**Divya Mopuru**​



**Salesforce Developer/Administrator**

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# PROFESSIONAL SUMMARY

* Around 7 years of IT experience as a **Salesforce**​Developer/Administrator​ involved in designing, modelling, analysis, and maintenance of **CRM systems.** ​
* Experienced in all phases of the Software Development Life Cycle (SDLC), quality management systems and project life cycle process.
* Skilled in different software process methodologies including Waterfall, Agile, and Scrum.
* Good experience with Configuration, Customization, Development and support experience on **Salesforce.com Platform.**
* Experience working across various SFDC implementations covering **Sales**​ **Cloud, Marketing Cloud, Health Cloud, Community Cloud, Salesforce B2B Pardot and App-exchange applications.**
* Experience in **Administration, Configuration, Implementation, Lightning** and support experience​ with Salesforce platform.
* Expertise in SFDC Development using **Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers,** Indexes,​ Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Excellent understanding of **Org**​ **hierarchy, Roles, Profiles, Users, object-level security, field-level security, record-level security and sharing rules.**
* Worked on **Workflow**​ **Rules & Approvals, Process builder, Reports, Custom Objects and Tabs, Security Controls, AppExchange Package & Custom Applications.**
* Exposure to Apptus and **Salesforce CPQ**​ developed POC’s in Apptus CPQ and Salesforce CPQ.
* Experience with **Salesforce**​ **CPQ** for subscription, billing, invoicing and can take control of the sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience in developing salesforce mobile applications, communities and sites.
* Experience in working on **Visualforce Pages, Apex Custom Controllers/ Components**​ . ​
* Knowledgeable on **leads, case management, web-to-lead, web-to case, email-to-case.** ​
* Experience in Using **Data Loader** for bulk import and export of data from Salesforce.com Objects. ​
* Experience in integrating two Salesforce org using REST web services.

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| **TECHNICAL SKILLS** |  |
| **Salesforce Technologies** | Apex Classes/Controllers, Salesforce Lightning Design System, Apex  Triggers, SOQL, SOSL, Visual Force Pages, Apex Web Services, Workflow & Approvals, Dashboards, Process builder, Standard and Custom Objects |
| **Salesforce Tools** | Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production), Salesforce B2B Automation Pardot |
| **Operating Systems** | Windows, Linux |

# EDUCATION

* Masters in Embedded system (MTech) from Satyabhama University, India.
* Bachelor’s in Electronics and communication Engineering from JNTU Anantapur, India.

# CERTIFICATIONS

* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder

# PROFESSIONAL EXPERIENCE

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| **Role: Salesforce Developer/Administrator Jan 2019 - Till Date** |
| **Client: Popular Bank, Chicago** |

**Responsibilities:**

* Application design and configuration using salesforce.com automation including apex, visual force, visual workflows, process builder, and lightning components.
* Created **workflow rules, validation rules**​ and defined related tasks, email alerts, and field updates.
* Worked on various salesforce.com **standard**​ **objects** like accounts, contacts, leads, opportunities, and reports.
* Created and configured **custom**​ **objects,** custom tabs and deployed workflows, approval processes, validation rules and sharing rules to meet the requirements of the application.
* Worked on **reports and dashboards**​ to create and update the existing reports. ​
* Performed administration tasks like user management, data management, creating and managing roles and profiles.
* Designed and performed rollout from **Salesforce**​ **classic to lightning**, ​ developed lightning components using aura framework, lightning app builder and lightning design system for styling.
* Worked on **lightning process builder flows, connect API, chatter and quick action.** ​
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Used field level security along with page layouts in **lightning**​ to manage access to certain fields.
* Designed and developed **apex**​ **classes, controllers** and **controller**​ **extensions** for various functional needs in the application.
* Involved in developing and updating the **visual**​ **force pages** as per the changing business requirement.
* Worked on community cloud posting knowledge articles on the community for the customers and also deployed the live agents for customer service.
* Used **SOQL, SOSL​** with​ consideration to governor limits for data manipulation needs of the application using platform database objects.
* Used data loader import/export wizard, for performing the ETL operations.
* Worked on various tickets to update and enhance the visual force pages and classes.
* Created Various Validation Rules & Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Worked on different portals like **self-service portal, partner portal and customer portal.** ​
* Responsible for my project deployments for all the releases and for post-deployment testing.

**Environment:** ​ Salesforce.com platform, Salesforce Lightning, Community Cloud, Sales Cloud, Service

Cloud, Apex classes, triggers, Visual Force (Pages, Component & Controllers), Sales Cloud, Workflow Rules & Approval Processes, Testing, Page Layouts, Reports, Record Types, Data Loader, SOQL, SOSL, Dashboards, Web Services.

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| **Role: Salesforce Developer/Administrator Jan 2017 - Dec 2018** |
| **Client: T-Mobile, Atlanta** |

**Responsibilities:**

* Worked on the salesforce.com platform in the organization supporting 250+ users.
* Creation and execution of email marketing campaigns using Salesforce Marketing Cloud.
* Creation of customer journeys and the associated communications using SFMC ​**Journey Builder** ​to build out and measure the success of automated campaigns in relation to events in our venues.
* Create segmented audiences based on insight and execute targeted email campaigns to develop fan experience, brand engagement and ultimately increased ticket sales for our events.
* Providing team members with technical training as required such as configuration tasks for ICapture forms, workflows, ​**Ampscript** ​queries and automation.
* Partners with functional subject matter experts to translate requirements and build new Salesforce solutions using both declarative and programmatic approaches in collaboration with Technical Team.
* Worked on various salesforce.com standard objects like **accounts, contacts, leads, campaigns, and**​**opportunities.**
* Designed, implemented and deployed **the custom objects, page layouts, custom tabs**​​, and components, to suit the needs of the application.
* Created custom objects and defined **lookup**​ and ​**master-detail relationships**​ on the objects and​ created​ **junction objects**​ to establish connectivity among objects.
* Involved in creating and customizing email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
* Used field level security along with page layouts to manage access to certain fields.
* Used **tabular, summary, and matrix reports**​ creating standard reports and custom reports. ​
* Involved in ​**salesforce CPQ** ​implementation and customizations around the app exchange.
* Performed salesforce ​**CPQ** ​related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Involved in end to end QA and UAT testing and validation of CPQ including products, pricing, quoting, etc.
* Worked with ​**SOQL, SOSL**​ queries with governor limitations to store and download the data from the salesforce.com platform database.
* 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.

* Involved in field & page layout customization for the standard objects like account, contact, and leads.
* Designed ​**validation rules**​ along with roll-up summary fields to maintain data quantity and data consistency.

**Environment:** ​ Salesforce.com platform, Sales Cloud, Marketing Cloud, Custom objects, and fields, Workflow Rules & Approval Processes, Validation Rules, Profiles and Roles, Page Layouts, Reports and Dashboards, Record Types, Data Loader, MS Excel.

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| **Role: Salesforce Administrator Nov 2016 - Dec 2017** |
| **Client: SeniorLink, Boston, MA** |

**Responsibilities:**

* Involved in ​**Salesforce.com**​ Application Setup activities and customized the apps to match the functional needs of the organization
* Maintain security around user accounts, sharing rules, user roles and profiles, field level security, group permissions and **license assignment**​
* Created various ​**profiles, roles, page layouts, and record types**​ and configured the permissions based on the organization hierarchy requirements.
* Manage Salesforce ​**user licenses**​ and de-activate users as needed.
* Configured Profiles and Permission set to meet the Information security needs of the organization.
* Created various ​**reports**​ (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Customized ​**user roles, role hierarchies, profiles and sharing settings**​ to ensure that the protected data is available only to the authorized users.
* Designed & deployed the ​**custom objects, custom tabs, validation rules, auto-response rules, approval processes, page layouts**​, to suit to the needs of the application.
* Used export, insert, upsert and update functions in data loader.
* Created ​**workflow rules**​ and defined related tasks, email alerts, and field updates.
* Performed data clean-up and/or ​**data migration** ​to/from Sandbox and Production.
* Created and maintained the documentation for ​**design, migration, and integration.**

**Environment:** ​ Salesforce.com platform, Health Cloud, Workflow Rules & Approval Processes, Validation Rules, Record types, Profiles and Roles, Standard and Custom Objects, Page Layouts, Reports, Dashboards, Apex Data Loader.

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| **Role: Salesforce Administrator Sept 2014 – Aug 2016** |
| **Client: Capgemini, India** |

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various objects like accounts, contacts, leads, opportunities, reports, and dashboards.
* Developed various ​**custom objects,** ​ tabs, components and visual force pages and controllers.
* Created org wide default to restrict access from users.
* Customized ​**page layouts**​ for standard/custom objects and assigned ​**record types.**
* Created ​**data validation rules and formulas**​ as per business requirement.
* Developed and configured various custom reports for different user profiles based on the need in the organization.
* Created ​**lookup and master-detail relationships**​ on the objects and created junction objects to establish connectivity among objects.
* Created and deployed several ​**reports & dashboards**​, ​**report folders**​ for different user profiles based on the need in the organization.
* Developed and deployed ​**workflows and approval processes**​ for opportunities and products/ assets management.
* Created and used ​**email templates** ​in html and visualforce.
* Responsible for performing administrative tasks and ensuring data integrity.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** ​ Saleforce.com platform, Objects, Fields, Workflow rules, Approval process, Process builder, Reports and Dashboards, Visual Force Pages, Data Loader.