**Aishwarya- H4EAD **

**(Available only for Contract (C2C / Corp-Corp)** **positions)**

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**PROFESSIONAL SUMMARY:**

* Over 7+ years of IT experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object-oriented enterprise applications. Working Experience in **Salesforce.com CRM.**
* Experience in **Development, Lightning, Administration, Configuration, Implementation,** and **support experience with Salesforce platform**.
* Experience working with **Sales Cloud**, **Service Cloud** and **Marketing Cloud**.
* Experience with **Tableau Desktop** in different versions ex: Tableau 10.x and 2018.3.
* Experience in creating Picklists, Dependent Picklist, Tabs, Role based Page layouts, Validation Rules, Email Templates, Workflow Alerts and Actions, Workflow Approval, Approval Processes, Custom Reports and Report folders.
* Strong sales force development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes**, **Visual force pages.**
* Expertise with Salesforce.com Sandbox and production environments. Experience building Visualforce Pages, Visualforce Custom Controllers/ Components, Reports, Analytic Snapshots, Dashboards, Tabs, Tags and Components.
* Hands on experience in building **Reports, Dashboards, Analytics Snapshot for Standard and custom Report types for the business users, management for higher visibility.**
* Strong knowledge in Salesforce Customization, Workflow approvals, Data validation, Sales, Marketing, Customer Service and support Administration.
* Built dashboards using techniques for guided analytics, interactive dashboard design, and visual best practices.
* Experience in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Performed data analyst roles and used tools: **Apex Data Loader, Informatica,** Demand Tools, **Import Wizard, Workbench and Excel** for data analysis, transforming, importing and exporting.
* Experience in implementation & Integration experience on Salesforce.com using **Apex (Classes, Controllers** & **Triggers), Apex Scheduler**, **Batch Apex**, **Apex Class** &**Apex Web Service**, **Visualforce Pages**, **SOSL**, **SOQL**, **WSDL**, **Custom Tabs**, **Custom Objects**, **Analytics** and **Dashboards**.
* Experienced in Data Loads for SFDC **Standard objects**, **Custom objects**. Used different data tools **Apex Data Loader**, **Excel Connector**, **Import Wizard**, **SFDC Data Export**, **and Mass Delete.**
* Strong working experience with **Lightning Component Framework**, using **Lightning component** in **Visualforce page** and adding to **lightning component** tosalesforce1.Proficient in configuring and customizing salesforce1 App.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in **Apex** Programming Language.
* Expertise in developing **UI** Components using **Visualforce components**, **Apex Controllers**, **HTML**, **Java Script** and **CSS**.
* Extensive experience on working with custom objects, custom fields, Pick-list, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, custom Tabs, custom reports, report folders, report extractions to various formats.
* Hands on experience in force.com Development by developing the presentation layer in **Visualforce** and business logic in the **Apex** by creating/using the Classes, Standard Controllers, Custom Controllers, Controller Extensions, and **Web Services API**.
* Good Administration experience on **CRM** Applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User &**Security Management**.
* Expertise in maintaining the Functional areas of **Data Management (Data Loader)** Forecasting**, Accounts**, **Contacts**, **Leads**, **Campaigns**, Opportunities, Quotes, Activities.
* Good experience with **Record Types**, Relationships, Data Types, Formula Fields, Validations, Public Groups, Queues, Email-Templates
* Salesforce Securities – Roles, Profiles, Permission Sets, Sharing Rules, User Management.
* Sound Knowledge on **SOQL** and **SOSL** for Querying and Searching Data for Force.com platform.
* Extensive experience in developing enterprise applications using **Java** technologies as well as in **XML**, **XSL**, **HTML**, **JavaScript**, **JQuery**, **JDBC** and **CSS**.
* Extensive experience of automating complex business processes using declarative features such as **workflows**, **approval process**, **dynamic approval process**, **sharing rules** and **validation rules.**
* Have experience in integration using **REST** and **SOAP** Web Services.
* Have a knowledge working with Force.com IDE, **Apex Explorer** and Salesforce.com Sandbox environments.
* Proficient in **Agile practices** and Methodologies like Extreme Programming and **SCRUM**.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Dashboards, Case Management Automation, Custom Objects, Sandbox Testing, ANT migration tool, Triggers. |
| **Operating Systems** | Windows95/98/NT/2000/XP/2003/7, MS-DOS, Linux. |
| **Salesforce Tools** | Eclipse, Apex Explorer, Offline Edition, App Exchange Data Loader, Data Loader. |
| **Business Intelligence Tools** | Tableau 8, 10.x, 2018 and 2019. |
| **Web Technologies** | JavaScript, HTML, XHTML, CSS, |
| **Application Servers** | Oracle Application Server |

**CERTIFICATIONS:**

* Salesforce Platform Developer I
* Salesforce Administrator

**PROFESSIONAL EXPERIENCE:**

**Client: Tnet Healthcare, Frisco, TX June’19-Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed workflows and triggers for automated case resolutions.
* Developed Lightning components.
* Developed a custom lightning UI and dynamic entry forms.
* Developed wizard pages.
* Created many triggers using single trigger frame work concept.
* Integrated 3rd party system using SOAP API.
* Integrated MDM with Salesforce using ETL tools.
* Created and deployed several web-service classes to push and pull data from 3rd party systems.
* Created triggers to invoke the web-service calls.
* Parsed many XML’s to consume the data coming from 3rd party systems.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Wrote test classes.
* Created custom objects for gathering the logs.
* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Added users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Wrote SOQL and SOSL queries.
* Provide architectural assessments, strategies, and roadmaps for Salesforce implementation in healthcare.
* Wrote extension classes and web service classes.
* Be knowledgeable about **Healthcare** use cases and act as a liaison with the Salesforce, data and integration teams supporting the project.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Installed Salesforce Apps, configured and maintained user security permissions in compliance with organizational Needs
* Designed and developed a custom history tracking functionality.
* Configured **Single Sign-On** using Active Directory and worked with AD team.
* Managed and created Change Request (CR) documents.
* Understanding High Level requirement by using SIPOC Diagram via MS Visio.
* Managed tasks like unlocking/resetting passwords, modifying data and created ad hoc reports.
* Designed various Email templates.
* Added new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* As per business user feedback and change in functionality of the application.

**Environment:** SaleForce.com platform, Visual Force, Apex Language, Data Loader, Sandbox Testing, HTML, JavaScript, SQL Server, Lightning Components.

**Client: Cardinal Health Inc, Dublin OH Apr ‘18-May’19**

**Role: Salesforce developer.**

**Responsibilities:**

* Interacted with business users for requirements, analysis, design and development.
* Working with product managers contributing to blueprints, and assisting with planning of feature sets that impact multiple platforms.
* Provides development leadership to team members.
* Makes recommendations to improve effectiveness of team.
* Assigns and oversees development tasks.
* 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.
* 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.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Experience working with Sales cloud and Service cloud.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed Apex REST web services, which are being consumed by various internal applications like Siebel and Java.
* Developed Cascading Style Sheets in Visualforce pages for rich UI and used Java Script and jQuery for front-end validations.
* Used Page Block, Page Block Table, and Repeat, Output Panel, Action Support and Action Function visual force components for developing visual force pages.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.
* Established objects relationships between various objects using Master-Detail, Lookup, self and Junction objects.
* Used Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and debugging and analyzing logs.
* Strong experience in implementing Salesforce.com MVC in the application customizations for separating Data persistence, UI and business logic.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Created Visualforce tabs for custom reports, developed Workflow rules, Approval Processes and developed related actions like Tasks, Email alerts and Field updates.
* Deployed Salesforce components from sandbox to production using Force.com ant migration tool, Change Set and Eclipse.

**Environment**: Saleforce.com CRM, Apex Class, Visualforce, Lightning Experience, Lightning Components Trigger, Sales cloud, SOQL, Component& Controllers, Custom Objects, Custom Tabs, Email Handler Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, CSS, jQuery, WSDL, SOAP, REST, Test Classes, Windows XP.

**Client: Agero. Inc, Boston, MA Mar’17- Feb’18**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with **Data loader, Apex Explorer and Eclipse.**
* Developed **Apex Classes,** Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and deployed **workflows and approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the homegrown web services.
* Salesforce.com Configuration and Design of **Service Cloud, Sales Cloud** and Force.com solutions, with an emphasis on Service Cloud solutions.
* Developed, deployed and designed page layouts, components, custom objects, custom tabs, apex classes, visual force pages to reach the needs of organization.
* Designed and documented business logic after information gathering.
* Created profiles and implemented **Object level, field-level and record-level security**.
* Created email templates and **inbound emails using Visual force for the clients and customers.**
* The sandbox for testing and migrated the code to the deployment instance after testing.
* Experience with programming and customizing standard objects and **creating custom objects** using Salesforce.com inbuilt tools to create and customize objects.
* Monitoring Companies sales by Salesforce CRM application. Used **Sandbox** for development and testing and then to production environments.
* Managed profiles by managing record level permissions, different objects and fields. Provided reports at different levels of business.

**Environment:** Salesforce.com, Apex, Visualforce, Forec.com IDE, Workflows, Data loader, JavaScript, HTML, AJAX, Force.com IDE, ETL, Demand tool, Java, J2EE, Web services, Oracle, Windows 2002.

**Client: PCORI, Alexandria, VA Aug’16-Feb’17**

**Role: Salesforce Developer/Tableau Developer.**

**Responsibilities:**

* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Implemented Veeva app on SFDC platform.
* Created solution driven dashboards by developing different types of charts including Crosstab’s, Heat/Geo/Tree Maps, Pie/Bar Charts, Circle Views, Line/Area Charts, Scatter Plots, Bullet Graphs and Histograms in Tableau Desktop.
* Worked extensively in customization of Service Cloud Console by embedding **Visualforce pages** in custom console components, highlight panel and interaction log.
* Worked on **Veeva Vault workflows** configuration and in Veeva custom objects building including VMOC’s, my setup etc.
* Proficient in design and development of various dashboards, reports using **Tableau Visualizations** like Dual Axis, Bar Graphs, Scatter Plots, Pie-Charts, Heat Maps, Bubble Charts, Tree Maps, Funnel Charts, Box Plots, Waterfall Charts etc.
* Involved in creating dashboards by using **Level of Detail concept** (LOD’s).
* Worked on creating visualizations using custom hierarchies, groups and merged data from multiple sources using the data blending technique with in the tableau workbook.
* Developed various **Apex classes**, **Apex Triggers,** and Controller classes for various needs in the application.
* Developed various **Custom Objects**, **Tabs**, **Master-Detail**, **Lookup relationships**, Formula fields, validation rules.
* Designed and deployed **Validation rules**, **Approval Processes**, **Custom tabs,** and Auto-Response for automating business logic.
* Created various **Roles**, **Profiles**, and **Page Layouts** and Configured the permissions based on the hierarchy requirements of the organization. Responsible for setting up **Filed Level Security.**
* Designed **Visual Force pages** to add more flexibility and a rich look.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created **Workflow rules** and defined email alerts, related tasks, and field updates.
* Implemented **Data Loader** for loading the data. Developed business documents for **Salesforce.com** Custom objects.

**Environment:** SalesForce.com Platform, Tableau Desktop 10, Workflows, Reports, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server.

**Client: EMC, MA Nov ’13 - July’16**

**Role: Tableau Developer/Salesforce Analyst**

**Responsibilities:**

* Involved in creating dashboards by extracting data from different sources.
* Created dashboard using parameters, sets, groups and calculation.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Developed LOD reports on various KPI’s.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Involved in creating interactive dashboard and applied actions (filter, highlight and URL) to dashboard.
* Involved in creating calculated fields, mapping and hierarchies.
* Created drill through reports in dashboard. Involved in creating data blending in case of merging different sources.
* Involved in creating a dual-axis bar chart with multiple measures.
* Involved in extraction, transformation and loading of data directly from different source systems like flat files, Salesforce, and SQL Server.
* Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com **CRM** implementation.
* Utilized Cognos Framework Model and package that crosses several databases in order to create reports that were used the foundation for multiple dashboards.

**Client: Bank of Australia, Bendigo June’11 – May’12**

**Role: Jr. Business Analyst**

**Responsibilities:**

* Perform work on time, within scope and with high customer satisfaction.
* Document all data sources and code used in data analysis and reporting.
* Interact with application development, enterprise architecture, business intelligence, technology services, and vendors on a regular basis.
* Developed Business Objects according to client needs and requirements.
* Understanding the business requirements through interacting with end users.
* Assisted with online banking issues such as error messages or technical troubleshooting.
* Attended weekly line of business status meetings and provided status reports.
* Monitored bridge calls to initiate potential defect resolutions for system conversions.
* Assist in creating UAT test scripts and leverage them in UAT test validation.