**VINUTHA** 

**vinuthaa.27@gmail.com**

**4804934568**

**PROFESSIONAL SUMMARY**

* Around **8 years** of experience in Salesforce.com CRM and Force.com platforms including Classic and Lightning features with proficiency as **Developer and Administrator.** Skilled in **Salesforce CRM, Apttus CLM &CPQ, In-depth Analysis of Business Processes, AGILE Methodology, SCRUM and SPRINT Techniques.**
* Experience in Salesforce.com Development using **Force.com, Lightning web components, Visualforce, and Apex.**
* Proficient in designing and creating **custom objects, custom fields, role-based page layouts, custom tabs, custom reports, report folders, data extraction to various formats, Workflow rules and Approvals, Validation rules.**
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards, and graphics) and **Report Folders** to assist managers to better service utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Proficient in dealing with **Customization, Security Controls, creating Profiles, Roles, Users, Record Types, Page Layouts, and Email Templates**etc
* Possess a good understanding of the functionalities related to **Service Cloud, Call center, Chatter, and App Exchange Applications.**
* Experience in developing custom **UI** with **AJAX functionality** using Visualforce pages, controllers, and **Controller Extensions** and Experience working with **data models, SSO, SOQL, SOSL and Governor Limits.**
* Measure and report performance of all digital marketing campaigns, and assess against goals
* Build out Marketing Confidential in Journey Builder and Email & SMS campaigns
* Experience in working with Salesforce.com sandbox and production environments. Used Change sets, ANT migration tool, COPADO, Jenkins,(CI/CD
* Proficient in dealing with the functionalities related to the Service and Sales Cloud
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Mapped personal and professional caregiver networks with salesforce health cloud
* Used health cloud to integrate data from EHRs, wearables and more.
* Hands on experience with solutions implementation, complex customizations, and configuring features available on Sales cloud, Service cloud, Commerce cloud & App-exchange applications.
* Good hands - on design, development, deployment, and management of multiple integration processes created on Dell Boomi, detailed configuration **of Dell Boomi Atom Clouds**, local Atoms and Molecules enabling integration landscapes for the proposed architecture for integration processes.
* Created visual force pages that use lightning components and worked in developing lightning components, events, and its applications and worked with the **salesforce1 sandbox simulator to run and test the lighting applications.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Experience in functional and technical aspects of Quip, and how it works with salesforce.
* Capable in developing client-specific solutions using **Apex Classes, Apex Triggers, Controllers and Controller Extension, Components and Test methods.**
* Experienced in the **Integration** of salesforce.com with external applications by using Web Services API, Metadata API, SOAP, REST and IBM web sphere and Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Experience working with Deployment tools like Force.com IDE based on salesforce.com sandbox environments and Experience working with **Eclipse IDE** with **Force.com Plug-in, Data Loader, and Web Services API.**
* Good exposure to callouts from salesforce to call external process on Heroku.
* Involved in gathering high-level business requirement functional specifications and preparing use cases. In-depth knowledge in Developing Apex code within **Governor Limits.**
* Experience on Lightning Process Builder to consolidate existing workflow rules.
* Experience in **Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting in a cloud scenario.**
* Good exposure to **RDBMS and SQL scripts** for efficient report generation.

**TECHNICAL SKILLS**

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| Salesforce.com | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components, and Controllers), Salesforce1 Lightning App Builder, Apex Data Loader, S-Controls, Apex Web Services, Heroku, Dashboards, Analytic Snapshots, Einstein Analytics,Apttus, Quip, Custom Objects, Sales Cloud, Service Cloud and Marketing Cloud |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Excel Connector, Migration Tool, Force.com Flex Toolkit, Boomi API Enablement, Boomi Web Services, Boomi Salesforce connector, Dell Boomi Atmosphere, Boomi Administration, Boomi Process Modeling and Orchestration |
| Databases | Force.com DB MySQL, Oracle 10g/11g, Microsoft SQL Server |
| Web Technologies | ASP, XML, JSON, DHTML, HTML, XHTML, CSS, XSLT, AJAX, VB Script, JavaScript, jQuery, Angular JS, Web Services (SOAP and WSDL |
| Languages | Apex, Ajax, C, C++, Java, Java Script, HTML, XML, XHTML, DHTML, SQL. |
| Operating Systems | Windows, Mac OS, Linux |
| Version Control | Git, Bitbucket, Subversion. |

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**PROFESSIONAL WORK EXPERIENCE**

**Client –Comcast, Philadelphia PA Dec 2019 – Till Date**

**Role -Sr.****Salesforce Developer/Admin**

**Roles and Responsibilities:**

* Performed the roles of Salesforce.com lightning Admin and Salesforce.com Developer in the organization.
* Interacted with various business teams to gather and document the requirements, worked on change requests and enhancements as required.
* Responsible for providing solution and **Implementation of Apttus CLM &CPQ for different business internally.**
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of Apttus CLM and CPQ.
* Configured Omni channel, Queue routing, custom settings, roles, profiles, groups, chatter, IP Whitelisting, Omni supervisor.
* Development, implementation, and update focusing on Sales cloud and Service cloud.
* Provided resolution for high priority cases without impacting the SLAs.
* Implemented minor enhancements on standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards, and Reports**
* Utilized **SOQL and SOSL queries** for various data fetching and manipulation needs of the application using **platform** database objects.
* Used the sandbox for testing and migrated the code to the deployment instance after testing. Used CI/CD dev op tool Copado
* Developed and utilized various **Triggers, Custom Buttons and Links, Visualforce Pages, Visualforce components, Apex Classes,** and other customizations.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on defining interfaces and data mapping between SAP and SalesForce.
* Utilized Apex triggers in handling **DML Events.**
* Provided extensive support for ongoing salesforce.com maintenance and administration services including periodic **data cleansing, building custom objects, workflows, and triggers.**
* Experience in public cloud migration effort for CI/CD and monitoring for Einstein Analytics services.
* Utilized **Service cloud,** supporting cases, and developed workflows and triggers for automated case resolution.
* Deployed the changes from Sandbox to production using **Changesets, Ant Migration tool/Scripts** and **Eclipse Force.com IDE tools.**
* Salesforce integration with WebEx, Slack and Quip.
* Conducted M&A diligence for Quip and led post acquisition integration that was launched within 3months.
* Managed various **SFDC Sandbox environments for Dev/Test environments.**
* Participated in various code walkthroughs and suggested best practices to be implemented wherever required.
* Involved in pre-deployment activities and participated in **regression testing and UATs.**

**Environment:** SaleForce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Pages, Data Loader, HTML, Doc E-sign, Java Script, Copado, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Email Services, Sales Cloud, Service Cloud, Security Controls, Sales Cloud, Service Cloud, Marketing Cloud, SOAP, REST, Sandbox data loading, ANT tool, Agile.

**Client: PG & E, San Francisco CA**

**Role: Salesforce Developer/ Administrator Jan 2017 – Nov 2019**

**Responsibilities:**

* Implemented **Apex classes**, **Controller classes**, and **Visual Force Pages**, **Batch Class, Schedule** **Classes,** and **Apex triggers** for various functional needs in the application.
* Created **workflow rules** and **defined related tasks**, **time triggered tasks**, **email alerts**, field updates to implement business logic.
* Created **templates, approval processes, approval page layouts** and **defined approval actions** on them to **automate the processes**.
* Used **Data Loader for insert, update, and bulk import or export of data from Salesforce.com** Objects and it to **read, extract, and load data** from comma separated value files.
* Worked with Copado tool to connect and migrate data and metadata from one organization to another organization.
* Created profiles and field level security to hide critical information on the profile users.
* Developed complex **Apex Batch Jobs** for updating the **accounts daily basis** and **monthly basis**.
* Used **XML as data communication between salesforce and the external system**.
* Deployed many applications on sales cloud, service cloud which includes the call center and marketing applications.
* Used **SOAP web services** for communicating with external systems.
* Used **REST API** for communicating with internal system.
* Used Custom settings wherever possible to avoid SOQL Queries.
* Creating **workflows for Field-updates** to accomplish the business requirements.
* Providing support to day-to-day issues.
* Migrated data from Legacy Systems to Salesforce CRM using data loader.
* Developed **field level security** along with page layouts to manage access to certain fields.
* Created **Custom Dashboards for manager’s home page** and **gave accessibility to dashboards for authorized people.**
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components
* Used **HTML, JavaScript** for building Visualforce pages.
* Used **API's** for integrating with other systems.
* Used **Jenkins** for continuous integration and continuous delivery.
* Used **GitHub version control system as a source repository to organize the code base.**
* Built apps visually with **Lightning App Builder**, **Lightning Components and lightning connect integrations across multiple connections.**
* Used third party apps like **CPQ Marketo, DocuSign and Apttus**.
* Enabled **Aura Framework** and added **Aura Attributes/Handlers for Events**/ **Logic & Interactions.**
* Created **Server APEX Controller** for Salesforce Lightning and Added **Lightning Component** to **Lightning Pages** and **Record Pages**.
* Developed **Lightning components and Lightning apps** to provide better and more interactive interfaces to end users, which help in **sales enhancements**.
* Involved in using **Lightning, Process Builder and Workflows**. Worked on customization of visual force to **have Lightning Experience for desktop and mobile applications**.

**Environment:** **Saleforce.com platform, Visual Force Pages, Apex, Web services, Workflow & Approvals, REST, SOAP, CI/CD, Jenkins**

**Client – Humana, Cincinnati OH Oct 2014 to Dec 2016**

**Role -Salesforce Developer/Admin**

**Roles and Responsibilities:**

* Created custom objects and fields using master-detail relationship and lookup relationship based on the requirement.
* Created page layouts, validation rules, and workflow rules
* Identified tech stack, architected, designed and built Nodejs/SocketIO based single page applications with distributed architecture, to monitor Einstein Analytics services and releases in real time environment.
* Responsible for providing solution and implementation of Apttus CLM & CPQ for different business needs.
* Identified, analysed and developed interfaces and Integration flows using **Dell Boomi** Event-based integration, Connectors, AtomSphere API.
* In-depth understanding of Salesforce.com’s Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience
* Configured SAP products with variable attributes and integrated price lists with products in SalesForce.
* Configured and Customized the Salesforce Sales Cloud, Service Cloud, Marketing cloud and Opportunity Management for business support for customers.
* Validated the Deployment process through tools such as Copado and Antirabbit.
* Customization of Apttus product and CLM by using Salesforce features like triggers and VF pages
* Involved in developing **Apttus Approval Process** and worked on X-Author tool for Contracts.
* Migrated data using **Data Migration** from databases to Salesforce using **Apex Data Loader.**
* Utilized Apex Data Loader and Bulk API for Insert, Update, and Bulk import or export of data from Salesforce.com objects. Utilized these to read, extract and load data from comma separated values (CSV)
* Generated various **SOQL statements** and utilized them in searching for the information.
* Utilized **Apex SOAP/REST Services** in building APIs with salesforce.com.
* Designed and developed Visualforce pages utilized HTML along with custom controllers and controller extensions.
* Worked on various projects like SAP CRM to SalesForce Implementation, support and enhancements.
* Working experience on **Dell Boomi** connectors called FTP, Mail, SAP, Sales force, Web services listener, HTTP client, Web Services SOAP, REST clients, Success Factors.
* Worked on Heroku connect to migrate data and metadata from one organization to another organization.
* Utilized Heroku connect to sync Salesforce data.
* Worked on hybrid mobile development using Salesforce Mobile SDK, Heroku and iOS.
* Designed and developed **Apex Classes, Apex Triggers** for various functional needs of various applications.
* Interacted with the salesforce.com and Apttus premium tech support team on a regular basis.
* Worked closely with the **QA team to analyze and prepare test cases** and utilized for testing the functionality of the software.
* Utilized Force.com **Web services API** and outbound messaging for implementing web services through WSDL in the application for access to data from external systems and websites.
* Conducted various **Data Transformation and Data Cleansing Activities** while transferring data to an external system using informatics **on Demand.**
* Created various solutions to meet business needs mostly within Salesforce.com **Service cloud, Sales cloud.**

**Environment:** SaleForce.com platform, Force.com IDE, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Heroku Connect, Data Loader, Import wizard, App Exchange, Sales Cloud, Service Cloud, Marketing Cloud, Web services, Workflow & Approvals, Reports& Dashboards, Custom Objects, Custom Tabs, Sandbox, HTML, JavaScript, SOQL, SOSL, Microsoft Excel.

**Client – I-Cinergy Techmatics, Bangalore, India Sep 2013 to June 2014**

**Role -Salesforce Consultant**

**Roles and Responsibilities:**

* Analyzed various business needs, distinguished between needs and wants to identify gaps between business needs and standard application functionalities.
* Designed, developed, and deployed **Custom objects, Page Layouts, Custom tabs, and Components.**
* Customized **Reports and Dashboards** for business users and managers and developed **Custom Reports.**
* Created various **Roles, Profiles, and Page Layouts** and configured **Permissions** based on the hierarchy requirements of the organization.
* Used **Data Loader** for insert, update, and bulk import and export of data from Salesforce.com
* Created **Tabular, Summary, Matrix and Joined** reports using Standard and Custom Report types.
* Performed various **validation rules, Workflow rules, e-mail services, and approval processes** using customization.
* Defined **Lookup and Master-detail relationships** of objects that help in associating records and defining **parent-child relationship.**
* Utilized various **SOQL and SOSL queries** with consideration of **Governor Limits** for data manipulation needs of the application using platform database objects.

**Environment:** SaleForce.com platform, Force.com IDE, Data Loader, Import wizard, App Exchange, Lookups, Master-Detail relationship, Workflow rules& Approvals, Governor Limits Reports& Dashboards, Custom Objects, Custom Tabs, Sandbox, SOQL, SOSL, Microsoft Excel.

Education: Bachelor’s in Computer Science, Bangalore University