.

**Environment**: Salesforce.com, Salesforce Lightning Web Components, Apex Language, VisualForce, Workflow & Approvals, Reports, Lightning, Custom Objects, WSDL, Custom Tabs, Email Services, HTML5, CSS3, Controllers, Data Loader, JavaScript, SOAP, REST API, Eclipse IDE.

**Salesforce Developer (Aug 2020 to Dec 2021)**

**Docusign, Naperville, IL.**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created a user interface using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Worked on installing and integrating ApttusCPQ and Apttus approvals package with Salesforce Sales process.
* Implemented CPQ (Configure Price Quote) solution using ApttusCPQ & Contract Management and also used Apttus CPQ to configure price and quotes for the organization based on regional prices. Managed CPQ process from both SFDC opportunity and excel.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and Developed UI containing angular/JQuery in Salesforce
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus CPQ, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, Docusign etc.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Knowledge of Apttus development.
* Strong understanding of Salesforce standard objects and Apttus CPQ application.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Experience in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Experience 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.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Testing the CPQ integration with ERPWorked with Exact Target marketing automation suite for email, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Worked with Multi-Currency, Product and Price book set-ups.
* Migrated data from Traditional Applications to Salesforce using APEX Data Loader and Informatica on Demand.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Informatica, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP

**Salesforce Developer (Jan 2019 – July 2020)**

**MUFG Union bank, Charlotte, NC**

**Responsibilities:**

* Worked extensively in force.com sites with Customer community.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
* Involved on creating lightning Pages inside Lightning Community Builder.
* I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Created Community, Enabled Community Users, Profiles and Access
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**Salesforce Admin (July 2017 to Dec 2018)**

**Vanguard, Malvern, PA**

**Responsibilities**

* Designed and deployed dynamic workflows, validation rules, Approval Processes and Process Builders for automated business logic.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on data integration, data cleansing and data transfer within salesforce using Metadata Loader Dataloader.io and APEX data loader.
* Responsible for designing and preparing the Technical Design Document to satisfy all business needs.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Developed custom UI components using HTML, CSS, JavaScript and jQuery.
* Developed Apex classes, Batch classes and scheduler classes to automate the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on detail pages.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented.
* WSDL and developed Inbound Custom Web Services to expose native logic to external clients.
* Development of SOAP and REST based web services used for custom development.
* Implemented Test Classes to cover positive and negative use cases for Classes, Triggers and achieved maximum code coverage.
* Conducted code review sessions and design review sessions as a part of agile on a weekly basis to make sure best practices are implemented.
* Responsible for maintaining the sandboxes (Deployment assistance, refresh activities, deleting and creating sandboxes etc.).
* Responsible for breaking down requirements into tasks and estimating the effort level required for finishing the tasks.
* Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* Created Custom E-mail Templates as part of sending Alerts to users based on the business requirement.
* Running daily scrum calls to get the status of projects and discuss any issues.
* Responsible for resolving high priority Production and UAT tickets.

**Environment**: Salesforce.com Enterprise edition, Eclipse IDE, Apex Data Loader, Apex Visual Force, SOQL, SOSL, Salesforce Workbench, HTML, Java Script, jQuery, Workflow & Approvals, Reports, Process Builder, Custom Objects, JIRA, Snapshot, SOAP UI, REST

**Java/J2EE Developer (Jan 2011 - Apr 2016)**

**Hewlett Packard, India.**

**Responsibilities**

* Developed Batch process framework using executive service framework to cascade multiple changes on multiple records in only one transaction.
* Responsible for developing java components using Spring, Spring JDBC, Spring Transaction Management.
* Created and Implemented Micro services or REST APIS using spring boot, REST, JSON.
* Involved in writing and modifying procedure, Queries, Views and Triggers and called them from JavaScript using the local application framework.
* Developed SOAP/REST based Web Services using both SOAP/WSDL and REST.
* Participated in discussion with business analysts and analyzed the feasibility of the requirements.
* Utilized Agile Methodologies to manage full life-cycle development of the project.
* Implemented MVC design pattern using Spring Framework.
* Understanding the business requirements and preparing the design document.
* Reviewed business requirements and discuss with application architect about the design.
* Used Bootstrap framework for developing customizable and fully responsive for various screen sizes.
* Form classes of Spring Framework to write the routing logic and to call different services.
* Used Spring JDBC in persistence layer that is capable of handling high volume transactions.
* Implemented the service layer using Spring with transaction and logging interceptors.
* Used Spring framework for middle tier and Spring-JDBC templates for data access.

**Environment**: Java, Oracle 11g, Eclipse, Spring MVC, Web services, Microservices, Agile Methodology, SQL, PL/SQL, JSP, SOAP, Apache Tomcat, HTML, Java Script, JDBC, XML, XSLT, UML, JUnit, log4j, GIT and Maven.