******Name: Jyothsna**

**Phone No: 510 394 5547**

**Professional Summary:**

* 6+ years of working experience in salesforce.com Development and Administration on force.com platform including analysis, modeling, design, coding, testing and implementation on various business domains like Higher Education, Financial, Insurance and Manufacturing.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Hands on experience in salesforce.com CRM integration, developing and deploying custom integration solutions.
* Experience in working on Sales Cloud, Service Cloud as well as Community cloud.
* Integrated Form Assembly with Salesforce and working knowledge in **HEDA** (Higher Education Data Architecture).
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Worked on Salesforce Service cloud and Marketing Cloud integrations.
* Customized page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages as per the business needs.
* Worked extensively on various salesforce.com standard objects like accounts, contacts, opportunities, products, price books, contracts, cases, leads, campaigns, reports and dashboards.
* Lightning experience on Reports, Dashboards and Visualforce.
* Developed Lightning apps using Lightning Web Components and made them compatible with salesforce1 mobile app.
* Developed Lightning Applications using Lightning Web Componentsusing Visual Studio.
* Upgraded some objects from Salesforce Classic to Lightning Experience to develop better interaction of pages.
* Extensive experience in lead, case management, web-to-lead, Web-to case, Email-to-case.
* Developed salesforce Lightning Apps, Components, Controllers, and Events.
* Experience in working with Salesforce.com sandbox and production environments.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Expertise in Service Cloud Console with exposure to CTI adapters and Mobile Application integrations.
* Built CTI adapters to integrate with Desktop Applications and third party systems.
* Resolved issues connected to Call Centers, usage of CTI adapters and Mobile Applications.
* Worked extensively on various Salesforce com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads and Campaigns.
* Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Used Salesforce Explorer to select data and to test in SOQL and search in SOSL.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Strong experience working with Apex classes, Triggers, Controllers & Controller Extensions, Components, Test Methods, Application Design and Development on Multitenant Force.com platform.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed Salesforce apex SOAP and REST web service classes. Experience working on XML and JSON formats also by creating Parsers.
* Experience in front-end development using HTML, Java Script, CSS.
* Experience in working with Agile/Scrum environment, Iterative software development methodologies.
* Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Triggers, SOQL, SOSL Apex Scheduler, Lightning Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visualforce (Page, Component & Controllers) and S-Control |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | JAVA, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, JQuery, Shell Scripts and Web service |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |

**Professional Experience:**

**Client: Austin Community College, Austin TX. Jan 2020 – Till Date**

**Role:** **Salesforce Admin/Developer**

**Responsibilities:**

* Interacted with business stakeholders to gather the requirements and participated in JAD sessions.
* Worked with standard Salesforce objects like **Accounts, Contacts, Leads, Cases** and **Opportunities**.
* Developed **Lightning Applications** using **Lightning Web Components** using Visual Studio.
* Configured Salesforce as per the organization’s needs (e.g. **Profiles, Permission sets, Sharing rules, User roles, Data Security, OWD and Org refreshes**)
* Configured standard Salesforce.com CRM objects and modules including validation rules, formulas, record types and page layouts.
* Conducted demo sessions with business stake holders and assisted them in executing **UAT** test scenarios and acted as a bridge between business team and IT team.
* Designed and developed Custom Tabs, Custom Objects, Visualforce Pages, Validation Rules, Approval Process and Auto-Response Rules.
* Created **Workflow rules** and defined related tasks, email alerts and field updates.
* Implemented pick lists, dependent picklists, lookups, master-detail relationshipand record types to enforce data quality.
* Setup Marketing Campaigns, Assignment Rules, Web-To-Lead, Web-To-Case and Auto-Response rules.
* Designed, Developed & deployed various **APEX Classes, Triggers**, Test methods, Visualforce pages & also various Schedule, Batch and Future based **Apex classes**to implement the custom functionality.
* Developed **triggers**which added automatic templates to fire to the respective users.
* Developed **Lightning Flows** and **Process builder** for sending automatic email responses to prospective students.
* Created and managed SFDC sandboxes needed for testing and responsible for full refresh of Sandboxes from Production.
* Expertise in Service Cloud Console with exposure to **CTI adapters** and Mobile Application integrations.
* Built **CTI** adapters to integrate with Desktop Applications and third party systems.
* Good experience on CTI Integration
* Assisted QA team in validating the requirements by providing additional insight of the changes.
* Designed and developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Experience in upgrading some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface.
* Handled deployments of **Salesforce Components** and metadata using Change sets.
* Experience in Salesforce **Communities,** **HEDA(Higher Education Data Architecture)** and **Form Assembly**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application.
* Created various Reports and Dashboards based on the business requirement.
* Used Managed and Unmanaged Packages with in the application
* Experience in writing Test classes and made sure we are covering more than 75% code coverage before pushing them into production.
* Experience in **Data Migration** from data base to salesforce by using Data Loader.

**Environment**: Salesforce.com platform, Community cloud, Form Assembly, HEDA, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Control.

**Client: Bank of the West, Tempe AZ Aug 2019 –Dec 2019**

**Role:** **Salesforce Admin**/ **Developer**

**Responsibilities:**

* Participated in Sprint Grooming & Planning meetings to gather requirements and analyze user stories.
* Customized tabs worked with various standard objects including **Accounts**, **Contacts**, **Opportunities**, **Leads** and **Cases**.
* Created and managed custom objects, fields, formulas, validation rules, custom workflow, and approval processes.
* Developed a loan management application to allow users to manage the loan life cycle i.e., creating/updating loan request, assigning multiple levels of approvals, creating change memos, reject/recall loan requests etc.
* Designed & developed custom page layouts to organize fields, custom links, related lists and other components based on the profile and the record types.
* Developed custom formulas and custom validation rules, Reports and Dashboards to improve data quality.
* Developed **Lightning Web components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Understood the various standard **Lightning components** functionalities and added them to Lightning pages and Record Pages.
* Expertise in **creating Live Agent** set up for ODC Chat in Salesforce.com Service Cloud.
* Worked on the **Service Cloud** especially on **Email to Case, Case management, Knowledge Articles, Queues, Escalation rules, Case teams, Service Console, Lightning Service console** etc.,
* Modified existing triggers and classes to conform to Apex Best Practices.
* Experience on **Chat Integration**.
* Used **SOQL** and **SOSL** extensively to query data and followed best practices to avoid governor limits.
* Developed **Apex Classes**, **Visualforce pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Evaluated existing workflow rules and Created workflow rules, defined related actions like Email Alerts, Creating Tasks and Outbound messages.
* Developed Test Classes for all the Apex classes and Triggers to ensure 95% code coverage.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Apex classes and Apex Triggers), Lightning (components and controllers), Salesforce.com Data Loader, Reports, Dashboards, Custom Objects, Custom Tabs, Web Services Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.

**Client: Cuna mutual group, Madison WI Aug 2018 – July 2019**

**Role:** **Salesforce Admin**/ **Developer**

**Responsibilities:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions (workflow, force.com objects, reports, apex code) in response to business needs.
* Involved in creation of custom fields, field dependencies, tabs, applications, home page components.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Created Lightning Component Tabs and Visualforce Tabs.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Used Lightning process builder for visualizing and creating automated business processes.
* Integrated Apptus CLM applications and automating processes on Salesforce platform.
* Managed Contract and Order Management process which includes product and service configuration, quote creation, pricing structure, billing statement.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Integrated the Web Services for extracting the data from external systems.
* Developed Apex Triggers, Apex Classes and Apex pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Designed and developed Service cloud and integration.
* Worked with third party java tools to integrate with salesforce for processing the data into salesforce database.
* Involved in setup and configuration of Sales and Marketing and Case Management application.
* Configured Knowledge Base and Data categories for the Customer service representatives.
* Communicated project status and escalate issues to management. Provide feedback for improving Technical Publications procedures, standards, and methodologies.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Reports, Dashboards, Lightning Components and Controllers, Custom Objects, Custom Tabs, Web Services Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.

**Client: 8x8 Inc, San Jose CA May 2017 – July 2018**

**Role:** **Salesforce Admin**/ **Developer**

**Responsibilities:**

* Implemented the requirements on Salesforce.com Lightning platform and Force.com IDE Plug-in using Eclipse.
* Used SOQL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in resolving issues found during Unit Testing, QA Testing & User Acceptance Testing (UAT)
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created Wave datasets from using internal Salesforce data and external data sources.
* Capturing BI requirements and designing dashboards in Wave Analytics.
* Used Single sign-on, SAML settings to enable the user to login to various applications.
* Developed Test classes for all the Apex classes and Triggers with minimum 75% code coverage for triggers and classes.
* Experienced is installing Informatica for both Sandbox and Production environment through App Exchange.
* Worked on Migrating data from third parties like cloud box, NetSuite, Oracle, SQL Server, local system files (CSV) to Salesforce using Informatica.
* Used Demand Tools for data reduplication, normalization, standardization, comparison, import, export and mass delete for records.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

**Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Experience Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services.

**Client: Aetna, Hartford, CT Feb 2016 – April 2017**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed, tested and deployed custom Salesforce applications using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Developed various custom objects like field scheduling event, procedures and recurrence.
* Experience in developing Salesforce1 mobile application.
* Managed field tracking and following records through Salesforce Chatter.
* Worked with business analyst to develop project implementation and develop plans including user interfaces.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Worked with several App exchange tools like Action Plans, Strike Address verification, Conga Composer.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Created Custom Visual force components and attributes to override the look and feel of standard Visual force components.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Handled Salesforce.com administration/configuration, daily support & maintenance, and reporting analytics for Sales and Support teams.
* Involved in developing the UI view pages using HTML5 semantic tags.
* Used HTML5 layouts with Angular directives as Views.
* Used SQL queries for retrieving data.
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOL, SOSL and DML queries.
* Extensive experience in Integration of Data from Traditional Applications to Salesforce using REST/SOAPAPI.
* Incorporated real-time field updates, user profiles, groups into the custom applications through chatter tool.

**Environment:**Saleforce.com, Security Controls, Reports, Dashboards, Record types, Custom objects and Fields, Workflows, Rules, Data loader.

**Client: Issam Tina Solutions, India May 2014 – July 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Worked on Setting up the business user’s access so they can login to Salesforce using SSO (Single Sign On), Site minder.
* Performed a complete GAP Analysis to identify problems and inconsistencies with the business requirements and specifications. Agile Development Methodology was followed for the implementation.
* Created various Profiles, Roles, and Page Layouts and configured the permissions based on the organization hierarchy requirements.
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, and Approvals and Workflow.
* Implemented Apex Classes & Triggers and linked them to manage the workflows implemented in the system.
* Implemented case management automation (on Case Object) to track and solve customer’s issues.
* Implemented Email- to- Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Developed Case Escalation rule to escalate the case depending on SLA.
* Involved in Functional, Regression, Integration, System and Performance testing of client server and web applications.
* Implemented JSON classes to convert JSON format content into local apex classes.
* Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Used Salesforce Data Loader and Jitter bit Data Loader to import and export the data.
* Setup Live Agent as part of Case Management implementation inside Service Cloud.
* Implemented search, filtering, and tagging features to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Created outbound messages and generated WSDL files for multiple end points.
* Consumed WSDL files into java platform by generating java API using axis tool.
* Developed custom UI using CSS, HTML, Visualforce components and used JQuery, Java Script for front-end validation.

**Environment:** Force.com Platform, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Service Cloud, Sales Cloud, SalesForce.com Sandbox, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, SRS, WSDL, SOAP.