|  |  |
| --- | --- |
|  | **Priyadarshini Jangam**  A picture containing drawing  Description automatically generatedA close up of a sign  Description automatically generated**A close up of a sign  Description automatically generatedA close up of a sign  Description automatically generated**  CM: 501 420 2887 |   E : jangampriyadarshini2@gmail.com I [LinkedIn](https://www.linkedin.com/in/priyadarshini-jangam-b933301b5/) |

|  |
| --- |
|  |

**Summary**

Over 8 years of experience in IT that includes 5 years of strong experience in **Salesforce.com** platform as **Developer** and **Administrator** including analysis, design, coding, testing and implementation on various business domains like Health, Insurance and Telecom and 3+ years of experience using **Java** technologies.

* Implemented in functionalities related to the **Sales Cloud, Service cloud, Commerce and Community Cloud** & **Health Could** (Financial Service Cloud-FSC).
* Implemented and delivered projects under **Agile/Scrum** & **Waterfall model (SLDC)** development environment with both large & small project teams.
* Serve as the Salesforce Commerce Cloud technical expert with deep experience in both front-end and back-end development on the Salesforce Commerce Cloud platform.
* Experienced in **Object Oriented Analysis** andDesignand **Object-Oriented Programming** andDesignPatterns under **MVC (Model View Controller)** Architecture.
* Experience in Overseeing Technical design **lead** Technical solutions using Salesforce Best Practices.
* Extensive experience in creating **Custom Objects, Custom Fields, Picklists, Record Types, Custom Tabs, Queues, Public Groups and Communities.**
* Extensive Knowledge in Configurational aspects of **Lightning Process Builders, workflows, Validation Rules, Approval Processes, Permission sets, Profile, Roles, Page layouts, Reports, Dashboards, Custom Permissions, Flows and Einstein Analytics.**
* Experience in creating **Lookup, Master-Detail, One-to-one, many-to-many (Junction Objects) Relationships,** Implemented **Security/Sharing Rules, Field Level Security** & **Record Level Security.**
* Experience in customizing Sales force CRM for generating **Web-to-leads** (Sales Cloud), **Web-to-cases** and **Email-to-case** (Service Cloud).
* Experience in developing client-specific solutions on **Force.com** platform using **Triggers, Apex Classes, Controllers, Standard Set Controller, Controller Extensions** and **SOQL**, **SOSL** and handling **Apex Governor** limits to achieve complex business functionality.
* Thorough Understanding of **Asynchronous Apex** and hands on Experience in Utilizing Future, **Queueable**, **Schedulable** **Apex** and **Batch Process**.
* High proficiency on writing Scalable code using **custom setting**, **custom metadata**, utility classes to overcome **Governor limits** in Salesforce.
* Extensive Knowledge in Design, Development of Applications and **Integrating (REST API & SOAP API)** with **AppExchange** Products, External Applications and Enterprise Systems by both developing and consuming Web Services. Experience in Continuation Framework.
* Work in Integration **Service Oriented Architecture (SOA)** by coordinating with **ETL (MuleSoft & Informatica)** Teams.
* Experience with **Salesforce CPQ** configured tasks using **CPQ** & **Opportunity & Quote Management**. Created integrations with **CPQ** and **CLM** applications.
* Customized existing Visualforce pages to align with Salesforce **new Lightning UI** experience.
* Developed Lightning pages/components using the Lightning **AURA Component** framework, **Lightning Design System (SLDS), Lightning web components (LWC)** for both Desktop and Mobile.
* Developed reusable and generic UI components, utilities, frameworks in Salesforce considering the project requirements and **UI mashups** adhering to best practices & performance.
* Work on communication between **Visual Force** and **AURA Lightning** Components.
* Experience in using Technologies and UI skills like **HTML, CSS, XML, JavaScript** and **J2EE**.
* Created and Developed Live agent app in both classic and **lightning service consoles** (Service Cloud). Developed custom customer chat and pages for the same using VF and Aura Lightning. Enabled Omni-Channel for chat routing
* Experience in working with **Middleware Systems**, **Dell Boomi**, **Informatica Cloud** and **Mule Soft**.
* Experience in **Service Cloud**, Enabling Service Console, Live chat, omni channel, Assignment rules, Queues, Milestones, Customer Community and Entitlement Services.
* Experience in Salsforce.com **Sales Cloud,** Territory Management**, CPQ** and Hierarchy of product structure.
* Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard, Data Loader** & **Workbench**.
* Experience in migration applications from Sandbox to Production using **Force.com IDE** and SalesForce.com change-set**, CI/CD** tools like Jenkins, **COPADO,** ANT Migration Tools, VS Code. Created SFDX Scratch Orgs.
* Experience in managing full and developer Test Environments.
* Experience in writing **test Apex classes** to confirm at least 90% code coverage before deploying the code to production.
* Managing business requirements with respect to the ongoing and new projects which are then converted into technical requirements.
* Capable of Design, Implementing and Testing of Projects in Salesforce.com.

|  |
| --- |
|  |

**Skills**

|  |  |
| --- | --- |
| **Salesforce Technologies** | APEX Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), APEX Data Loader, Lightning Component, Lightning Web Components (LWC) S-Controls, APEX Web Services, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects |
| **Salesforce Tools** | Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Community Cloud Force.com Explorer, Workbench |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| **Software Methodologies** | Agile, Scrum, Waterfall |
| **Programming Languages** | APEX, JAVA J2EE, Apex Triggers and VisualForce Pages |
| **Operating Systems** | MS Windows, Macintosh |
| **Web Design tools** | Visual Force, HTML, XML, CSS, JavaScript, |
| **Documentation tools** | MS Word, Documentum, MS Excel, MS PowerPoint, MS Outlook, Jira |

|  |
| --- |
|  |

**Experience**

Salesforce DevelopeR AND ADMINISTRATOR| 03/2019 to Current

**DXC Technology Co - Conway, AR.**

* Involved in requirements gathering with multiple project managers, to better customize and utilize the full functionality of the Salesforce.com CRM solution.
* Followed **Agile Methodology** and as a process attended Daily Scrum Meetings, Retrospective Meetings, Sprint Planning Sessions and Backlog Grooming Sections.
* Participate in all development activities for implementing Salesforce Commerce Cloud eCommerce solutions including design, development, and testing.
* Configured Insurance Agent Console, Policy Tab to help **sales** and **service** team.
* Worked on Setting up coverage details for a policy in Insurance for Financial Services Cloud data model.
* Configured payment information for policies like workers’ compensation policy is supported by the **insurance data model**.
* Designed process automation using Lightning flows in the insurance industry.
* Worked on various salesforce.com standard objects like **Accounts**, **Contacts**, **Opportunity**, **Leads, Cases, Campaigns, Reports** and **Dashboards.**
* Created **Custom Apps, Custom Objects, Custom Tabs, Custom fields, Page Layouts, Search Layouts, Custom Links, Custom Buttons, Related Lists, Relationships (Look up, Master-Detail, One-one** and **Junction Objects)** and other components.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, **Community Cloud**, Chatter and App-exchange applications.
* Created and managed user accounts and security - including new user account **creation, profile and role management, sharing rules, field-level security, security controls, Permission Sets, Public groups** and **Queues.**
* Created **Workflows, Workflow Actions, Time-Dependent workflows, Process Builder, Flows, Approval Process.**
* Converted Workflow Rules and Process Builders related to few Objects into **Apex Triggers** to maximize the performance.
* Created and maintained the email templates to be used in the Workflows, Auto **Assignment Rules** and **Auto Response Rules** related to Lead Management module in Sales Cloud.
* Created **web-to-lead, web-to-case** (Service Cloud) to support online lead capture and case capture and designed various types of Email templates for auto response to customers.
* Installed and uninstalled Salesforce AppExchange Apps.
* Designed, and developed **Apex Classes, Controller Classes, extensions,** and Apex Triggers for various functional needs in the application.
* Also developed **Asynchronous Ape**x by implementing Batch Classes, Schedulable Apex, Future methods.
* Used **SOQL & SOSL** with consideration to **Governor Limits.**
* Developed and enhanced various web services in **REST API** & **SOAP API** to support Inbound Integration.
* Also consumed external webservices by making call outs to support data exchange between Salesforce and External systems.
* Used **HTTP** Callout using **JSON** to fetch records/data from other system and display them on the fly in the Lightning Page each time the page opens by making use of **callouts** with **Continuation framework**.
* Used Platform Events extensively with **Mulesoft (ETL tool)** to maintain real-time Opportunity Sync between two Instances of Salesforce.
* Developed many **Ui** applications using Visualforce, **AURA Lightning Framework** and **Lightning Web Components (LWC)**.
* Implemented custom, generic salesforce Lightning components i.e. Modularize and Reusable custom components.
* Worked on building front-end development using **HTML5/HTML, CSS3/CSS2, Bootstrap, Java Script, jQuery** to bring dynamic versions of components when setting up in **Lightning App Builder**.
* Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages in both Mobile (Salesforce1) and Desktop.
* Implemented **Single Sign-on** authentication in salesforce to let user's login seamlessly against corporate database, other client applications.
* Developed, maintained, and monitored the **CTI**, Live agent in **Lightning (Service Cloud).**
* Developed custom chat using both **visual force** and **Lightning components.**
* Also worked on communication between agent chat and customer chat windows using both Salesforce provided events and custom events.
* Having good experience on Community Cloud, customer community and partner community.
* Used **Data Loader** to bulk load data into salesforce from other databases by **exporting** them into **CSV** files.
* Also used **Data Import Wizard** and **workbench** for data processing.
* Installed and Administered **NewVoiceMedia** Salesforce **AppExchange** products.
* Configured **AutoRABIT’s** one-click deployment to ensures **metadata** changes are easily deployed to multiple environments with Flexible **CI/CD** **workflow** with version control and **sandbox deployments**.
* Expertise in deployment from Sandbox to Production using Force.com Migration Tools like**, Force.com IDE**, **Change Sets, Workbench, git, GitHub, Jenkins, VS Code** (Created Scratch Orgs SFDX).
* Developed e-commerce website with multiple integrations with 3rd party systems for payments, warehousing, product information, etc.
* Used Commerce Cloud’s built-in intelligence to provide shopping personalization throughout the commerce experience by recommending products
* Using commerce cloud, the customers could interact with the company using web, mobile, and social media
* Customized and extended commerce so that customers could make purchase using buy buttons.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Also provided Production support.

**Environment**: Saleforce.com CRM, Lightning, Apex classes, Apex triggers, Visualforce pages, Custom/Extension Controllers, Apex Batch class, Schedule class, SOSL, SOQL, Salesforce1 mobile, AppExchange, Communities, Workflows Approvals, Reports, Dashboard, Custom Objects, Custom Tabs, Email Services, Data Loader, Web Services (SOAP, REST), WSDL, Sandbox, Ant, JavaScript, jQuery, HTML5, CSS, Force.com Explorer, Git, GitHub, Jenkins, VS Code, SFDX, Scratch Orgs.

Salesforce Lightning DEVELOPER and ADMINSTRATOR | 10/2017 to 02/2019

**BlueCross BlueShield (BCBS)- Chicago, IL.**

* Responsible for helping to capture business requirements, identifying appropriate **data sources, Data quality issues, Business transformation rules, mapping source** to target as part of **Sales Cloud**.
* Adopted **Agile/ SCRUM** and **Waterfall methodologies** to monitor, steer and develop project objectives.
* Managed day-to-day administration of **salseforce.com instance.**
* Involved in maintaining Standard objects like **Accounts, Contacts, Leads, Opportunities, Cases, Products, Product Line Items.**
* Also created many **custom Objects, custom fields (Formulas and Dependencies), Related lists, page layouts, Search Layouts, Custom buttons, Custom links, Reports** and **Dashboards.**
* Defined various relationships with standard and custom objects using **Lookup, Master-detail** and **many-to-many using junction objects.**
* Leveraged **process builder** & **Workflow Rules** to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and cross object field updates.
* Created many **email templates** (including HTML & Visualforce) for **email alerts**.
* Written **SOQL, SOSL** queries in **apex**. Also created **validation rules** for correct data entry.
* Maintained security at **field level (Field-level security),** **record level (Sharing Rules**) and at **object level (OWD).**
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Permission sets, upgraded installed packages.
* Implemented **Web-to-Lead** for Leads generated from web and **Web-to-Case, Email-to-Case** for Cases sent to a centralized email as part of **Service Cloud.**
* Implemented best practices and coding standards in developing **Apex Controllers** (Custom, Extension) and **Apex triggers.**
* Developed **Asynchronous Apex** like **Batch Classes, Schedulable Apex, Queueable** and future methods to deal with long running processes on huge volume of data.
* Developed **apex web service** in **SOAP** and **REST** classes for external application to consume data from salesforce.
* Integrated data with enterprise integration tools and extract, transformation, load (ETL) tools like **Informatica.**
* Implements case Management system for routing and escalation of cases as per **SLA's.**
* Implemented **CTI** **integration** with **cloud** **technology** and **on-premise** infrastructure for Salesforce.
* Design and Developed various reusable Lightning components based on client requirement.
* Worked on developing rich user interfaces using **Lightning pages**, **Visualforce pages** with standard components, **CSS, JavaScript, jQuery** and developed Custom Lightning Components & Applications for Mobile (Salesforfce1) and Desktop.
* Implemented **Community Cloud** for customer self-service using knowledge articles and FAQs.
* Installed and Configured **Cirrus Insight** Salesforce AppExchange products.
* Worked on project management tools (**Git Repository, JIRA**) and created workflows using **JIRA**.
* Written **Apex test classes** and **Test framework classes** which can be consumed by all Test methods and maintained coverage of 90% across all classes and triggers.
* Implemented **OMNI channel** to route the cases automatically to the agents.
* Used **Sandbox** for testing and **Eclipse** and Deployment Change Sets for code deployment and worked with **ANT Migration** Tool and Workbench by creating **XML** metadata Packages.
* Created different templates with **X-Author** as per the client needs using clauses and merge fields.
* Experienced in handling Production releases and production support.

**Environment**: Salesforce Lightning, OMNI channel case routing, Case management, Apex classes, Triggers, Salesforce.com Custom Objects, Visualforce (Pages, Component & Controllers), Page Layouts, CSS, Java Script, Workflows, Reports & Dashboards.

Salesforce Developer | 04/2016 to 09/2017

**SiriusXM- Lawrenceville, NJ.**

* Managed biweekly sprints in Agile environment using **TFS**, Facilitated the **daily scrum** meetings, sprint review, and sprint retrospective.
* Involved in project technical design plan, System Design Document, conversions, Mapping, configuration of portions of the **SFDC** application.
* Worked on various SFDC standard and customer objects **like Accounts, Contacts, Leads, Reports, Dashboard, Inventory, Orders, Production Planning, Scheduling, shipping, Logistics, Document management, Warranty.**
* Created **Reports** for **Cases** in relation with Tasks and emails and monitored the Progress in Monthly Dashboard.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Was involved in refactoring of code and workflow rules with **Process Builder Flows.**
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented **field level security**, **profiles,** and **audit** trail setup.
* Created user Roles and Profiles, security controls and shared settings.
* Proposed the effective way of visibility of records to users using Sharing rules, Profiles and Permission Sets.
* Involved and Proposed Solution for Territory based case Assignment, based on available users.
* Worked as Support Lead Managing (Sales Cloud) and distributing the work and direct point of contact for the Business.
* Developed **Apex Classes**, **Apex Controllers, Controller Extensions, Triggers** to implement the business logic as per the requirements.
* Developed **SOQL** and **SOSL** queries to get data from different related objects and Used **Force.com** Explorer for SOQL testing.
* Developed **Asynchronous Apex** like Batch Class, Schedulable Apex, Queueable Apex and future methods for processing huge volume of records.
* Created Batch jobs to send success and failure Attachments to respective territory owner.
* Worked with different aspects of **Web Services (XML, WSDL, SOAP, REST)** & **web integration** with SDFC.
* Proposed the design of User-friendly access to the system and wrote Several VF Pages, Complex Triggers and Classes to achieve the desired result with point and click functionality.
* Worked on Customer Community, which was built using Napili Template, used Lightning Components in **Community Builder.**
* Worked on **Conga** Composer App, Dealt with Field merge and Sending Fax Through Conga using Conga Templates.
* Ability to use different data tools – Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export and Mass Delete.
* Have worked on moving data from external legacy system into Salesforce application using **Apex Data loader & CSV files** and was part of debugging using when scheduled job run fails.
* Was Involved in Migrating data from **Legacy System Siebel** to Salesforce.
* Was responsible for Code Committing to Repository (**GIT**) and prepare the package to move to higher environments using **ANT** Tool and Change Sets.
* Worked on Custom metadata types, inserted the data to dynamically capture the data.
* Deployed application from Sandbox to other Sandbox as well as into Production environments using Change Set, Eclipse and Force.com Migration tool.

**Environment**: Saleforce.com CRM, Lightning, Apex classes, Apex triggers, Visualforce pages, Custom/Extension Controllers, Apex Batch class, Schedule class, SOSL, SOQL, Salesforce1 mobile, AppExchange, Communities, Workflows Approvals, Reports, Dashboard, Custom Objects, Custom Tabs, Email Services, Data Loader, Web Services (SOAP, REST), WSDL, Sandbox, Ant, JavaScript, jQuery, HTML5, CSS, Force.com Explorer, Git, GitHub, Jenkins.

Salesforce Developer/AdminISTOR | 10/2014 to 12/2015

**Sitel - Hyderabad, India.**

* Worked on customization of different standard objects like **Leads, Accounts, Contacts, Opportunities, Products, Price book, Campaigns** and **Cases.**
* Created new custom objects, assigned Fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Delivered **project reports** using **custom objects** and **standard objects**.
* Involved in Salesforce **point and click** configuration activities like creating **custom fields, formula, roll-up summary fields, dependent pick lists, page payouts, record types, validation rules**.
* Involved in administration, configuring, maintaining Salesforce **Users, Profiles, Roles, and Permissions, generating security tokens, Outlook Configuration settings** and **Data Loading.**
* Created Approval Process, workflows, process builders, validation rules, escalation rules, assignment rules for automated lead routing, lead escalation, Case assignment, email alerts and task creation.
* Performed data migration activities using **Data Loade**r to insert, update and export of data from **Salesforce.com** objects.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Provided on-going **Salesforce.com** maintenance and administration services, workflows, and approval process.
* Worked on Salesforce.com customizations using **Apex** (classes, triggers, Controllers, and web services) and **Visualforce page** for custom UI representations.
* Worked with **SOQL & SOSL** queries to store and download the data from **Salesforce.com** platform **database**.
* Developed **Cascading Style Sheets (C**SS) which can be used across all the visual force pages in the application to have unique look and feel with organization UI.
* Worked on integrating **SFDC** with **ETL** tools like **Informatica** and **Data** **Loader**.
* Involved in deployment activities and used **Force.com IDE** and Change Sets for deploying.
* Involved from complete components deployment to Production.
* Involved with **Salesforce.com** Premier Support and handled the support cases with the help Salesforce.com support.

**Environment**: Salesforce.com, Apex Language Salesforce.com Custom Objects, Visualforce (Pages, Component & Controllers), Page Layouts, Force.com IDE HTML, ETL tool, CSS, Java Script, Workflows, Reports, Dashboards, Sales and Service Cloud, Salesforce.com sandbox implementation.

UI Developer | 05/2012 to 09/2014

**Tech Mahindra - Hyderabad, India.**

* Developed web pages using **JSP** and **Servlets**.
* Analysis, Design, Coding and testing components in the application according to the specifications provided by the product owner
* Followed SAFE **Agile** principles and methodologies to achieve quality product by interacting with different teams to develop a web application
* Implemented Single Page Application [SPA] functionalities using **Angular Routing** and used **Angular Lazy Loading**, to increase the performance of the application.
* Migrated **java applications** from mainframes to **java 8** using Spring **MVC, JSP, CSS, hibernate, JavaScript, jQuery.**
* Implemented **Angular JS** for navigation and the services to connect the web application to back-end APIs.
* Developed custom **tags, JSTL** to support custom **User Interfaces**.
* Worked on**, Spring/Struts** Framework in implementing business logic to interact with the Hibernate for **object relational mapping** and other business processes of the system.
* Developed **Servlets** and **JSP** are based on **MVC** pattern using **spring framework**.
* Developed Form **Beans**, which are used to store data when the user submits **the HTML form**.
* Developed Action classes which are part of controller class, evaluates date form **beans** by invoking methods on BD’s and then forwards to some other action or **JSP**.
* Designed Application flow and Developed **UML** diagrams for the application using **Rational Rose**.
* Interacted with **DBA** team to resolve Performance issues related slow **Data load** for services involving **several complex SQL queries** having slow response time.

|  |
| --- |
|  |

**Education and Training**

**California University of Management and Sciences Virginia - - Arlington, VA | | Master of Science**

Computer Information Systems, 2018

**Lords Institute of Engineering and Technology - | Bachelor of Science**

Electronics and Communication Engineering, 2012

|  |
| --- |
|  |

**Certifications**

* Salesforce Certified **Platform Developer I**.
* Salesforce certified **Sales Cloud Consultant**.
* Salesforce platform **App Builder**
* Salesforce Certified **Administrator**.