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**SARANYA A**

**PROFESSIONAL SUMMARY**

* Certified Salesforce professional with over **6+** years of experience in all phases of Software Development Life Cycle which includes Analysis, Design, Development, Testing and Rollout of applications.
* Over 6+ years of extensive hands on experience with Salesforce Configuration, Development, Integration and Analytics on Salesforce Sales Cloud, Service Cloud, Community Cloud and custom applications built on force.com platform both in classic and lightning environments.
* Strong knowledge of salesforce security and sharing model and hands on experience with the same.
* Authored several advanced Apex Triggers, Apex classes, Custom controllers, Controller Extensions, Apex batch, Schedule classes, Visualforce Pages/Components, Apex REST APIs and webservices.
* Good understanding of lightning framework and experience in Building several reusable Lightning Components.
* Experience with performing salesforce configuration activities like implementing Web-to-Lead, Web-to-Case, Flows, Process Builders, Workflows, user management and several other out of the box features.
* Experience in building reports and dashboards both in lightning and classic and also creating transformations and implementing salesforce Wave analytics.
* Have experience in the use of Agile approaches including test-driven environment and agile scrum environment.
* Strong experience in writing Apex test classes for unit testing and implemented Test Driven Development.
* Sound knowledge on salesforce setup menu, configuration, custom application development, administration tasks.
* Excellent experience in deploying components across various instances (sandbox and production orgs) using Force.com Ant Migration tool, Change Sets and Force.com IDE, Copado and Gearset.
* Experience in Data Migration from Oracle, Excel, Siebel and legacy systems to salesforce using Data Loader, Import Wizard, Informatica Data Loader and Cast Iron.
* Experience in creating Business Requirements Documents (BRDs), Project Plans, Functional Requirement Specifications document (FRD), Use Cases, User Stories, Activity Diagram, Sequence Diagram, Requirement Traceability Matrix and Test Plans.
* Involved in Functional, Regression, Integration, System and Performance testing of client server and web applications.
* Expertise in Web Pages using Visualforce, CSS, USWDS, SLDS, Bootstrap, JavaScript and jQuery frameworks.
* Worked with the Salesforce team to design project plan building Salesforce CRM system across the systems. Major focus on Einstein Analytics – Dashboards and Analytics.
* Excellent communication, problem solving, debugging & programming skills, accustomed to working in both large and small team environments.
* Ability to meet deadlines and handle pressure coordinating multiple tasks in a project environment.
* Continually provided Value Added Services to the clients through thoughtful experience and excellent Communication Skills.
* Exposure to Salesforce1 and Lighting components and working experience on the Salesforce App Cloud in designing the enterprise apps with the new Lightning Experience which combines the new Lightning Design System, Lightning App Builder and Lightning Component
* Executed technical requirements for a Salesforce Implementation and Lightning UI rollout.
* Experienced in migrating from proprietary legacy system to SFDC and setting up Lighting UI
* Strong experience in deploying salesforce components across various sandbox and production instances using Change Sets, Force.com Migration tool (Ant-based script) and Eclipse.
* Strong UI experience in building front-end development using HTML5/HTML, CSS3/CSS2, Bootstrap, Java Script, jQuery and jQuery UI.
* Proficient in Oracle, MSSQL Server, MySQL databases SQL, PL/SQL Stored procedures, Functions, Triggers, and Packages.
* Experience in building Lightning Components, Lightning Events, using Lightning Base Components, Lightning UI components and Aura Framework.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Created lightning web components using HTML, JavaScript and JEST test and deployed them through visual studio code to scratch orgs.
* Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
* Worked on building salesforce standard/custom report types, Reports, Dashboards and Analytic snapshots across various objects for different business groups.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.

**ACADEMIC PROFILE**

**Kent State University, Kent OH**

Masters of Science in Engineering Technology – 2017

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Sales Cloud, Service Cloud, Community Cloud , Force.com , Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, SAQL, Visualforce Pages/Components, Aura and LWC Components, S Controls, Apex Web Services (REST and SOAP), Workflow & Approval Processes, Field Service Lightning, Flow and Process builders, Reports and Dashboards, Apex Data Loader, Wave Analytics. |
| **Languages** | Apex, Visualforce, Java, JavaScript, HTML, CSS, XML, JSON, PL-SQL, C. |
| **Tools** | Apex Data loader, GitHub, Source Tree, Bitbucket Postman, Workbench, Eclipse IDE Plug-in, Visual Studio Code, HP Quality Centre, JIRA, Copado , Gearset, Ant migration tool. |
| **SDLC** | Rational Unified Process (RUP), UML, use cases and Use case diagrams, Class/ State diagrams, Entity Relationship Diagrams, Agile methodology / Scrum, Waterfall methodology. |
| **Web** | HTML, CSS, JavaScript, Ampt Script, jQuery and jQuery UI |
| **Deployment Tools**  | Force.com IDE, Force.com Migration Tool (ANT), Change sets, Copado. |

**CERTIFICATIONS**

* Salesforce Certified Platform Developer I - 18907873

**PROFESSIONAL EXPERIENCE**

**Client: BCBS, Kansas City – MO Aug 2019 – Present**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Involved in analyzing Requirements, Designing, Configuration and Development.
* Automated the lead assignment, duplicates, scoring.
* Involved in bi-weekly Scrum meetings for every Sprint.
* Gathering and analyzing user/business system requirements, responding to outages and creating application system models.
* Design, develop, document, test and debug new and existing software systems and/or applications for internal use, perform defect corrections (analysis, design, code), to support client’s complex and critical business requirements.
* In addition, participate in design meetings and consult with business clients to refine, test, and debug programs to meet business needs, and interact and sometimes direct third-party partners in the achievement of business and technology initiatives.
* Performed a variety of tasks, such as designing, documenting, integrating local and Sales cloud based systems.
* Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.
* Authored several Apex Classes, Common Utility/Framework classes, Advanced Apex Triggers, Aura Components for different functional needs in the application.
* Authored 5 custom components using lightning web components (LWC).
* Authored Apex Batch, Schedule class for several complicated business needs and invoked the batch class from scheduled class.
* Implemented and maintained S-Docs from scratch for generation of documents for various different applications.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used Salesforce Lightning Inspector to debug the lightning components during development process.
* Created Web-to-Lead and Web-to-Case forms. Created Escalation rules to escalate the cases
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Different functionalities which are needed by business to perform their tasks are built using Lightning components/apps.
* Worked with Service cloud team on Field Service Lightning to provide agents, dispatchers and mobile employees with all the information and resources they need to guarantee the best of customer satisfaction.
* Worked on Service cloud modules like Asset and Order Management, Service Analytics that helped improve team efficiency using prebuilt dashboards that monitor agent performance, key KPIs, and channel usage.
* Resolve cases faster by combining automated processes with easy access to the full details, context, and history of every case and customer interaction under Service Cloud.
* Worked on Community Cloud for creating Knowledge base portals and surveys, connected third party data into community cloud.
* Implemented Post Copy Sandbox Framework for various orgs to automate post sandbox refresh manual tasks.
* Good understanding of Salesforce Lightning experience and developed several lightning components using Aura framework for various interfaces.
* Built a community to host common utility applications using community builder and lightning components.
* Performed in depth analysis of applications to migrate from salesforce classic to Lightning Experience.
* Developed various Test Cases to test the functionality of the code in accordance to the governor’s limits and achieved 90% code coverage on an average always.
* Authored Apex classes to build Apex REST APIs and expose it to 3rd party applications to consume.
* Worked with Salesforce support team to resolve org wide issues.
* Deployed the changes from Dev box to staging environments using Copado.
* Responsible for writing SOQL, SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead, Auto-Response rules.
* Worked on Admin tasks related to Page Layouts, Fields, Dashboards and Custom Objects in Service Cloud.
* Worked with Source Code control systems such as VSCode/Mavens Mate to maintain the Code Repository.
* Resolve defects raised by testing team in Rational Clear Quest and update status accurately and creating Test Methods with 90 to 100% test coverage.
* Developed emails to be sent domestically and internationally with Salesforce Marketing Cloud Utilizing skills such as HTML, CSS, JavaScript and AmpScript.

**Environment:**Saleforce.com platform, Apex Language, Visual Force Pages, Lightning Component, Service Cloud, Custom Controllers, Workflow& Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench

**Client: Comcast, Philadelphia- PA Mar 2018 – Jul 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created Custom objects, Page layouts, Custom tabs and Components. Strong skills in debugging complicated code.
* Tested Apps by appending multiple components to the Lightning Application thereby deployed applications from sandbox to production.
* Defined the lookup relationship and master-detail relationship on the objects that help in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Worked on Salesforce.com customizations using Apex (Classes, Triggers, and Web Services) and Visual force that consists of several new data integrations and customizations to be done as per business requirements.
* Developed Visual force pages for building public websites using Force.com Sites where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like CSS and JavaScript and used Static Resources when required.
* Experience in generating PDF 's with Salesforce data using Visual Force Pages, created and used Email templates in HTML and Visual force.
* Created APEX Classes and Triggers for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security, and Page Layouts.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in the development and testing of web services to integrate with an external system.
* Involved in the development of Inbound and Outbound web services.
* Implemented Sales cloud-like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules, and Auto-Response rules.
* Implemented Salesforce Service cloud-like creating Queues, assigning Cases to Queues or Users and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex test classes for unit testing and achieved at least 85% code coverage for migration.
* 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.
* Integrated Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Experience in working with AppExchange applications like ZUORA for the Billing system.
* Worked on JIRA for a ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production org using Force.com IDE, Change Sets.

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visual force, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Reports, Dashboard, Windows

**Client: Kubota Tractors, Dallas - TX Feb 2017 – Feb 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Implemented Salesforce Live Agent in Service cloud.
* Enabled and customized live agent’s Transcript, Visitor Pages, Chat Windows and Buttons.
* Enhanced and optimized the existing custom code to improve the performance of the applications.
* Authored several Apex triggers on Standard and Custom objects to implement business logic.
* Developed email-to-case functionality to captures customer inquiries in the Service Cloud.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Design and develop integrations between Salesforce.com (SFDC) and other applications/systems such as Data warehouse, JDE, custom applications, and other applications.
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.
* 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.
* Developed Apex classes and Apex triggers for various functional needs in the application using Force.com Eclipse IDE.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Used eclipse Force.com toolkit for creating Apex classes and Apex Triggers.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Working with Salesforce data tools such as Data Loader and Eclipse Force.com IDE for data migration.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Used SOQL&SOSL for data manipulation needs of the application using platform database object.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Used Eclipse IDE and Change Set for deploying classes, pages, triggers and Approval Processes.
* worked on the VS Code to build the lightning components
* Used REST API callouts / WSDL (SOAP API) for connecting to the services hosted by third party companies to perform an action by connecting to their respective repositories and sending the request on demand.
* Coordinated with Service cloud team members to build, test and support system functionality in the salesforce org.
* Worked with Chatter which helps the users to communicate with the organization easily and quickly.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
* Performed analysis and LOE estimation for migrating application from classic to lightning.
* Built custom lightning components to replace existing visualforce pages as part of migrating application to Lightning.
* Managed overall org’s user access, application security and analytics
* Managed production support tickets of L1 and L2 priority.
* Enabled and configured the Email Relay feature for the email administration for the entire organization.

**Environment:** Apex, Visual force, Apex Classes, SOQL, VS Code, Lightning Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, Service Cloud Sales Cloud, Marketing Cloud, SOAP, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Client: PENFED, Milford - OH Aug 2016 – Jan 2017**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Implemented new business process through the applications as requested by the user community and approved by management
* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Experience in handling different phases of the project life cycle including gathering requirements, Analysis, Design, development, deployment and maintenance
* Experience working under Agile/Scrum development, gathered details on user stories
* Developed training for the user community and resolved issues with the applications, assist with application updates and upgrades
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community
* Developed business documents for Salesforce custom objects. Responsible to work on stories and estimate the story points analyze and develop the logic
* Extensive experience in data migration from traditional applications to Salesforce using Apex Data Loader Utility. Executed data loader jobs for loading data from csv files
* Expertise in design and development of multi-tiered web-based applications using technologies like HTML, DHTML, CSS, JavaScript
* Drove and contributed to project that rely on Salesforce Sales Cloud from discovery through delivery: gathered requirements, collaborated with the team to define a solution, build it and trained the users.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Created workflow rules to send auto response emails, email alerts, field updates user setup and forecasting. Experience in APEX Coding such as Apex Classes, Apex Triggers
* Used Force.com Eclipse IDE for developing Visualforce, Controller classes and Triggers
* Created multiple projects to insert, retrieve and update the data from Marketing Cloud
* Managed Salesforce.com CRM application and Oracle CPQ Cloud/Big Machines system
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards
* Hands-on experience implementing Accounts Payable, Receivable, Financial Reporting
* Configured Customer & Seller Communities. Developed Custom Visualforce Pages for communities. Worked on created SSO with SAML 2.0 environment
* Conducting user acceptance testing to ensure program can be used easily and accurately. Responsible for designing system, Unit test cases and Production issues
* create prototypes for usability testing, working with development, technical publications, quality assurance and data Driven approach.

**Environment:**SaleForce.com platform, Force.com API, Workflow & Approvals, Reports, Service Cloud Sales Cloud, Marketing Cloud, Custom Objects, Custom Tabs, Email Services, Web services, Visual Force, Salesforce.com

**Retvik IT Solutions, India Jan 2015 – Dec 2015**

**Role: Java Developer (Intern)**

**Responsibilities:**

* Part of the technical team in the development of the Model View controller (MVC) Model architecture to handle configuration, database connectivity and template management allowing the developer to focus on application-specific business logic.
* Handle Session Time-outs with HTTPSessionListener interface.
* Performed XML parsing using DOM parser.
* Tracked software errors with ClearQuest and coordinated with help desk staff in resolving bug.
* Performed end to end functional testing of the applications.
* Enhanced the UI of the existing web pages using HTML and CSS.
* Maintained version control using CVS.
* Responsible for designing and developing catalog server UI using XML/XSLT
* Developed shopping cart functionality (Back end and UI) for the catalog.
* Development enhancement of algorithms (C++): specs, coding, testing and enhancement
* Responsible for meeting the specific performance goals for the catalog server put forth by the customer.
* Deployed the application using tomcat webserver.
* Worked on web-based reporting system with HTML, JavaScript and JSP.
* Involved in Designing the Database Schema and writing the complex SQL queries.
* Development of new features for Equity trading (C++, Java and SQL)
* First level developments (PERL, SQL and VBA): Customer report, feeds to other systems, internal reporting
* Accessed the database using JDBC.
* Used J2EE design patterns like Factory, Singleton. Involved in various phases of Software Development Life Cycle (SDLC) as requirement gathering, modeling, analysis, architecture design, and development.
* Worked in a fast-paced environment and meeting all the requirements
* Created applications involving JSP, JavaScript, jQuery, and HTML. Extensively used various collection classes like Array List, Hash Map, Hash Table, and Hash Set.
* Creating technical specifications, coding, unit, and system integration testing for the enhancements and conducted reviews with end users.