**NEHA KHANNA**



**(Salesforce Developer)**

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* Salesforce Certified Professional with 9 years of IT experience including 5 years of experience in Salesforce.com and Force.com working extensively on configuration, customization, integration, communities, and lightning migration from classic, lightning component development using lightning design system, 4 years of experience in Java technologies.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and VisualForce pages.
* Knowledge in working with various deployment tools like Change sets, ANT, Jenkins, Tortoise Git, Tortoise SVN, Eclipse IDE and managing repositories efficiently.
* Experience in working with Service Now and handled help desk tickets without reaching service level agreements.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.
* Gathering information from various sources and evaluate them according to the client's needs.
* Excellent inter-personal skills, accustomed to working in both small and large team environments.
* Ability to work in a fast-paced environment with changing priorities.
* Created team specific agile process flow in JIRA to move tasks from one activity to another.
* Experience in using JIRA for issue tracking issues.
* Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and External systems.
* Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and Executing queries in SOSL/SOQL.
* Experience in implementing Enterprise applications using Java/J2EE, JSP, Servlets, JDBC, Web Services, JavaScript, HTML and XML.
* Worked with Apex Data Loader tool to migrate and update the data from External database.
* Worked with APTTUS CPQ on Product Configuration, Pricing Configuration with some advanced functionality of SFDC.
* Extensive experience working on custom objects, custom fields, pick list, and role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.
* Worked on Salesforce CPQ (Steelbrick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Good knowledge in automating business with Lead and Case Assignment rules based on different criteria.
* Experience withSalesforce.com Reports, Dashboards, Workflows.
* Experience in Force.com platform, Sales Cloud, Eclipse Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.

**EDUCATION**

* Bachelor of Science from Vaish College, India.

**TECHNICAL SKILLS**

* **Salesforce CRM**

Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap), Jitter bit,

* **Programming Languages**

C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex.

* **Web/Application Servers**

Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS.

* **Force.com Tools**

Developer Console, Force.com IDE, Force.com Explorer, Data Loader, Eclipse.

* **Web Technologies**

JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX.

* **Operating Systems**

Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix.

* **Databases**

Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2.

* **Versioning**

Git, SVN, Bit bucket

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-1

**WORK EXPERIENCE**

**Autozone, Seattle, WA.**

**Salesforce Lightning Developer / Nov 2021 to Present**

**Responsibilities**

* Discover, design new modules that will replace or add to an existing system.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Worked on migrating components using Force.com Change sets, workbench from DEV to QA, UAT and production instances.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Planned community rollout framework as four step - cyclic process (Establish, Manage, Engage and measure)
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Created multiple Lightning web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Triggered interface events by user interactions, which includes Lightning Web Component framework and involved in building Lightning Web Components using the aura framework and Salesforce Lightning Design System (SLDS).
* Hands in experience on modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Worked on Salesforce Lightning Web Components for building customized components replacing the existing ones. Also embed Lightning Web Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Created Lightning Web Components, added CSS and Design Parameters which improves performance
* Maintained release notes and release plan for every release. Effectively communicated with client, team in Knowledge Transfer sessions.
* Implementation and development of entire Salesforce sales cloud from Awareness to Lead, Lead to Opportunity, quote, order management, fulfillment, implementation, and support.
* Integrate Salesforce internal applications to various third-party services through a reliable secure connection and ensure seamless, consistent interaction between them.
* Develop products on the Force.com platform using Apex, Visualforce and responsive User Interactive apps using Salesforce Lightning technology.
* Develop code for generating automatic reports for various activities like nightly integration jobs, error logs, test scripts, batch and scheduled apex jobs.
* Develop test classes that ensure a build is at least 90% certified, before the application is being deployed to production.
* Migrate data from legacy systems to Salesforce and manage all sales related technical resources.
* Collaborate with project manager and design cohesive project strategies to ensure effective collaboration throughout all phases of development, testing and deployment.

**Environment**: Salesforce.com platform, Lightning record Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**CBRE, Dallas TX.**

**Salesforce Developer / June 2020 – Oct 2021**

**Responsibilities**

* Created multiple Lightning web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Experience with APPTUS CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Experience in configuring price quote (CPQ) with Apttus.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning web Components in Lightning.
* Involved on creating lightning Pages inside Lightning Community Builder.
* I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Created Community, Enabled Community Users, Profiles and Access
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**State Farm Insurance, Bloomington IL.**

**Salesforce Developer / Sep 2018 – May 2020**

**Responsibilities**

* Analyzed business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Experience in User acceptance testing.
* Worked on mobile application ‘UTI Mobi' to connect with users for fast and easy service.
* Experience in building reusable UI components with lightning component framework.
* Good Knowledge on GIT technology for data integrity and support user application.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop custom functionality as per requirements.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects - comma separated values (CSV) files.
* Involved on creating lightning Pages inside Lightning Community Builder.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to needs of organization.
* Implemented Case Management by creating record-types specific to user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Configured and Integrated Salesforce with Oracle database.
* Created UI Pages using lightning app builder.
* Implemented Error Processing for Informatica Mappings and Workflows.
* Worked on Accounts.
* Campaigns, Leads and Opportunity Management in Service Cloud.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail and edit page.
* Interact with Business Analysts and Developers to design better test plan and strategies based on requirements of business.
* Created reusable UI components with lightning component framework.
* Deployment of code from Sandbox to production using Force.com IDE tool.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Wrote SOQL, SOSL considering governor limits.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated.
* Used Force.com web service API for implementing WSDL in application for access to data from external systems and web sites.

**Environment**: Saleforce.com platform, Service Cloud, Customer Community, Force.com CLI, JIRA, GIT BASH, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process, Apex Classes, Apex Triggers, Controller Classes, Eclipse IDE, Visualforce Pages.

**Nortel Tele communication, India.**

**Salesforce Admin / Oct 2016 – Nov 2017**

**Responsibilities**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web service.
* Designed and implemented the solution by customizing various Sales process standard objects like Leads, Contacts, Accounts, Opportunities, Cases and solutions of SalesForce.com (SFDC).
* Customized several Formula Fields, Validation Rules, Tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Creating Custom Objects and defining Lookup and Master-Detail Relationships on the objects in Salesforce.
* Used JavaScript, jQuery for client-side programming.
* Evaluated Cast Iron for migrating data within Salesforce.com.
* Extensive experience Creating Roles, Profiles, Email Services and Page Layouts.
* Created various Approval process in Salesforce.com for the Sales process to run properly in the organization.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Created various Scheduled and Batch apex jobs based on the business requirements.
* Designed and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Integrated with External sources by making callouts that used SOAP/REST.
* Used Force.com, web services API to create, update, retrieve and delete records from SOAP based web services using java.
* Worked in GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* In-charge of deployment using change sets and Eclipse and taking back-up of production environment before deployment.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Informatica Cloud, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services Security Controls, Eclipse IDE Plug-in, Windows XP.

**Java Developer**

**Xerox, Bangalore, India. / June 2012 – Sep 2016**

**Responsibilities**

* Wrote SQL queries and PL/SQL procedures for JDBC.
* Prepared the REST and SOAP based service calls depending on the data passing to the web service.
* Used MQ series to create, send, receive and read messages.
* Utilized the various enter Design patterns to develop the Business modules based on the required functionality.
* Developed view and controller components.
* Interacted with business analysts and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with JSP, Struts Custom Tag libraries, HTML5 and JavaScript.
* Struts framework is used for building the Front-End.
* JavaScript is used for client-side validation and to control some dynamic data.
* Extensively worked with Oracle Application servers, Apache Tomcat, JBoss 4.2.3.
* Used MAVEN scripts to fetch, build, and deploy application to development environment.
* Used Eclipse as Integrated Development Environment (IDE).
* Prepared technical and Java API documentation.
* Developed the controller component with Servlets and action classes.
* Business Components are developed (model components) using Enterprise Java Beans (EJB).
* Experience in using Ext JS for the presentation tier and developer the screens of the application.
* Developed Session Façade with Stateless Session bean to provide a uniform coarse-grained service access layer to clients.

**Environment**: JBoss 4.2.3, JDK 1.5, JDBC, JNDI, Ajax, EJB, JSP, jQuery, Servlets, Apache Tomcat, Maven, Struts 1.2, HTML5, XML, Java Script, CSS, UNIX/Linux, ExtJS, Oracle 9i, Toad, Clear Case, MQ Series, Eclipse.