**NIKHITHA**

**Salesforce Administrator/Developer**

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**Professional summary**

* Around 5 years of experience in Salesfore.com CRM platform as both Administrator and Developer and **Salesforce Lightning applications** including programming experience using Java, .Net, JavaScript.
* **Certified** Salesforce Platform Developer 1 and Administrator.
* Extensive knowledge of **Software as a Service (SaaS)**
* Good knowledge in **Cloud computing / SAAS Platforms, SFDC, Sales Cloud, Marketing Cloud and Community Cloud**
* Broad involvement in analysing business requirements, **entity relationships** and transform into Salesforce custom objects, lookup relationships.
* Extensive experience in developmentof **Salesforce.com application**, Designed Custom objects, Custom fields, Picklists, **Page layouts**, Validation rules, Workflow actions and **Approval process**.
* Hands-on experience in creating **Roles**, Profiles, Public groups, Queues, **Sharing Rules** and Tabs.
* Developed and deployed Salesforce.com **reports** and **dashboards**.
* Used **Data Loader** for insert, update, delete and bulk import or export of data from Salesforce.com objects.
* Expertise in **Force.com technology** stack: APEX, Visual Force, SOQL, SOSL.
* Hands on experience in Salesforce.com development by developing the business logic in the Apex by creating/using the **Apex classes**, **Apex** **Triggers** and customizing user interface using **Visual Force** (Page, Component & Controllers).
* Experience in deploying code between **Sandbox** and Production environments using various methods of deployment like **ANT metadata Tool**, **Eclipse,** and **change sets.**
* Performed SFDC **integration** with applications like Microsoft Outlook, ACT etc.,
* Experienced in **customizing** **standard objects** Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Extensive experience in executing **Projects Implementations** independently by managing and leading teams both onsite and offshore.
* Good exposure to **AppExchange** applications. Able to find appropriate applications, install and customize as per business needs.
* Technical knowledge about Salesforce **Lightning Components, Lightning connect, Lightning Design System**
* Developing Lightning components, **Global actions, process Builders** and object specific actions according to business needs.
* Experience using **Aura** framework for developing UI using Aura tags in **lightning components** and rollout to lightning experience.
* Experienced in building **Lightning web components**.
* Experienced using **Salesforce Lightning UI**. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Familiar with **Steel Brick CPQ** for **subscription, billing, invoicing** and can take control of sales process from **Quote to Cash**. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Strong understanding of **CPQ** for product pricing.
* Good knowledge on IVR technologies Like **chatbot** etc,.
* Self-motivated, flexible, quick learner and an excellent team player with **good communication skills** accustomed to working in both large and small team environments.

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer – 1

**Technical skills:**

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| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE, Batch Classes, lightning |
| **Languages** | C, APEX |
| **Scripting Languages** | Java Script, J Query, AJAX. |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux. |
| **Methodologies** | Agile Scrum, Waterfall |

**Professional Experience:**

**ROLE: SALESFORCE DEVELOPER/ADMIN**

**CLIENT: State Farm Insurance, Bloomington, IL JULY 2019 – TILL DATE.**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and built cloud service models including Software-as-a-Service (SaaS) in Salesforce
* 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
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements
* Used Picklists, Dependent Picklists and Record Types to enforce data quality.
* Used Tab permissions, Record Type permissions and **Field Level Security** to implement Component-based security.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Experienced in designing and working with Salesforce chatter.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Set up Marketing Campaigns, Campaign Hierarchies, Assignment rules, Web-to-Lead and Auto-Response rules.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components, and define email templates
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log
* Developing and maintaining s-controls, AppExchange and Force.com pages
* Implemented Visualforce pages with public-facing websites by using Force.com Sites.
* Specify timers that send Ajax update requests to Force.com according to a specified time interval.
* Written Apex classes, lightning components, lightning events, and Apex Triggers to meet various functional requirements in the application.
* Perform modifications on lightning components for better UI.
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Worked with Dynamic Apex to access s Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Designed and performed rollout from salesforce classic to lightning, developed lightning components using aura framework.
* Involved in end to end unit testing and gathering information from the business users.
* Integrated Salesforce with External services by making callouts that used SOAP and WSDL.
* Used the sandbox for unit testing and migrated the code to the deployment instance after unit testing.
* Developed Open Enrolment Lightning App combining Lightning Design System, Lightning App Builder and Lightning Component features.
* 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.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle and Prepared the Data Modeling Design.
* Experienced in building and embed Lightning Components in Visualforce Page by using new Lightning Out feature by event-driven programming, Where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Experienced in salesforce lightning features and Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Managed both offshore and onshore team responsible for development and product quality.
* Provided support for ongoing Salesforce maintenance by reviewing trace logs, developing action plans.
* Involved in daily standup meetings, Scrum calls. This resulted to bring good solution to the business requirement.

**Environment:** Salesforce.com IDE, Salesforce 1,SOAP, SOQL and SOSL, Visual force, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Validation Rules & Formulas, Migration tool, Sandbox, Production.

**Client: Blue Cross Blue Shield, Detriot,MI OCTOBER 2018- JUNE 2019**

**ROLE: SALESFORCE DEVELOPER/ADMIN**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Worked on Supply chain and inventory management (ERP) implementation on sales cloud and service Cloud platforms.
* Installed Health Cloud in the organization which complies with requirements from HIPAA, Medicare, CDC, and NAACR.
* Track and analyze market and customer data to draw insights to develop overall plans.
* Involved in Sales Force Development Cycle (SFDC)
* Fixed bugs and worked on enhancements for the existing Projects.
* Worked with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Customized tabs for different business user’s groups and business centers.
* Maintenance of installed Managed Packages in Lightning using Apex and Experienced in using Data Migration tool called Data Loader.
* Performed the role of support engineer for the internal users, helped them in getting used to the application, generate reports, and save them for further access to the users.
* Developed several Triggers, Apex classes, Controllers and Visualforce pages as part of the application development.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Created Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created Web Services to expose the data to other applications.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented continuous integration development process using AGILE development concepts.
* Integrated Salesforce with external applications using REST API.
* Supported the data migration activities for Migrating the data from various business centers and business center users with the support of Salesforce.com.
* Used the sandbox for unit testing and migrated the code to the deployment instance after unit testing.
* Migrated org from classic to lightning using Lightning web components to build custom pages.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Provided training to internal business users to use the application and develop their own custom reports.

**Environment:**Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers) Pages, Data Loader, HTML, Java Script, Workflow.

**Client:** **Chinmaya Micro Technologies, INDIA MAY 2015 – JULY 2018**

**ROLE: SALESFORCE ADMIN**

* Daily administration and support including but not limited to Managing multiple user setups, profiles and roles, customization of objects, fields, record types, page layouts and validations.
* Administration and support of over 250 Salesforce users.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Working with management, strategic planning &amp; analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers.
* Developed Validation rules on various objects. Also created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Implemented Security/Sharing rules, configured permission sets, Field level Security, Record level Security, Profiles, Roles, and resource monitoring at different hierarchical level of Organization.
* Created the Reports and Dashboards as per the business requirements.
* Customized Salesforce Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production boxes.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation, and formula fields to the custom objects.
* Designed Custom tabs, Approval Processes and Auto-Response Rules for automating business logic.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Deployed the enhancements of Custom Objects, Fields, Triggers, Reports and Workflows into the test and prod boxes to make them in Sync.
* Maintained the functional areas of Data management, Sales forecasting, Contacts, Leads, Campaigns, Dashboards and Reports.
* Data migration and updates through the Apex Data Loader in Sales force.
* Analyzed and converted business workflows to Salesforce workflows and assigned workflow alerts.

**Environment:** Saleforce.com platform, Approval process, Reports, Dashboards, Workflows, Page layouts

**Education:**

* Bachelors in Electronics and instrumentation Engineering – JNTUH
* Master’s in computer technology-Eastern Illinois University – IL