

**Name: Aakanksha**

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**Summary**

Certified salesforce professional with overall experience of 7+ years as Salesforce Developer and Salesforce Administrator involving in the complete life cycle of SDLC including System analysis, Design, Development, Testing and Deployment.

* Experienced on developing **Lightning Components**, **Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, Batches and working with Force.com IDE**.
* Developed **lightning components framework** and also built a lighting component using **AURA Framework.**
* **Created Lightning components using Lightning web components (LWC).**
* **Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email** generation leading to effective Web-to-Lead communication with customers and partner portals.
* In **depth understanding of CRM business processes like campaign management, lead management, account management, opportunity management and forecasting.**
* **Experience with SDLC process in agile methodology. Strong implementation** and rollout experience with salesforce.com CRM (**Sales cloud, Service Cloud, Marketing cloud, FSL), Communities, Sites and Force.com platform.**
* Upgraded some **Apps from Sales force Classic to Lightning Experience to develop rich user interface and better interaction of pages.**
* Used standard and custom controllers in **visual force for development of custom Sales force pages** as per business requirements.
* As part of **sales cloud**, we used **CPQ** in my project, through sales order is created automatically.
* Proficient in **Data Migration** from Traditional Applications to sales force Using **Data Loader Utility**.
* Created **Workflows, Approval processes, Validation rules, Apex/Visual force development and sharing rules.**
* Hands on experience in developing and **configuring Dashboards, Reports and Report Folders** for different user profiles based on the need in the organization. Advanced knowledge of APEX, including but not limited to **scheduling, web services API, triggers, custom controllers, Design Patterns, Dynamic Apex, and Batch Apex**.
* Good experience with **HTML, VBScript, JavaScript and XML various database access technologies**.
* Proficiency in administrative tasks like c**reating roles, profiles, users, email services, page layouts, workflow alerts, actions and approval processes**.
* Designed **junction objects and implemented various advanced fields like pick lists, custom formula fields, field dependencies, validation rules, sharing rules and approval processes for automated alerts, field updates, and email generation** according to application requirements
* Excellent understanding of salesforce.com Sales Cloud, Service Cloud, Chatter and Force.com product offerings.
* Used **salesforce DX** app cloud that allows users to develop and manage Salesforce apps throughout the entire platform in a more direct and efficient way.
* Worked on **Lightning process builder** flows, used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Strong knowledge of **Salesforce configuration, data migration, system integration and familiarity with Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers).**
* Experience working with **Force.com IDE and SFDC Sandbox environments**
* Strong knowledge on SFDC Functional areas – **Accounts and Contacts, Opportunities, Leads, Campaigns, Dashboards and Reports.**
* Extensive experience in using salesforce.com involving the **creation of Roles, Profiles, Workflows, Approval Processes, Page Layouts.**
* Used **SQL Queries** and stored procedures extensively retrieving the contents from **SQL Queries.**
* Communicated with different teams in the project like testing team, unit, system, UAT and production deployment, business process team to make sure of the quality product.

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-I
* Salesforce Certified App Builder

**Technical Skills:**

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| **Salesforce.com** | Salesforce Lightning, Apex Language, Apex Trigger, Apex Class & Apex, Visualforce (Page, Component & Controllers). SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, force.com IDE, Apex data loader, web services |
| **Custom Integration &Management tools** | Outbound Messages, Workflow and Approvals, Field updates, Reports, Account Management, Contact Management, Email Services, Security Controls, Custom Objects, Custom Settings, Custom Labels & Tabs, App Exchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA, Bitbucket, Gits,Vscode |
| **Web Technologies** | HTML, Java Script, XML, CSS, WSDL, JQuery |
| **Languages** | C, C++, Apex, Core java, Java, Javascript |
| **Relational DB** | SQL, SOQL, SOSL |
| **Force.com tools** | Eclipse, Force.com Eclipse IDE Plug-in, Data Loader, Force.com, Salesforce.com |
| **Java Framework** | J2EE, Struts, Hibernate. |

**Prudential Roseland, NJ Nov 2018 –Till Date**

**Salesforce developer**

**Responsibilities:**

* Designed and developed **Visual Force pages** based on the business requirements in **lightning Web .**
* Involved in **daily standup** meetings, **scrum** to ensure results to bring good solution to the business requirement**.**
* **Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on Facility assignments and Primary roles and Profiles in creating User territories and sharing records.**
* Created a **service territory** as a FA and assigned **service resource** as per business requirement**.**
* **Created field service features according to their unique business needs.**
* Designed high level customized **visual force pages** using extension controllers, custom controllers and standard controllers as per the business requirement
* **Lightning Experience** - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* **Defining LWC in creating Maintenance Plans based Service Resource, Service Territory, Timeslot objects.**
* **Created html, JS script and aura components** for defining **the FA pages as per the business requirement**.
* Developed **lightning component** framework and built a **lightning components framework**.
* Used **SQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* **Created UI pages as per business requirement using Lightning web components (LWC).**
* Migration of Build to different orgs using **bitbucket** and Validate the projects and Deployment status for each instance.
* I did extensive work on **integrations**, i**ntegrating** with external systems using **a SOAP API**, **REST API** as a calling services and calling out services.
* **Retrieve all metadata and apex classes from a salesforce org and push to a GitHub repository hosted on bitbucket using vs code.**
* Day to day **Scrum calls** on the updates of the work to scrum master and raising gaps and to ensure effectiveness of the deliverables
* Worked with various **Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.**
* **Created Lightning components, added css and design parameters that makes the lighting components look and feel good.**
* Used Lightning Component framework, is built on the open-source **Aura framework**.
* Deployed the code developed in **the Dev Sandbox** to the **Test Sandbox** and the **Production sandbox.**
* Used **aura namespace components** to simplify app logic and used ui namespace contains components for user interface elements like buttons and input fields. The force namespace contains components specific to Salesforce.
* Have done POC on using External ID for Data Upsetting using **Data Loader**.
* Written test classes for a **Process Builder** to test its efficiency.
* Worked with **SQL, SOSL, SObjects, Visual force, APEX, ETL, SOAP API Force.com and Web services API.**
* Following sales force standard while developing the code and meeting the standards as per the DaVita standards.

**Environment:** Force.com platform, Chatter, Apex Classes, Sales Cloud, Service Console, Visual Force Pages, Bit bucket, Jira, apache ant, Custom Objects, Custom Tabs, Controllers, Email Services, Workflow Approvals, Security Controls, Reports, Eclipse IDE, Windows, Bit bucket, Vscode, Java, Gits,

**Bank of America, Pennington, NJ Nov 2017 – Oct 2018**

**Salesforce Admin/ Developer**

**Responsibilities.**

* Implemented Agile to ensure speed-to-market of solutions and maximum business value capture.
* **Designed and developed Visual Force pages with using Lightning web components (LWC) to invoke methods.**
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* **Created and invoked apex methods to read data from custom objects in LWC.**
* **Customized and used the SQL with Java Scripts in a Lightning web components (LWC).**
* Designed high level customized visual force pages using **extension controllers, custom controllers**.
* **Lightning Experience** - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* **Created**
* Replaced all **the JavaScript buttons with Quick Actions or Lightning Components** in Lightning.
* Developed **lightning component** framework and built a **lightning components framework**.
* **Created the service resources and created functional territories**, like Field Sales versus **Field service**.
* Used **SQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* I did extensive work on **integrations**, i**ntegrating** with external systms using **a SOAP API**, **REST API** as a calling services and calling out services.
* Retrieve all metadata and apex classes from a sales force org and push to a **Git Hub** repository hosted on bit bucket using ANT.
* Day to day Scrum calls on the updates of the work.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Used Lightning Component framework, is built on the open-source **Aura framework**.
* Used **aura namespace components** to simplify app logic and used ui namespace contains components for user interface elements like buttons and input fields. The force namespace contains components specific to Salesforce.
* Have done POC on using External ID for Data Upsetting using **Data Loader**.
* Written test classes for a Process Builder to test its efficiency.
* Worked with SQL, SOSL, Visual force, APEX, ETL, SOAP API Force.com and Web services API.

**Environment:** Force.com platform, Chatter, Apex Classes, Sales Cloud, Service Console, Visual Force Pages, Bit bucket, Jira, apache ant, Custom Objects, Custom Tabs, Controllers, Email Services, Workflow Approvals, Security Controls, Reports, Eclipse IDE, Windows.

 **JM Family Enterprise. Inc., FL Jan 2016 – Oct 2017**

**Salesforce Developer**

**Responsibilities**

* Created Users, roles, profiles, public groups and implemented role hierarchies and sharing rules to provide shared access among different users.
* Setup Live Agent as part of case management implementation inside service cloud.
* Implemented the duplicate management rules on contact and Account.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Created **Lightning components** and added design parameters from Lighting design systems that give a better look.
* I was involved in developing sales force **Lightning** applications using lighting components, controllers and events and used custom **CSS** in the components.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like Visual force, Force.com IDE
* Worked on standard objects like Accounts, Contacts, Leads, Campaigns, Reports, Cases (case management) and Opportunities.
* Set up Marketing Campaigns, Campaigns hierarchies, Lead Queries, Assignment Rules, Web-to-Lead and Auto Response Rules (**Marketing Cloud**).
* Data migration from external systems to sales force using Data Loader. Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* I have experience on **CPQ** which is majorly using **apptus** **CPQ**, as part of **sales cloud**.
* Automatically sales order is created through using **CPQ** then opportunity information sent to order managements systems
* Used **salesforce DX** app cloud that allows users to develop and manage Salesforce apps throughout the entire platform in a more direct and efficient way.
* used **CPQ**, as part of **sales cloud**, it’s creating quote line then once quote is submitted, sales order is created automatically
* I have worked on **integrated** with external systms, with different kind of **integrations**, with the real time integrations I used mule soft, with the vendor it’s an batch class.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers**, packages for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
* Extensively worked on customizing Geo pointe App to the organization needs.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used **salesforce DX** for effectively makes the release cycle more agile
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the training sessions provided by the Salesforce team and support end users
* Knowledge on creating Visual force Dashboards, sharing rules.
* Used change sets for deployment.

**Avaya Inc., Denver, CO Jul 2014- Oct 2015**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements and provided solutioning for user stories.
* Designed, developed, and deployed Apex Classes, Controller Classes, Batch classes and Apex Triggers for various functional needs in application using Force.com IDE.
* Wrote SQL, Relationship and SOSL queries for data manipulation needs of the application using platform database objects.
* Developed Visualforce Pages and overridden with standard New, Edit and List buttons.
* Wrote custom JavaScript, CSS files for client-side validations, rich UI in the Visualforce pages, components.
* Developed Visualforce pages with custom Pagination using jQuery Data Table plugins.
* Wrote custom apex web service SOAP/REST classes for inbound calls to salesforce and performed Post, Get, Put operations on salesforce data.
* Enabled communities for internal users in the organization and developed custom Visualforce pages with org branded for all users.
* Worked on administering Users, Profiles, Field level security, Territories, Public groups, sharing rules and record level permissions to provide shared access among different users.
* Designed, developed Custom objects, Entity-Relationship data model, Lookup, Master-Detail, Junction objects, Validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Worked on configuration/customization of Account, Contact, Opportunity, Pricebook, Products of Sales cloud and configured Account Teams, Sales process.
* Created custom Lead conversion rules on Lead object and created Visualforce pages and controllers.
* Worked on configuring Service cloud - Service Console, Email-to-Case, Assignment, Escalation and Auto-response rules.
* Developed and configured various Reports, Dashboards and Report Folders for different user profiles based on the need in the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
* Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to archive.
* Written apex unit test classes for code coverage of Apex classes, triggers and Batch classes.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Used Git as version control for managing code across various repositories.
* Used Force.com Migration tool to deploy components across various sandbox and production instances.
* Followed agile methodology in the project.

**Environment:** Salesforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Informatica on Demand, Windows XP, Microsoft Access, Toad for Data Analysis

**Sysco Foods Houston, TX Aug 2013- June 2014**

**Salesforce Admin**

**Responsibilities:**

* Involved in analyzed requirements and developed detailed design of Sales force integration.
* Worked on various custom objects and standard objects
* Extensive custom object coding
* Worked under Agile SDLC using Scrum methodology.
* Create & customize Salesforce objects, fields, validation rules & user profiles.
* Designed, developed, and deployed Apex Classes, Controller Classes, Extensions, Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Developed Visual Force Pages and Visual Force Custom Controllers. Proficiency in Anonymous Apex
* Developed SQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Handled assigned Case Support Issues.
* Worked with Pardot Marketing automation.
* Acted as the point of contact for CRM vendors like Eloqua and Pardot.
* Used Force.com platform for developing feature-rich and user-friendly Visual Force pages for enhancing SFDC UI.
* Analyzed data integrity issues and developed data migration templates.
* Performed day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Created various advanced fields like Pick list, Custom Formulas, Filed Dependencies.
* Performed mass insert, update, delete using Data Loader tool.
* Created Object and Field level security to hide the critical information on the profile users.
* Created auto assignment rules using the workflow process to route tasks
* Created Visual force email templates and automated Email Process to send customers.
* Documented data mapping, reports, and dataflow diagrams.
* Created custom report types, custom reports, and dashboards to meet the reporting requirements of the decision makers in the organization.
* Implemented Change Sets Deployment. Developed Test classes and increased the code coverage
* Created page layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Reports, Dashboards, SOAP API, REST API, Pardot, JSON Web Services API, Email Services, Sandbox, Eclipse IDE Plug-in, Permission Sets, Sublime Mavens Mate Plug-in, Developer Console, Force.com Beta Explore

**Environment:** Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

EDUCATIONAL QUALIFICATION:

• Bachelor’s in Computer Applications – 2004

• Masters in Computer Applications - 2009