**Lakshmi Chapala**



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**PROFESSIONAL SUMMARY:**

* 7+ years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in SFDC and Java technologies.
* Strong knowledge on Agile (SCRUM), Waterfall Project Execution Methodologies.
* 3+ years of extensive knowledge of Salesforce.com CRM and its Development Life Cycle.
* Implemented Salesforce development cycle covering Sales Cloud, and Service Cloud.
* Experience in customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Customer Service and Support Administration.
* Extensive experience in creating Roles, Profiles, Page Layouts, Record Type, Assignment Rule, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow.
* Hands on experience in Administration setup like Manage users, Security Controls and Data Management.
* Experience in Salesforce.com Apex classes, Apex triggers, Visualforce pages, Force.com API. Hands on experience in Salesforce.com CRM integration, development, and deployment of custom integration solutions.
* Skilled in understanding and implementing the new Salesforce Lightning Experience.
* Involved in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience working on Salesforce Community Cloud.
* Extensive experience in developing and deploying custom integration solutions in Salesforce.com

CRM.

* Proficient in creating/troubleshooting/modifying APEX code and Visualforce pages.
* Strong understanding and experience in implementing Lightning Web Components.
* Processed a large number of records with greater flexibility using Batch Apex as an asynchronous execution of Apex code keeping governor limits in mind.
* Extensive experience in designing of custom objects, custom fields, and role-based page layouts.
* Worked on workflow alerts and actions, approval workflows, validation rules, approval processes, custom tabs, custom reports, report folders, report extractions to various formats, dashboards, and email generation according to application requirements.
* Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex.
* Used Lightning Process Builder for visualizing and creating automated business processes.
* Maintained Email marketing campaign utilizing Salesforce Marketing Cloud.
* Good understanding of Salesforce Health Cloud.
* Involved in providing production support post go-live.
* Excellent inter-personal skills and communications.
* Experience on Community Cloud to connect with customers and employees with each other.
* Accustomed to working in both large and small team environments.
* A quick learner to new concepts, applications and implement them in the project successfully.
* Strong problem-solving, multi-tasking, and organizational skills.

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies | Apex, Apex classes/controllers and extensions, Visualforce Pages, Triggers, SOQL, SOSL and Web Services Integration using SOAP & HTTPs. |
| Languages | Apex, Java, C, C++, SQL |
| Operating Systems | Windows XP/Vista/Windows 10, IOS and Unix |
| Documentation tools | MS Office, Microsoft Visio |
| Web Technologies | HTML5, CSS3, XML, JavaScript, JQuery |
| Database | Microsoft SQL Server, MySQL, Oracle, and MS Access |
| Web Services | SOAP, REST |

**EDUCATION:**

* Bachelor of Technology in Computer Science and Engineering from Koneru Lakshmaiah University
* Master of Science in Computer Science from Sofia University

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**PROFESSIONAL EXPERIENCE:**

**TMNA Services,Philadelphia, US**

**Jul 2019 – Till Date**

**Salesforce Developer/Admin**

**Responsibilities:**

* New Salesforce implementation in Agile environment for Financial Service Cloud case management and customer service in Lightning Service Console.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Managed user accounts and securities like creating accounts to new user account, profiles, role management, sharing rules, and security controls.
* Analyzed complex business requirements and designed solutions by using Apex classes, triggers, and Visualforce pages.
* Configured Salesforce.com to meet business requirements like fields, page layouts, workflows, approvals, and validation rules.
* Created Lightning Web Components, Apps, and Pages.
* Dynamically assigned approvers within approval workflow processes and configured rules for smart approvals.
* Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers.
* Worked on customization of visualforce to have lightning experience for desktop and mobile applications.
* Involved in building processes using Lightning Process Builder and Workflows.
* Used SOQL & SOSL with considering Governor Limits for data manipulation.
* Wrote Test Classes to meet the Unit Testing before migrating from Sandbox to Production environment.
* Created separate Visualforce pages for members, providers, groups, and agents.
* Used Force.com developer toolkit including Apex classes, Apex triggers, Components Controller classes and Visualforce to develop custom business logic.
* Provided solutions to the problems that clients face.
* Performed detailed analysis of business and technical requirements and designed the solutions by customizing various standard objects of Salesforce.com like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel.
* Created various reports like Summary reports, Matrix reports, Pie charts, dashboards and graphics, and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various reports for different user profiles based on the organizational needs.
* Used Data Loader to insert, update, import and export a bulk of data from Salesforce.com objects and read, extract and load data from comma separated values (CSV) files.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Partner with business stakeholders in driving the requirements to be sure they have a complete understanding of the improvements and changes.
* Migrated consistently between Lightning and Classic to help sales reps find Just-In-Time information about customers and prospects to close the deals faster.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked closely with Sales Operation team in the process of building Reports and Dashboards.
* Understood and documented the use of Salesforce application and services to support the clients marketing and communication goals.

**Environment:** Salesforce.com, Force.com IDE, Apex, Controllers, Triggers, Reports, Dashboards, Sales Cloud, Service Cloud, Data Loader, Validation rules, Workflow approvals, E-mail Services.

**Satellite Health Care,San Jose, US**

**Mar 2017 – May 2019**

**Salesforce Developer/Admin**

**Responsibilities:**

* Worked on analyzing, story pointing and implementing the user stories.
* Constantly participated in code reviews which built a strong foundation to efficiently handle bugs fixes.
* Worked on Salesforce Apex classes, Controller classes, Triggers, Visualforce page development, and Administration/configuration and Data management.
* Used SOQL, SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Developed dynamic salesforce.com Visualforce pages using HTML5, CSS, JavaScript, Ajax toolkit and SOQL.
* Configured custom objects, custom tabs and deployed workflows approval processes, validation rules and sharing rules to meet the requirements of the application.
* Used different sandboxes for testing and then migrated the code to the deployment instance once testing is done.
* Maintained, exported and imported clean data via appropriate data loading tools like Data Loader and Import Wizard.
* Interacted with business groups to gather the requirements.
* Worked on Salesforce Email-to-Case and Web-to-Case configurations.
* Worked on various Salesforce Service Cloud objects like Lead, Account, Contacts, Case, Knowledge and Opportunities etc.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed and deployed workflows and approval processes for different standard objects and custom objects.
* Created partner communities for merchants.
* Installed various managed and unmanaged packages.
* Designed and deployed the custom objects, custom tabs, entity-relationship data model, validation rules, workflow rules, auto-response rules, page layouts, components, visual force pages to suit the needs of the application.
* Reporting and Dashboard setup based on sales planning requirements for two business divisions and executives.
* Administration of Salesforce through user management, security management, objects customization.
* Managed user roles, role hierarchies, profiles and sharing settings.
* Managed multiple user setups, profiles and roles, record types, customization of objects, fields, page layouts and validations based on client requirement.
* Used agile methodology and got good experience in daily Scrums and sprint meetings.
* Set up Marketing Campaigns, Campaign Hierarchies, and Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Created Workflow rules and defined appropriate actions like time triggered tasks, email alerts, filed updates to implemented business logic.
* Enforced profile-based permissions on fields and objects and shifting of roles is done among different technical and project as required.

**Environment:** Salesforce.com, Service Cloud, Force.com, Data Loader, Visualforce, Controllers, Triggers, JavaScript, HTML.

**NWIT Sys , Bangalore, India**

**July 2013 – Aug 2016**

**Salesforce Admin/Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com administrator in the organization.
* Worked closely with the business users and gathered the requirements for salesforce implementation.
* 100% Lightning Custom Development for service Console included Knowledge, Call Log and live agent.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Deep understanding of the Commerce Cloud capabilities.
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel.
* Understand and document use of Salesforce application and services to support client's marketing & communication goals.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Relevant implementation experience with Commerce Cloud.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Created new case records automatically by enabling triggers to process incoming service e-mail requests from customers.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto- Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, field updates and time triggered tasks to implement business logic.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked on changing global picklist value sets and migrated them from one org to the other as
* per the customer’s requirement.
* Developed and Deployed Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts.
* Worked on commerce cloud set of capabilities, including marketing, merchandising, content, promotions, customer service, fulfillment, and Artificial Intelligence.
* Created test scenarios on Sandbox environment and used Force.com component development wizard.

**Environment:** Service Cloud, Community Cloud, Apex, Salesforce.com, Reports, Dashboards, Email Services, Chatter.