

CHANDANA PRIYA

PROFESSIONAL SUMMARY

A Software Developer with experience developing innovative software solutions and applications for enterprise customers. A proven track record of building and leading diverse development teams throughout all phases of SDLC. Adept at coordinating with cross-functional stakeholders to execute multi-million-dollar technology projects. A team player, strong interpersonal and communication skills combined with self-motivation, initiative and think outside of the box.

TECHNICAL HIGHLIGHTS

- Having over 4.5+ years of experience in the Salesforce.com platform playing multiple roles depending on need – Administrator, Developer.
- Have worked on Lightning Experience and Lightning Component Framework.
- Experience in Integration (Web services/callouts – REST Apex).
- Proficiency in SFDC configurations related to Data modelling, Data security (profiles, OWD, etc.), and Automation process (workflows, approval process, and process builder).
- Expertise in SFDC Configurations/Customizations as Administrator and Developer.
- Worked on Apex classes, controllers, and controller extensions
- Implemented Security access to the user profiles by creating Object level security, Field level security, and Record level security.
- Implemented new buttons, Controllers, and actions for Lightning Web Components.
- Hands on experience in writing SOQL and SOSL queries.
- Strong knowledge of DML Operations, Batch Apex, Schedule Apex, and Future Methods.
- Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.
- Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
- Proficiency in administrative tasks like Creating users, Roles, Profiles, Objects, Formula Fields and Validations rules, Email services, Approvals, Permission sets, Workflows, Reports, Dashboards.
- Experience in writing Test Classes for generating Code Coverage.
- Good understanding of Software Development Life Cycle (SDLC), Agile, and Scrum Methodologies.

CERTIFICATIONS

- Salesforce Certified Platform Developer-1

SKILLS

- Salesforce: Salesforce: Admin, Apex Programming, Database Management (SOQL & SOSL), Lightning Web Component, Sales Cloud, Service Cloud, data raptors, Integration Procedure, Workflow Approvals, Reports, Dashboards, Schedule Apex Custom Objects, Force.com IDE, Permission sets, Data Loader, Plug-in.
- Web Technologies: HTML, JavaScript, CSS.
- Languages: JavaScript, Apex
- IDE Environments: VS code, IDE, ANT, Eclipse
- Tools: Eclipse, Apex Data Loader, Force.com Migration Tool, Force.com Eclipse IDE Plug-in.

EDUCATION

Jawaharlal Nehru Technological University Anantapur, India
Bachelor of Technology, 2012 - 2016

WORK HISTORY

Salesforce Developer

March 2019 – August 2023

E Soft Technology solutions PVT LTD, India

Worked as Salesforce Administrator and Developer, building solutions in Sales and Service cloud with best practices.

Project 1 - Service Cloud Implementation for a healthcare provider Sep 2022 to till date

The client is a leading healthcare organization that delivers comprehensive care and treatment solutions to patients worldwide. They are dedicated to fostering a patient-centric approach, utilizing advanced technologies, and promoting a proactive health management system.

Skills: Salesforce admin, lightning flows, LWC, Data Security, SLA Configurations

Roles and Responsibilities:

- To streamline and improve their services, they sought the integration of a robust Salesforce system that could optimize case management, user management, billing/claims, and patient-provider interactions.
- Set up different users and updated their licenses in Salesforce.
- Created and managed different profiles, permissions, and sharing settings.
 - Configured the standard case management process using Salesforce standard functionality.
- Set up different case assignment/routing rules based on queues, SLA, and skill-based routing.
- Developed automations and workflows for creating, escalating, reopening, and following up on cases.
- Managed a variety of case statuses within Salesforce.
- Developed an architecture for case migration from custom objects to standard case objects.
- Managed different fields, page layouts, and validations for the cases.
- Configured and set up Salesforce's AppExchange Application with UJET.
- Provided phone, SMS, chat, and email support within Salesforce with UJET.
- Implemented various features for phone, SMS, email, and chat, including Call Logging, Call Disposition Codes, IVR Integration, Real-Time Analytics, and Automatic Call Distribution.
- Designed and set up the architecture for dynamic questions on the React portal.
- Created REST resources for post and get requests between Salesforce and React platform.
- Set up different sets of questions based on categories and managed their rendering.
- Configured nightly sync between Salesforce and the web portal for assessment questions and categories.

Project 2 - Automations for an Automobile Firm March 2022- Sep 2022.

The client is a leading manufacturer and seller of Vehicle tracking systems. The business requirement of the project was that the client wanted to Migrate the whole data of the ZOHO CRM, ZOHO project, and ZOHO Desk to Salesforce and needed some automation in its Salesforce org.

Skills: Salesforce admin, lightning flows, LWC, Data Security, Apex

Roles and Responsibilities:

- Proficiently executed the data migration project from ZOHO Project and Desk to Salesforce using Data Loader, resulting in a seamless transition of the client's data.
- The client wants a customized LWC component for lead detail and new and edit pages in Salesforce. The component should make a different field required based on the lead status selected. The fields should be dynamically rendered based on the lead page layout.
- The component should also be able to validate user input and show any errors to the user. The LWC component should work with standard Salesforce features, such as validation rules and triggers, to ensure data accuracy.
- Implemented advanced automation techniques for case assignment and escalation in the client's Salesforce org using Workflow Rules, Process Builder, and Apex Triggers.
- Developed custom Web to Lead and Web to Case functionalities in Salesforce using Apex, Visualforce, and custom objects, providing an improved lead management process.
- Designed and executed an approval process for quote generation in Salesforce using Approval Processes, Custom Objects, and Workflow Rules, streamlining the quotation process.
- Created a Lightning Web Component (LWC) for invoice regeneration in Salesforce using JavaScript, HTML, CSS, and Apex, resulting in a faster invoice generation process.
- Developed custom reports and dashboards in Salesforce to track the sales team's performance and monitor key business metrics.
- Implemented security features in Salesforce, including user management and role based access control, to enhance data protection.
- Developed custom workflows in Salesforce to automate various business processes and improve efficiency.
- Implemented advanced analytics and data visualization tools in Salesforce to help the client gain insights into their business data.
- Assisted the client in data clean-up and data migration, ensuring the accuracy and completeness of the data in Salesforce. Provided ongoing support and maintenance services to the client to ensure the smooth functioning of the Salesforce platform.

Project 3- CTI integration May 2021- Feb 2022

The client is a business processing outsourcing (BPO) firm in the United States. The business requirement of the project was that the client wanted to handle the lead from a different platform.

Skills: Salesforce admin, lightning flows, LWC, Data Security. API Integration

Roles and Responsibilities:

- Configured the Twilio account and Salesforce org to enable communication between the two platforms.
- Implemented CTI (computer-telephony integration) to manage incoming and outgoing calls from different platforms in Salesforce.
- Created an LWC component for the home page to display incoming and outgoing calls and utilized the LWC component as a phone panel for users.
- Implemented click-to-dial functionality in the LWC component to enable users to dial calls directly from Salesforce.
- Configure setup for users to receive calls in Salesforce, including setting up phone numbers and configuring call routing.

- Create a lead record in Salesforce whenever a new call is received, automatically populating the relevant fields with information from the call.
- Implement call logging and reporting to enable users to track call history and performance metrics.
- Ensure the integration meets industry and regulatory standards for data security and privacy

Project 4 - Service Cloud Voice with Amazon Connect Implementation for a Health Clinic Jan 2020-Mar 2021

The client was based in California. They ran a health clinic and provided two types of services. They were using two different telephone numbers, one for each service. The goal was to use customized IVR services on their contact numbers to implement their process. They also wanted to use Service cloud voice with partner telephony and Amazon Connect.

Skills: Salesforce admin, lightning flows, LWC, Data Security, Amazon Connect

Roles and Responsibilities:

- Set up and configured Service Cloud Voice.
- Created a connected app for SAML authentication to establish a direct connection between AWS and Salesforce using an IAM user.
- Set up and configured Amazon Connect service cloud functionality.
- Created custom lambda functions for contact flows (IVR) for custom data.
- On the salesforce side setup, configurations were done such that the calls would be transferred according to the priority and skill set in the omni channel.
- Set up call recording and transcripts in contact flow to provide a call recording link and transcripts to the salesforce record.
- Created reports and dashboards to keep track of every incoming and outgoing call.

Project 5 - Event Management configuration and automation in Salesforce Mar 2019 – Dec 2019

The client is a UK-based event technology business that provides a platform to businesses for managing events, check-in and registration from one platform. This project requires the integration of Mitingu.com Platform with Salesforce in order to track down all events and attendees associated with those events in Salesforce with their current status.

Skills: Salesforce admin, lightning flows, LWC, Data Security, Visualforce Page, API Integration

Roles and Responsibilities:

- Developed a managed package that included Visualforce Pages, Apex classes, and API Integration with the platform name Mitingu.com.
- Created a Visualforce Page for field mapping between campaigns, campaign Members and Mitingu custom objects.
- Created one-way sync between the Mitingu.com platform and Salesforce for getting real-time updates in campaign fields (start date, end date, venue, event name, description, URL) and Campaign members (attendee status, attendee name and attendee email).
- The email data from the Lead and Contact object was used to create the Campaign member's record. The email addresses of attendees are compared to the email addresses of leads or contacts for the purpose of creating a Campaign Member.