

**Likhita Mallavaram**

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**Profile Overview:**

7+ years of experience on salesforce as an Administrator and Developer on integrating enterprise applications in Salesforce CRM. This involves configuration, customization, integration, deployment, communities, classic to lightning migration, lightning component development.



**Professional Summary:**

* Experience in all the phases of **SDLC** such as requirement gathering, analysis, design, development, testing, and deployment.
* Experience with **Agile**/Scrum, test driven, **waterfall** development methodologies in various project implementations with great communication and presentation skills.
* Experience in Salesforce **Lightning** and **Classic** Administration, configuration, Development, Implementation, and Support experience with salesforce platform.
* Experienced in building Custom objects, Reports, Dashboards, and Tabs.
* Developed lightning apps and components to be more interactive to end users.
* Knowledge in generating reports, workflows, dashboard, customized reports, analyzing data in salesforce.
* Experienced in SFDC **administrative** tasks like creating and assigning roles, profiles, Emailservices, page layouts, sharing rules, validation rules.
* Experienced with SFDC platform to build **Custom** **applications** which include administration, configuration, implementation, and support experience.
* Experienced in using **ImportWizard** and **DataLoaderUtility** for data migration.
* Developed salesforce.com custom application using **Apex**, **Visualforce,** and **App Exchange**.
* Implemented security and sharing rules for users at different levels of organization, picklists, **lookup**, and **Master-detail** relationships, formula fields to the custom objects.
* Administration experience in **Marketing** salesforce cloud using both classic and lightning versions.
* Knowledge with Eclipse IDE and Force.com plug-in.
* Experienced in developing Salesforce lightning **apps**, **events**, **components**, and **controllers**.
* Experienced in **Web** Technologies – HTML, CSS, JavaScript.
* Knowledge in **object**-**oriented** programming concepts such as JAVA.
* Experience with Profiles, Permission Sets, Organization Wide defaults, and Roles.
* Knowledge in customizing salesforce CRM for generating **Web-to-leads** and **Web-to-cases**.
* Used **SOQL**, **SOSL** with consideration to governor limits for data manipulation needs or the application using platform database objects.
* Enthusiastic in learning **new** concepts, applications and implement for a successful project.

**Technical skills:**

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| Salesforce.com | Apex Language, Apex Classes, Apex Triggers, Apex Webservices, Apex Scheduler, Batch Apex, Apex Class, Visual Force (pages, components, and controllers), Lightning (Components and controllers), |
| Custom Integration | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom Labels & Tabs, Account Management, Contact Management, Email Services, App Exchange Package & Custom Application and Sandbox Data Loading. |
| Salesforce Tools | Eclipse, Force.com, Apex Data Loader |
| Programming Languages | Apex, SQL, Java, C |
| Web Technologies | HTML, CSS, Javascript, XML |
| Database | Oracle, SQL Server, MS-Access |
| Operating System | Windows 7/8/XP/Vista/98, UNIX, LINUX |

**Working Experience:**

**Palo Alto Networks Santa Clara, CA**

**Salesforce Developer/Administrator October 2019 - Current**

**Responsibilities:**

* Responsible for the customization and configuration in the organization.
* Customized various standard objects using SFDC created detailed analysis of business and technical requirements.
* Created custom objects, settings, setup validation rules, Record types, custom tabs, field updates and email alerts.
* Worked with several objects like accounts, Contacts, Leads, Opportunities, Reports and created custom objects based on business needs.
* Developed lightning apps and components to be more interactive to end users for enhancements.
* Worked on data loader by uploading, cleansing and de-duplicating bulk loads, created new reports, and dashboards.
* Used SOQL with consideration to Governor limits for data manipulation needs or the application using platform database objects.
* Lightning components added to record pages and lightning pages.
* Preparing and getting approval of design, functional and technical specifications from business using sales cloud.
* For transactional and contractual purposes, created custom objects and fields. Created Email alerts, Field updates, Workflow rules, and defined related tasks.
* Organized fields, custom links, related lists, and record pages by creating page layouts and search layouts.
* Get real time data from external system using Lightning connect.
* Provided support for marketing team on Marketing Cloud.
* Created custom Apps and Reports within salesforce CRM and cloud computing model.
* Implemented various relationships using Master-detail relationships, picklist, validation and formula fields to custom objects.
* To complete development and deployment worked with CRM application development team.
* Used lightning component and visual force to create new tabs for improved look and experience.
* Made customizations, implementations, integrating with existing applications, community portals and mobile apps including marketing and service cloud implementations.
* Using WSDL, created Apex classes for integrating with external web services to the system, wrote business logic layer according to the business needs.
* Implemented and developed Apex classes, triggers to manage the workflows, develop custom business logic.
* To extract the data from external systems to display the pages of salesforce.com by integrating the web services.
* Implemented object level and field level security for the profiles to hide sensitive information.
* Test classes were written for respective Apex triggers.
* Supported testing team for fixes in all the environments.

**Environment**: SFDC Platform, lightning (Controllers and Components), CRM, Data Loader, Workflow, Email Services and security controls, Sandbox Data loading, Apex Language, Visual Force, Eclipse IDE.

**Northern Trust Chicago, IL**

**Salesforce Developer/Administrator March 2018 – August 2019**

**Responsibilities**:

* Responsible for requirement gathering by interacting with project team and Business Analyst.
* Involved in salesforce.com application set up activities and customized the apps to match the functional needs of the organization.
* Involved in discussions with all team members to provide best solution for migrating salesforce classic to lightning.
* Created various custom objects, Tabs, Workflows, Validation Rules, Email alerts, Reports, Page layouts and Record types for application.
* Experience with migration to salesforce lightning process included Lite Application customization, Lightning app builder and Lightning rollout.
* Experience in aura framework, Lightning components and Salesforce Lightning Design System (SLDS).
* Involved in using lightning, process builder and workflows. Worked on customization of visual force to have lightning experience for desktop and mobile applications.
* Analyzed and created custom profiles as required for business needs and implemented object level, Field level and Record level Security.
* Created and used Static resources, custom labels, custom settings, Email Templates in Apex code.
* Developed APEX classes and APEX triggers for various functional needs in the application.
* Used schedular and batch able interfaces in apex to process large amount of data within the system.
* Used SOQL and SOSL with considerations to governor limits for data manipulation needs of the application using platform database objects.
* Developed different visualforce pages to suit to the needs of the application using different visualforce components.
* By using JavaScript created custom buttons and executed controllers to achieve the functional requirements.
* Followed the APEX best practices to write a code in standardized way to avoid and handle system generated Governor limit Exceptions.
* Experience in creating Lightning components and used lightning design system to convert existing visualforce pages to lightning components.
* Customized existing visualforce to align with salesforce new lightning UI experience.
* Developed lightning components and used lightning app builder to use those components in lightning pages.
* Created email templates in text, HTML and visualforce necessary for the application.
* Involved in unit testing for the customizations and developments done during the projects.
* Supported the testing team by fixing the feedbacks throughout the test cycles and used the change sets to deploy code between the sandbox and production environments.
* Participated in demonstrations to end users in various stages of development and fixed the change requests.

**Environment**: SFDC platform, Apex Language, Target process, visualforce pages, Force.com, HTML, CSS, JavaScript, Apex Triggers, Reports, custom objects, custom Tabs, Data Loader, Email Templates, Workflows and Validation Rules, Lightning Design System (LDS), Process builder and Eclipse IDE-Plugin

**Macys Atlanta, Ga**

**Salesforce Developer/Admin February 2016 – January 2018**

**Responsibilities**

* Maintained functional areas of contacts, accounts, campaigns, opportunities, leads and dashboards.
* Developed and implemented the custom objects, page layouts and custom tabs.
* Developed classes and triggers using Force.com Eclipse IDE plug-in.
* Tables like opportunities, accounts and contacts have been moved to the salesforce CRM Standard objects.
* Developed and implemented APEX classes, Apex trigger and controller classes for various functional needs in the application.
* To monitor lead activities on sales geography customized the dashboards.
* Mapped data sources and loaded data using Apex Data Loader.
* For the flexibili ty and functionality of force platform application created formula fields, assignment rules, validation rules, approvals, and workflow.
* Written SOQL queries against Force.com API.
* Developed various visual force pages according to the needs of the applications using different visual force components.
* Used sandbox for testing and migrated code for deployment post testing.

**Environment:** SFDC, Apex, Force.com, Triggers, API, Controllers, Import wizard, Eclipse IDE, Data Loader, Visualforce pages, XML

**Osmosis Software Hyderabad, India**

**Salesforce Consultant April 2013 – December 2013**

**Responsibilities:**

* Involved in requirement analysis and preparation of detailed system requirement specification.
* Involved in designing documents of various application based on gathered requirement.
* Analyzed and configured the environment.
* Created custom objects and modified standard objects to include required custom fields.
* Implemented on workflow rules and approval processes.
* Migrated data from MS Excel/CSV to SFDC using Data Loader.
* Created summary reports, matrix reports, pie charts and dashboards to provide more accurate forecasting.
* Developed custom workflows and assignment rules.
* Implemented field level security for sensitive data fields.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customers cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases with respective to the business and quality requirement.
* Participated in weekly change control meetings and performed application and global impact analysis.
* Wrote several queries on SOQL and SOSL.
* Created user accounts and managed the profiles.
* Worked on Role hierarchy and sharing rules to configure visibility.
* Prepared training material and trained salesforce.com for business users.

**Environment**: Salesforce.com, Data Loader, Workflow and Approvals, Reports, Custom objects, Custom Tabs, Email Services, Webservices, HTML, JavaScript, Sandbox, Eclipse IDE Plug-in.