**Name: Harika G**

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**Summary:**

* Over **7**years of professional IT experience, with **4 Years**as Salesforce Developer/Admin/Business Analyst using Force.com, Visual Force, and APEX, with **3 Years of lightning experience.**
* Designed custom objects, custom fields, Pick - list, role-based page layout, formula fields, fielddependencies, validation rules, workflow rules and approval processes for automated alerts, field **updates** and**email generation** according to application requirements.
* Expertise in **aura framework,** **Lightning Components** and Salesforce Lightning Design System.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Hands-on experience in several mid-size, global implementations using **Apttus CPQ**.
* Worked on various Salesforce.com **standard objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.
* Configured **security and sharing rules** object, field and record level for different users confidential different levels of organization.
* Worked on **Visual force pages**and having experience with**CSS and Java Script.**
* Working with web services API.
* Expertise in building **Visual Force Pages**, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer Portal. Involved and provided support during the UAT. Knowledge of Customer Portal/Partner Portal implementation.
* Worked with **Apex Triggers** for automation process.
* Customized **page layouts, search layouts, custom links, related lists** and other components on a record detail and edit pages as per the business needs.
* Experience in SFDC development using **Apex classes and Triggers, Batch apex, Email services, Visual Force Pages, Web Services, SFDC Integration.**
* Expertise in building **Visual Force Pages, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer communities, Analytic Snapshots.**
* Experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Experience in installing Salesforce **AppExchange Apps**, configured and maintained user security permissions in compliance with organizational needs.
* Experience in data migration from **ANT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard**.
* Designed and developed **SOAP** and **REST** based web services to integrate Salesforce with different external system.
* Hands on experience with **Bulk API, Rest API, Soap API, XML.**
* Strong knowledge & experience working in teams implementing **Agile Methodologies**
* Extensive experience in Java and J2EE technologies like Servlets, JSP, EJB, JDBC, JavaScript, .net and JMS, AJAX, Web services, Java Mail, XML.
* Experience working with **Sales cloud** and **Service cloud**.
* Extracted the data from salesforce.com application into the external databases like **SQL**, **DB2** for generating large data reports.
* 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.
* Involved in various stages of **Software Development Life Cycle** (SDLC) including analysis, requirement engineering, architecture design, **development, deployment** and maintenance of standalone, Multi-tier, web-based and portals based object oriented enterprise applications.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Worked Developer and as well as a Business Analyst for **full-cycle projects**, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* Worked on Unit testing, for the customizations and developments done during the project. Environment: Force.com platform, Service Max, Visual Force Pages, Apex Language, Data Loader, Sandbox, HTML, JavaScript, Eclipse, IDE.
* Environment: Salesforce .com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Eclipse IDE, JIRA, ANT, Apptus.

**Technical skills:**

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| **Salesforce** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visual force Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Apex Scheduler, Batch Apex. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, API Tools (Data Loader), Force.com Excel Connector, Force.com Platform (Sandbox and Production)  |
| **Other CRM** | Veeva, ServiceMax, Apptus, CPQ |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Programming Languages** | Apex, Java, Python, C, C++, SQL, SOQL, SOSL |
| **J2EE Technologies** | JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j. |
| **Web Technologies** | HTML, DHTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API  |
| **Databases** | SQL Server, My SQL, MS Access, DB2, RDBMS, Oracle, MS Access. |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Unix, Linux |
| **Web Services** | SOAP, WSDL, XML, REST |
| **Methodologies** | SDLC Methodology Waterfall, Iterative, Agile Scrum |

**Professional experience:**

**PayPal, San Jose, CA Jan 2019 – Present**

**Salesforce Lightning Developer**

**Responsibilities:**

* Involved in **Salesforce.com Application**Setup activities and customized the applications to match the functional needs of the organization.
* Maintained **release notes and release plan**for every release. Effectively communicated with client, team in Knowledge Transfer sessions.
* Developed various **lightning** components that integrate to form a single point of interactive payment calculator to generate a payment plan.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with **lightning**.
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in building Lightning Components using the **aura framework**.
* Hands in experience on modifying Visualforce pages to be supported in **Lightning Experience** and good understanding of **lightning**mode and its features.
* Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex. Worked on Salesforce Lightning Components for building customized components replacing the existing ones. Also embed Lightning Components in Visual force page by using new**Lightning** Out feature by event-driven programming.
* Hands on experience in using the **Aura framework** and Salesforce **Lightning** Design System (SLDS).
* Experienced Salesforce developer in Developing Apex Classes, Triggers and Visual force Pages, **Lightning** Component bundles.
* Salesforce**Lightning** Design System and **Lightning** App Builder.
* F**ind Opportunities. Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs**, Components to suit to the needs of the application.
* Implemented **escalation rules, automatic case generation and their escalation to call center representative**, and generated email alerts for quick issue resolution.
* Designed the **visual force pages** to model, view, and paradigm by accessing the **server-side to data and logic**. Created **visual force pages** to separate the database, model and view out into separate layers.
* Developed several **Triggers, Apex classes and Visual force pages**as part of the application development.
* Customized the**Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Created and defined**lookup and master-detail relationships**on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various**profiles and configured the permissions based on the** organizational hierarchy requirements.
* Used Salesforce Workbench for various tasks such as objects, components and session information, write **SOSL**&**SOQL** queries, perform **DML operations**, migrations using Deploy and retrieve, execute Apex, **REST API** queries and **Metadata API** process status.
* Created **the workflows for automated lead routing, lead escalation**, alerts.
* Experienced in the use of **Data Loader and scheduling timely data backup operations** using Apex scheduler.
* Used Salesforce **Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales** and service teams to be more efficient.
* Involved **with Salesforce.com Premier Support and handled the support cases with the help**of salesforce.com support.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse IDE Plug-in, SOQL, SOSL.

**Premier Inc, Pittsburgh, PA Sep 2017 – Dec 2018**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Experience on **CPQ** using Product Catalog Quoting and Contracting.
* Hands of experience in **CPQ** by **CPQ** 360, Version 3.1+, Salesforce **CPQ**, Version 25.2+.
* Implemented Quote-to-Cash solution using**CPQ**. Depth understanding of the **CPQ**, **CLM** data model and functionality.
* Worked on **REST API** web services for lead management, **SOAP API** web services with XML as intermediate platform.
* Design, develop and implement solutions for the**CPQ** system deployed on the Salesforce platform.
* Developed custom **Apex classes**, tests and triggers by applying design patterns to control code execution, avoid runtime limits, and remain bulk-safe and used **SOQL**&**SOSL** for data manipulation.
* Integrating on premise Mainframe Case **,**CPQ and reporting systems with Salesforce **REST APIs**
* Extensively worked **on force.com platform in salesforce.com environment** with Apex and Visual Force pages.
* Implementation of **Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Designed, and developed the **100+Custom objects, Record Types, Formula fields, Page layouts, workflow rules**, tasks, emails and alerts to track customer related tasks and activities.
* Configured the settings and **communication templates and granted high volume portal users to objects** in the customer portal.
* Worked on **REST/SOAP** Web service to integrate Salesforce with third party systems
* Developed **Apex Classes**, and **Apex Triggers**, **Apex Schedule**, **Batch Apex**, **Apex Web services** for various functional needs in the application Classes and ensure on getting maximum Test Coverage, maintained around 85 percent for the code. Review code for potential performance issues, security and reusability.
* Managed **APEX classes, triggers, controllers**, to build instances/object and written complex- **SOSL, SOQL** quires to extract.
* Owning the responsibility of **Code and Data Migrations - collaborating with the Scrum development** teams to promote the tested requirements from Sandboxes to Production Environments.
* Developed and **configured various Custom Reports and Report Folders for different user profiles based** on the need in the organization.
* Interface Designing using **Visualforce page** and their supportive Controller Classes. Automate the functionality by writing **Triggers** and **Apex Classes**.
* Created Custom **Visualforce** components and attributes to override the look and feel of standard Visual force components. Developed complex reports and dashboards using **HTML**, **PDF**, **Apex**, **Visual force page** and mail merge.
* Generated **SOQL, SOSL Queries for maintenance of multiple objects,** to select the data from SFDC.
* Defined lookup and master-detail relationships on the objects, created junction objects Performed Role of Salesforce.Com, Design, Development, Administration and Operational Support.
* **Implemented Object as well as field level security to hide critical** information on the profile users.
* Created automations of emails to Opportunity owners based on business requirements.
* **Generating an XML file including all the components** developed for a Release.
* Configuring & customizing the applications.
* Monitor **configuration data updates regularly during** the development and production timeline.
* Sample **Testing to verify the components are migrated as** per the Requirements.
* Software development involved using **Eclipse**,**Ant**, **Maven**, local depository and Clear case.
* Worked in querying Salesforce.com databases using **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects with consideration to Governor Limits.
* Worked on **REST API** web services for lead management, **SOAP API** web services with **XML** as intermediate platform.
* Manage operational requests and troubleshoot issues, working with diverse user groups.
* Troubleshooting and problem solving.

**Environment:** Saleforce.com platform, service cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Resource Management, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP, SOAP, REST, XML.

**BCBS, Detroit, MI Nov 2016 - Aug 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked closely with salesforce CRM sales cloud as per the project requirement.
* Responsible for customizing salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Cases, Reports and Dashboards.
* Involved in SFDC Setup activities and customized the apps according to the functional needs of the organization.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Worked with standard objects in customer and partner portals.
* Designed, developed Apex Classes, Controller Classes, Extensions and Apex Triggers for different functional needs in the application.
* Created several workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Developed APEX triggers, Apex classes for various functional needs in the application.
* Good Knowledge in utilizing Force.com API's such as REST, SOAP, Metadata and bulk.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in accordance with organizational requirements.
* Created and used different HTML Email templates.
* Worked on Sales cloud, service cloud, Customer Portal and salesforce chatter.
* Developed and configured various Custom Reports and Report Folders for different user Profiles based on the need in the organization.
* Created data migration document for import/export of data from data loader.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application usingForce.com Explorer.
* Customized Forecasting by building the Role Hierarchy to track the quarterly revenue.
* Developed Visual Force / APEX custom and extended controllers and triggers to support quotation enhancement.
* Created custom reports and enhanced Work.com environment as per user needs using Apex and Visual force pages.
* Integrated the Web Services for extracting the data from external systems to display in pages of salesforce.com.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Custom Objects, Reports, Analytic Snapshots, Dashboards, Tabs.
* Developed and configured Reports and Dashboards as per requirement.

**Environment:** Saleforce.com platform, Visual Force pages, Apex Language, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Salesforce.com Data Loader, Security Controls, HTML, Java Script, Web Services, Sandbox.

**Aadvi Tech Solutions Pvt Ltd, India May 2013 – July 2016**

**Role: Java Developer**

**Responsibilities:**

* Leveraged JDBC to create a connection between the Java applications to our database.
* Integrated an Apache Tomcat server to the Java application to send and receive HTTP request.
* Established a Database utilizing Oracle SQL Developer.
* Utilized Servlet to route the HTTP requests to the corresponding methods.
* Deployed the application through Angular framework to achieve a single page application (SPA).
* Generated Angular 4 components, services, custom pipes, and routing for the application.
* Enhanced client view experience by styling the design through CSS.
* Added multithreading for distributed applications.
* Worked with Object Oriented programming concepts such as inheritance.
* Used **SQL Queries** and Stored Procedures extensively in retrieving the contents from **SQL Server**.
* Responsible for the Analysis and detailed Design of the Database Tables.
* Used JSP for taking the user input and sending it to the Java business classes.
* Used Photoshop to design buttons and menus for the website.
* Extensively used XSL as a XML parsing mechanism for showing Dynamic Web Pages in **HTML** format.
* Developed complex intra Portlet communication across web applications using cooperative Portlets. Developed simple Portlet messaging on a single page using Portlet **API**.
* Used Portal Enable, Portal Extend for personalization, content publishing, document management, productivity functions along with the scalable portal framework.
* Involved in coding of Action Classes and Model Classes.
* Used **WebSphere** application server.
* Upload the code and do necessary changes and test the application in server, if needed then fix the bugs and test again.

**Environment:** Servlets, Java, CSS, JDBC, SQL, AJAX, JSP, Apache Tomcat, Java Beans, JDBC, Java Script, HTML and Rational Rose and Dream weaver

**Education/Certification:**

* Master of Management from Davenport University – MI.
* Bachelor’s in engineering and Technology – INDIA.