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| **Swetha T**  **Salesforce Administrator/Developer**  Phone no: 510-347-8209  Email: hiring4st@gmail.com |  |  |

**Professional Summary:**

* Having around 8+ years of Professional Experience with 5+ years of experience in Salesforce.com, Force.com platform as Salesforce Developer and Administrator with 1+ year of experience in Salesforce Lightning.
* 2X Certified Salesforce Administrator and Developer & Trailhead Ranger.
* Experience in using Salesforce Lightning UI. Created multiple Lightning components and Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Experience with Service Cloud, Sales Cloud, Community Cloud and Marketing Cloud Functionalities
* Experience in working with Salesforce CPQ and Apptus CPQ.
* Hands on experience in SFDC development using the APEX classes, Visualforce, Triggers, Collections, Components, Reports, Dashboards, Force.com IDE, Eclipse
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers
* Expertise in using Exception Handling, Helper Class, Batch apex, Wrapper Class while programming.
* Working with different aspects of Web Services (XML, WSDL, SOAP, REST, JSON) & web integration with SDFC
* Proficiency in SFDC administrative tasks likecreating Profiles, Roles, Users, Page Layouts, Email Services, Approval Process, Reports, Dashboards, Reporting Snapshot, Tasks and Events, validation Rules, workflow, process builder, e-mail services and approval processes using customization & Apex
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Manage and develop existing contacts and create ambassadors
* Assisting in the Marketing and development of the Demandware brand in Asia Pacific
* Supporting & Co selling with key partners which that may include digital agencies, systems integrators, fulfillment/logistics providers, etc
* Develop and deliver custom sales presentations and demonstrations
* Position Commerce Cloud product and services and improve Customer's impact
* Proven commercial success in working with executives, VP and 'C' level
* Direct, manage and lead the strategy of other sales team members, company resources, and partners throughout the sales cycle
* Proficiency in installing App Exchange applications like DocuSign, Laser credit access, Conga Composer
* Hands on experience in writing unit test classes to cover more than 80% of code coverage
* Experience in working with the stake holders to built the requirements
* Experience in using source control Git , Copado & Blue canvas. Used Visual studio code and Eclipse IDE
* Proficient in working under Agile Development Environment.

**Certifications:**

* Salesforce.com Certified Developer - 401. (Credential ID 21875812)
* Salesforce.com Certified Administrator – 201(Credential ID 21867164)

**Skill Set:**

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| |  |  | | --- | --- | | **Platform** | Salesforce CRM | | **Salesforce CRM** | Sales/Service Clouds, Users, Profiles, Permission Sets, Record Type, Email | | **Functionalities** | Templates, List Views, Queues, Workflows, Validations, Approvals, Process Builders and Chatter. | | **Force.Com** | APEX, Classes, Triggers, Visualforce, Controllers, Lightning Components, Lightning App Builder, APEX Testing, Debugging, SOQL, SOSL, DML Statements, Workbench and Lightning Application. | | **Salesforce Tools** | Eclipse, VS code, Force.com IDE Plugin, Data Loader, Force.com Platform (Sandbox and Production). | | **Programming Languages** | Java, Apex, HTML, CSS, JavaScript, SQL, XML. |  |  |  | | --- | --- | | **Operating System** | Windows XP, Windows 7, Windows 8, Windows 10, Mac OS, Linux. | | **Database** | MySQL, Mongo DB, Firebase, SOQL, SOSL. | | **Documentation** | MS Office (Word, PowerPoint, Excel, Access) | |

**Work Experience:**

**Client: Autodesk**

**Location: San Rafael, CA ( Feb 2020-Present)**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com.
* Experience with Sales and Marketing teams to understand the business process to gather requirements for the Salesforce customization.
* Involved in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Involved in creating Lightning pages using Aura, implemented Lightning Controllers, Components using Lightning Design System for Lightning Community Builder.
* Worked on external objects in Salesforce which is another feature introduced with Lightning Components.
* Designed and built up to 10 Lightning Aura Components and 3 **Lightning Web Components**, all of which are reusable and have resulted in significant time and cost savings for the business
* Used Integrating Salesforce.com with other internal/external applications using REST based web services.
* Built REST API integration to third party system to pull the customer information on near real time.
* Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed custom applications like writing the Apex Classes and Triggers and linked them to manage the workflows developed in the system.
* Worked on Account, Opportunity and other Sales Cloud objects in Solution design.
* Created trigger on case and solution object to perform some business requirements on Service Cloud.
* UI Development within Salesforce which has implemented in Visual Force pages.
* Involved in Products standard object and Product development by using Apex triggers and batch classes.
* Work with sales, marketing and other stakeholders to develop lead scoring criteria within Salesforce.com to validate a lead’s quality before handling it off to sales.
* Customized Dashboards to track the usage for productivity and performance of business centers and their sales teams.
* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Customized tabs for among different business user’s groups and business centers.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created integration with Aptt
* us CPQ and CLM applications and automating processes on the Salesforce1 platform.
* Wrote Recommendation and Constraint Rules in Apttus and Apttus Proposal Generation.
* Ability to configure the Product, Price book, Quotes and Proposal, Approval Process and other key Apttus functionalities.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Deployed applications from sandbox to sandbox/production using ANT migration tool, Eclipse and Change Set and provided the training to the internal business users to use the application and develop their own custom reports.
* Worked in the Agile environment through different phases.
* Performed the Risk Analysis and Cost Assessment for the project implementation.
* Administrated and monitored the company’s **Salesforce** **CRM** application.

**Environment:** Salesforce.com platform, Force.com API, Lightning Components, Apex Language, Visual force Pages, Force.com, Controllers, REST API, Salesforce.com HTML, XML, CSS, Java Script, Sandbox, Eclipse IDE Plug-in, Visual Studio Code, Dashboards, Apttus CPQ Analytical Snapshot, Data Migration, GitHub, Wave Analytics and Test methods.

**Client: Citi Bank (Aug 2019-Jan 2020)**

**Location: Tampa, FL**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Experience working with Sales and Marketing teams to understand the business process to gather requirements for the Salesforce customization.
* Created a .Net custom handler to insert customer data in Marketing Cloud by using Soap API.
* Assist client with staging and deploying email campaign with in Marketing Cloud.
* Performed Ad hoc analysis to create reports.
* Created Wave Analytics dashboard that aids in the ability to evaluate sales territory capacity.
* Worked on synchronizing CRM systems, migrating from legacy CRM, and broadcast ERP data into our CRM systems in Mule soft API.
* Created multiple projects to insert, retrieve and update the data from Marketing Cloud.
* Used Demand Tools for data management.
* Created policies, realms, rules and responses to protect the applications and configure them to work under the SSO environment.
* Worked on Exact target/Marketing Cloud.
* Involved in developing Salesforce Lightening Apps, Components, Controllers and Events.
* Involved on creating Lightening pages using Aura, implemented lightening Controllers, Components using Lightening Design System for Lightening Community Builder
* Worked on external objects in Salesforce which is another feature introduced with Lightening Components.
* Experience in developing custom applications like writing the Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Worked on Account, Opportunity, and other Sales cloud objects in Solution design.
* Implemented Wave Analytics to measure KPIs.
* Created trigger on case and solution object to perform some business requirements on Service cloud.
* Have strong Implementation and Integration experience with Source control systems.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Work with sales, marketing, and other stakeholders to develop lead scoring criteria withinSalesforce.com to validate a lead's quality before handing it off to sales.
* Work with marketing stakeholders to create lead nurture programs that will create greater velocity through the sales pipeline. Assist marketing stakeholders with customer contact strategies to deepen the customer relationship and increase sales opportunities and then execute on these campaigns.
* Have strong understanding of technology change management specifically on Waterfall to Agile.
* Closely worked with Salesforce.com consultants while implementing the solutions for the needs of organization.
* Applied Quote to cash techniques for our customer.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Good experience in Integrating Salesforce.com with other internal/external applications using SOAP and REST based web services.
* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Customized tabs for among different business user’s groups and business centers.
* We have provided solutions and support for Single sign on SSO, ensuring compliance with international security standards like SAML 2.0.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce1 platform.
* Wrote Recommendation and constraint rules in Apttus.
* Worked on Apttus Proposal Generation.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key Apttus functionalities.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* UI Development within Salesforce which was implemented in Visual Force pages.
* Experienced in Products standard object and Product Development by using Apex triggers and batch classes.
* Developed S-controls to manage sales plan call sheets within Salesforce, capturing prep data and call activity.
* Deployed applications from sandbox to sandbox/production using ANT migration tool, Eclipse and Change set.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Worked as a Business Analyst for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.
* Experience in analyzing the business process, identifying and proposing the solutions for an effective customer experience, implementing and configuration of end-end new and existing Salesforce apps.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Administrated and monitored the company’s Salesforce CRM application.

**Environment:** Salesforce.com CRM Application Platform, APEX Language, Lightning Components, S-Controls, HTML, JavaScript, SOSL and SOQL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes., Email, Dashboards, Reports, Sandbox Production environment.

**Client: Integrated Data Systems Limited (Nov 2015-Feb 2019)**

**Location: Hyderabad, India**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for **CRM implementation**.
* Developed and maintained **Custom Objects**, **Fields**, **Formulas**, **Reports**, **Dashboards**, **Triggers**, **Validation rules**, **Workflows and** **Approval** **Processes** on **Salesforce.com** platform
* Designed and Developed custom **Visual force pages** to provide customizable views capability for Partner users, with inline search capability
* Developed and used **JavaScript**, **CSS** for performing validation and assigning style sheet to the **visual force page** and developed **HTML** to create **Custom Email Templates** inside **Visual force page** and under Communication templates section.
* Used **SOQL&SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Used **Data Loader** for **insert**, **update**, and **bulk import** or **export** of data from **Salesforce.com Objects.**
* Designed, and developed **Apex Classes**, **Controller** **Classes**, **extensions** and **Apex Triggers** for various functional needs in the application.
* Performed data migration from **Siebel CRM** to **Salesforce.com**.
* Used **field level security** along with **page layouts** to manage access to certain fields.
* Migrated code from Development to Testing and to Production environments using **Change Sets**, **Force.com IDE** and **Force.com Migration Tool**
* Worked with **web services API.**

**Environment:** Salesforce.com platform, Marketing Cloud, Lightning Components, Visual Force Pages, Triggers, Scheduled jobs, Data Loader, Chatter, Workflow & Approvals, Reports and Dashboards, Custom Objects, Custom Tabs, Security Controls, Email Templates, Sandbox.

**Client: Prayogs Technology Solutions ( Aug 2012- Oct 2015)**

**Location: Hyderabad, India**

**Role: Java Developer**

**Description**: The primary objective of the Prayogs Technology Solutions is to provide the ERP services to educational institutions and schools. These ERP systems describe web-based software that provides real-time access to ERP systems to employees and partners (such as suppliers and customers).

**Responsibilities:**

* Involved in the **design** and **development** of an entire Module – Guided Set Up. Developed user interface through **JSP** and **Servlets**.
* Developed Action classes and Action Forms using the **struts framework.**
* Developed Customs tags to display dynamic contents and to avoid large amounts of java code in **JSP** pages
* Connected to database through **JDBC**.
* Extensive experience working with **XML (DOM and SAX).**
* Used SQL-server to store the items in the database.
* Used **Session beans** for navigation of steps.
* Used **Entity beans** for storing the database into database. Developed **Session Beans** as the clients of Entity Beans to maintain the Client state.
* Developed **Ant** Scripts to build and deploy **EAR** files on to **Tomcat Server**. Analyzed the **EJB** performance in terms of scalability by various **Loads, Stress tests using Bean- test tool.**
* Extensively used **Eclipse** while writing code as IDE. Written **complex SQL queries, stored procedures, functions and triggers in PL/SQL.**
* Developed test cases and used **JUnit** for Unit Testing.
* Used **CVS** for version controlling.

**Environment:** Java, J2EE, Servlets, XML (DOM and SAX), JSP, EJB, JavaScript, CSS, JDBC, Struts, Ant, Web Logic Application Server, WSAD, Eclipse IDE, SQL-Server, Apache Tomcat, Oracle, PL/SQL, CVS, PVCS, Junit, Windows.