**Shiva Sarab**

**Professional Summary:**

* Around **6 years of Salesforce CRM Developer** which involves **Development, Administrator,Integration, communities and lightning like classic to lightning migration and lightning component development.**
* Analyzed **Sales, Marketing, Customer Service, andCustomer Support** business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Strong knowledge on **Administration setup, Apex, Visualforce**, and experience with different SFDC development tools like Force.com Eclipse IDE and integration tools like **Apex Data Loader**.
* Experience in developing client-specific solutions on force.com platform using **Apex classes and Triggers, Visualforce, Force.com IDE, SOQL, SOSL**
* Experience in designing of **custom objects, custom fields, picklists**, **Controller/dependent picklist Custom Formula Fields, Field Dependencies** role based **page layouts, Triggers, Workflow Approvals, Validation Rules, Approval Processes, Custom Tabs, custom reports, report folders**, report extractions to various formats, **Reporting Snapshots, Dashboards,** and **Email templates** according to application requirements.
* Used different data tools – **Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Knowledge on Salesforce.com Web Services APIs **- Force.com SOAP** and **REST-based Web Service APIs, the Bulk API, and the Metadata API**.
* Configured and maintain **User profiles, role hierarchy, sharing rules and Security, password policies**
* Experience in developing Client-specific solutions on force.com platform using **Apex Classes and Triggers, Web service API, Force.com IDE, Validation rules, SOQL and SOSL**
* Acquainted and well versed with CRM processes like **Sales, Customer Service and Customer Support, Business Processes, and recommended solutions** to improve their processes using SFDC
* Knowledge on Salesforce.com **Web Services APIs - Force.com SOAP and REST-based Web Service APIs, the Bulk API, and the Metadata API**.
* Extensive experience in implementation of **Salesforce Chatter**
* Designed **Validation Rules along with Roll-Up Summary Fields** to maintain data quantity and data consistency.
* Designed and modified **Approval processes** and created **Approval steps** which used **email alerts and field updates**.
* Worked with various version control tools like **AutoRabit, Copado, GitHub**.
* Experience with **SFDC Service console, customer portal, case management, knowledge base**, and **customer communities** and **service account management**.
* Knowledge on Salesforce **Lightning framework** to drive the **client server management** and **lightning app builder to build Visualforce pages** for lightning experience.
* Knowledge on Salesforce **Lightning Process Builder, Lightning UI/UX, app builder** and creating **Visual Workflows,** salesforce support **communities** and **Chatter groups**.
* Strong knowledge in developing **Lightning Components (Aura attributes)** by creating events in controller and styling the container page and then lightning components to lightning pages.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Exposure to different types of software development life cycle methodologies including **Agile & Scrummethodologies** and have experience in using applications like **JIRA& Rally** for issue tracking and project management.
* Proficient in learning new technologies and adapting to new environment.
* A well-organized, goal-oriented, highly motivated effective team member with excellent analytical, troubleshooting, and problem-solving Skills.
* Flourished in both independent and collaborative work environments with quick learning abilities and excellent communication skills and presentation skills.

**Technical Skills:**

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| **CRM TOOLS** | Salesforce.com |
| **SALESFORCE TECHNOLOGIES** | Force.com platform, Apex Classes, Test Classes, SOQL, SOSL, Visual Force (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development and Testing |
| **SALESFORCE TOOLS** | Force.com Eclipse IDE Plugin, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Connect for Outlook, Exchange Sync, Informatica Cloud Data Wizard, Adobe Esign, S-Docs, Conga, CRM fusion. |
| **Web Design Tools** | Eclipse, Spring STS, IntelliJ, JBoss Developer Studio, SQL Query Analyzer, Adobe Photoshop, Dreamweaver, Tortoise SVN, GITHIB, MS Office, Visio 5.0, Adobe Acrobat Pro. |
| **LANGUAGES** | Apex, Ajax, C, C++, Java, J2EE, JSP, Java Script, JQuery, HTML, XML, SQL, CSS. |
| **DATABASES** | Force.com DB MySql, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, NoSQL. |
| **Frameworks** | Spring, Hibernate, ANT, Apache Camel, AutoRabit, Copado. |
| **OPERATING SYSTEMS** | Windows 98/2000/XP/2003/vista, Windows Server 2000/2003/2008, Linux, Unix. |
| **WEB TECHNOLOGIES** | Web Services, XML, HTML, CSS, DHTML |

**Certifications**:

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Marketing Cloud Email Specialist

**Link:** <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=3Dl0XP/dslY+hWPShYk5QkzW1kdndCLqeDy/7CrgorlKCAx2sB2UlZJifsvt5E3d>

**Education:**

* B.Tech, Computer Science and Engineering in JNTUH, India.
* Master’s, Information Assurance in Wilmington University, Delaware, USA.

**Professional Experience**:

**CIGNA – Bloomfield, CT Nov 2019 – Till date**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Experience in working with Business Owners to gather the requirements and implement the user stories.
* **Analyzing, designing, writing, debugging, testing and implementing** new Salesforce applications.
* Performing the ongoing maintenance of existing **Salesforce applications**.
* Experience in working with **Agile Accelerator for bug tracking/ user stories**.
* Extensive Experience in working with **Salesforce Lightning Communities, Lightning Component** with includes Integration with external Systems.
* Experience in developing customize applications according to the customer specifications with the help of apex classes, apex triggers, controllers and create VF pages.
* Updated the **APEX Controller** and **Helper functions** regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox to Production**.
* Expertise working with deployment tools like **Copado, AutoRabit**.
* Experienced using **Force.com IDE** for **creating, modifying, testing, and deploying Force.com Applications**.
* Used **SOQL and SOSL statements** within **Governor Limits** for data manipulation needs of the application using platform database objects.
* According to the business user's requirement, creating **Reports and Dashboards**.
* Worked with various **salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects**.
* Created **Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy**. Involved in **Data Migration from three Legacy Systems to Salesforce**.
* Created **Lightning Apps, Lightning App Builder** and Lightning Component features, Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications, building custom lightning component according to client requirements and needs. Controlling the flexibility of API's for integration of information is a part of my project.
* Good experience in integrating external applications with **Salesforce.com** both **Inbound** and **Outbound** by writing **Apex SOAP and REST Web Services and Apex Callouts**.
* Built Integration with **Marketing Cloud Journey builder**and **ServiceNow.**
* Implemented **Salesforce Service Cloud**& Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked with **SOQL, SOSL queries with Governor Limitations** to store and download the data from Salesforce.com platform database.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using **Data Migration tool called Data Loader**.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Used **field level security** along with page layouts in Lightning to manage access to certain fields.
* Worked on **Integrating SAP and Salesforce systems using SOAP and REST API's**.

**Environment:** Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

**Teladoc Health - Remote May 2019 – Oct 2019**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Managed daily support and maintenance of internal Salesforce instance, and conducted long-term improvement operations to ensure compatibility with evolving mission requirements.
* Communicated with project managers, clients and other developers to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment
* Maintained a flexible and proactive work environment to facilitate a quick response to changing project requirements and customer objectives, and innovate ways to meet mission goals successfully
* Worked on system administration support of internal and customer-facing Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects and workflow
* Collaborated with various internal departments, including marketing, product development and operations, to ensure Salesforce environment supports internal needs relating to functionality and performance
* Complex dashboard components and filters
* Worked on service cloud, created Web-to-case, Queues.
* Worked on matrix reports, joined reports, and cross object filters
* Reporting on junction objects.
* Built various agent-specific and management-specific **reports** and **dashboards** to track and provide key leading and lagging indicators for same day resolution and average queue times of cases.
* Build eight **dashboards** for client and configured to be the landing page.Very good at all the four types of reporting. Mainly worked on **summary reports**.
* Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals.

**CarMax– Richmond, VA Aug 2017 – April 2019**

**Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Created modern **Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features**.
* Involved in **project technical design plan, conversions, Mapping, configuration** of portions of the SFDC application.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make **Lightning Application mobile**.
* Retrieved some data and its functionality from Third-Party API's and displayed within the **lightning component**.
* Created **multiple Lightning Components, added CSS and Design Parameters** that makes the **Lightning component** look and feel better.
* Enabled **Aura Framework**, by adding **Aura Attributes and Aura Handlers for Events** to focus on **Logic and Interactions** in Lightning Applications.
* Designed and developed **Apex classes, controller classes, extension and Apex Triggers** for various functional needs in the application.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards**.
* Worked with various version control tools like **AutoRabit, GitHub**.
* Designed and deployed the **custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow rules, Email alerts, Auto-Response rules, Page Layouts**.
* Designed and deployed **Visual Force pages** to suit to the needs of the application.
* Involved in **Deployment, Deployed all the classes, Triggers, Objects, Components, Pages** from one environment to another environment.
* Used **Data Loader for insert, update, and bulk import or export** of data from Salesforce.com objects. Used it to **read, extract and load data** from comma separated values(CSV) files.
* Developed and Configured Various Reports and Report Folders for different user profiles based on the need in the organization.
* Implementing different types of custom fields like **Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships**.
* Used **SOQL and SOSL** with consideration to **governor Limits** for data manipulation needs of the application using platform database objects.
* Implemented the requirements on Salesforce.com platform and Force.com IDE plug-in using Eclipse.
* Worked on sales force content **Management objects and Chatter Objects**.
* Used the **sandbox for testing** and migrated the code to the deployment instance after testing.
* Drove **System Integration test and User Acceptance test**
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environments:**Salesforce.com Platform, Force.com sites,Draw Loop for merging the word Documents, Apex, Visual Force pages, Data Loader, HTML, Java Script, CSS, Workflow and Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Control, Sandbox data loading.

**Northeastern University – Boston, MA Nov 2016 – July 2017**

**Salesforce Developer/Admin**

**Description:**Northeastern University is a private research university in Boston, Massachusetts, established in 1898. It is categorized as an R1 institution by the Carnegie Classification of Institutions of Higher Education.

**Responsibilities:**

* Interacted with various business user groups for requirements **analysis, design and prepared Technical Design Document**.
* Written complex relationship **SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data** from standard and custom objects.
* Developed **Apex Custom, Extension Controller classes, Triggers, Visualforce pages** in the application for customizing **Lead Conversion, Campaign, Opportunity and Custom objects**.
* Worked on **XML/JSON Parsing and mapping the XML/JSON** string into the object entities for Integration.
* Involved in integrating Salesforce with external systems by making **HTTP callouts**.
* Written **Apex test classes** and achieved 90% of the organization code coverage by writing test utility methods.
* Involved in all phases of **Software Development Life Cycle (SDLC)** starting from **Requirements Gathering and Design**.
* Designed, developed and customized **custom objects, entity-relationship data model using Lookup, Master-Detail and Junction Object**.
* Configured and created Out of the Box **Page Layouts, Record Types, Custom Tabs, and Validation rules, Sales Processes, Workflows and Approvals**.
* Created **workflow rules and defined related actions like Email Alerts, Field Updates, creating Tasks and Outbound messages**.
* Written **Sharing rules** for data security on various Objects, for records visibility across various users in the organization based on **role hierarchy using Criteria-Based, Owner-Based and Apex Managed Share**.
* Implemented **Inbound Email Handler interface** for creation of records in Salesforce based on the Email received using **Apex class**.
* Part of team tasked with **migration from Salesforce Classic to Lightning**. Experience with **Lightning App Builder, Lightning components and Lightning Design System**.
* Worked with Exact Target marketing automation suite for **emails, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow**.
* Worked on Journey/Audience Builder in creating **Email Campaigns**.
* Created and customized **Reports and Dashboards** on **Custom andStandard objects** for different channels in the Organization.
* Created Data Dictionary and Field level mapping of Salesforce and Siebel CRM systems for **Integration and Migration, performed data migration using Data Loader**.
* Deployed components across **Sandbox and Production instances using Force.com migration tool, Change Sets**.
* Used C# Web Services to integrate Salesforce from **e-marketing web site using Webservice API**.
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing various standard objects of Salesforce (SFDC)**.

**Environment:**Saleforce.com CRM, Force.com Platform, Apex Classes, Controllers (Custom and Extension), Visualforce Pages, Components, Web Services, SOAP, WSDL, REST, HTML, CSS, JavaScript, jQuery, Workflows, Approvals, Apex Data Loader, Sandbox, Lightning, Eclipse IDE Plug-in, Windows 7.

**AMERICAN EXPRESS –Phoenix, AZ Mar 2016 – Oct 2016**

**Salesforce Lightning Developer**

**Description:**The American Express Company, also known as Amex, is an American multinational financial services corporation headquartered in Three World Financial Center in New York City. The company was founded in 1850 and is one of the 30 components of the Dow Jones Industrial Average. The company is best known for its charge card, credit card, and traveler's cheque businesses.

**Responsibilities:**

* Worked on security models, developed **apex-based sharing rules** to meet security
* requirements.
* Expertise in all stages of SDLC. Experience in presenting proof of concept to idealize the complex
* **customer requirement, requirement impact analysis, creating integration and application**
* **technical design documentation**, estimating project timelines and highlighting potential risk.
* Worked **on email to case and web to case services**, implemented custom development to meet
* user requirements.
* Enabled the**side bar search** for the sales representatives to search the **Leads, Accounts,**
* **Contacts**.
* Actively participated in developing the **REST webservice** by passing the **Access token** and
* establish the connection between the **external system** and **Salesforce**.
* Experienced in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP**.
* **Configured** the **Connected App** for the consumer key and other details for establishing the
* connection.
* Coded two complex **Apex classes** which had the logic for the **Leads and Accounts field**
* **updates** and to capture the **required field** information based on filter conditions given by the client.
* **Hands** on experience with **POSTMAN in testing the webservice.** Used **POST method** in
* Postman for testing**.**
* Used Workbench **for importing and exporting** data and testing the webservice.
* Developed and deployed **workflows** and **approval processes** for custom objects as per the
* business requirements.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists, and other components on record pages.
* Developed various **web services** classes for integrating with **middleware software** to **import** the data to Salesforce.
* **Supported code deployments to QA and Production** environments. Reported daily delivery status and weekly project status.

**Environment:** Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

**SAKSHAM TECHNOLOGIES Pvt. Ltd– Hyderabad, India** **June 2015 – Dec 2015**

**SALESFORCE Admin/Developer**

**Responsibilities:**

* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers, and Visualforce pages** to develop custom business logic.
* Customized application to extend Salesforce functionality and wrote **Apex Classes** to provide functionality to the **visual pages**.
* Implemented **Security Settings** and **configured profiles and permission sets**.
* Experience working in **service cloud, supporting cases, developed workflows, and triggers** for automated case resolutions.
* Implemented **Apex Data loader "Command Line Interface (CLI)"** to automate the data loading process for the **sandbox** refresh activity.
* Designed various **Webpages in Visual Force** for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Involved in architectural discussions around real time synchronization of **SharePoint Document** libraries with **Salesforce content Libraries**.
* Created and used **Email templates in HTML and Visualforce**.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked on the **security level** setting in the company for all the levels.
* Used **force.com** connects to interact Salesforce with lotus notes to insert contacts and add the emails and, also integrate the chatter with same time (a feature for messaging within lotus notes)
* Used **Salesforce Automation Process (SAP)**, Created **workflow rules and defined related tasks, time triggered tasks, email alerts, field updates** to implement business logic.
* Designed, and developed **Apex Classes, Controller Classes, extensions, and Apex Triggers** for various functional needs in the application.
* Worked as enhancement developer and team member, performed the roles of **SalesForce.com Developer and Administrator** in the organization.
* Used the **sandbox for testing and migrated the code** to the deployment instance after testing.
* Responsible for setting up **web service integrations**.
* Implemented Inside **sales telephonic plug-in application implementation**.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com.

**Environment:**Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Sales cloud, Service cloud, Security Controls, Visualforce Controllers, Sandbox data loading, Data Loader, SQL.

**Education:**

Master in Computer Science.