****

**Stella S**

**7036899945\*120**

**Gopi@realsoftech.com**

**Certified Salesforce Developer/Administrator**

**Career Snapshot:**

* A Salesforce certified platform developer and administrator with around 6 + years of IT experience in various stages of software development lifecycle (SLDC) which includes the experience as SFDC Administrator and Developer on salesforce.com platform including lightning, Apex technologies.
* Hands-on design and development experience using **Force.com** Platform, Database Management Systems and **J2EE** technologies.
* Expert in **development, administration, configuration, Implementation, and Support of Salesforce CRM,** and Salesforce applications based on **Apex** Language and leveraging Force.com Platform -- world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment with 6+ years of experience.
* Deep knowledge of **CRM systems** and implementation required, specifically with **Salesforce.com.**
* Strong Knowledge **of SFDC standard Data structures** and familiarity with **designing Custom Objects and Force.com platform** and **Force.com Sites**.
* Extensive experience using Sales force Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide -default**, **Sharing rules**, **Work Flows, Approval processes, Reports/Graphs and Dashboards.**
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visualforce Pages, and Apex classes**.
* Proficient in using meta-data migration tools like **Eclipse IDE** and Salesforce **Apex Data Loader.**
* Experienced in integration of Salesforce.com with external applications by using different aspects of **Web Services (SOAP and REST API)**.
* Managed complete system configuration and user setup as needed.
* Worked with various **salesforce.com objects** like **Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.**
* Created **Reports and Dashboards** to meet complex reporting requirements.
* Used **Force.com developer toolkit Force.com IDE, Sublime Text 3(Mavens mate)** including **Apex classes, Apex triggers, Standard and custom controllers, Extensions in Visual force pages.**
* Good experience in defining salesforce.com **web to lead, web to case, case assignment rules and user access privileges.**
* Experience of deriving and using UML **Use Cases, Activity Diagrams, Class Diagrams during the analysis, design and implementation phase** of the projects.
* Experience in web technologies like **HTML, XML, CSS, JSP and JavaScript.**
* Provided technical and functional expertise to project teams.
* Worked with **internal resources (technical and administrative)** to execute and document projects at the client site as needed.
* Worked on **Salesforce communities and created Visualforce page**s for Communities.
* Designed various **custom objects, custom fields, role based page layouts, custom Tabs, custom reports** as per the requirements.
* Having hands on experience in **Lightning Interface, Aura Framework**.
* Worked with various advanced fields like **Pick lists, Custom Formula Fields, Field Dependencies, Relationships, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Packaged and Deployed customizations from **Sandbox to other environments** using Eclipse, change sets and Migration tool.
* Achieve and maintain **Salesforce.com product Certifications.**
* Provided professional, clear, unambiguous, and complete **written and verbal communication** to ensures that the intended audience receives information appropriately.
* Proven **ability to manage and oversee complex projects** in a fast-moving company experiencing rapid growth.

**Technical Skills:**

**Salesforce Technologies**:Standard objects, Batch Jobs, Workflow & Approvals, Apex Language, Apex Classes/Controllers, Apex Triggers, Visual Force Pages, Data Loader, Offline Edition, Integration, migration, Reports, Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Security Controls, AppExchange Package & Custom Application and Sandbox data loading, Workflow & Approvals, Dashboards, SOQL, SOSL, S-Control.

**Force.com tools:** Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visualforce (Page, Controllers), Apex Data loader, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel connector.

**IDES:** Eclipse, Force.com Eclipse IDE plug-in and DataLoder

**CRM Tools:** Salesforce CRM.

**Tracking tools:** Jira, Version one
**Languages:** Java, Apex, SQL& PL/SQL.
**Web Development:** HTML, CSS, Visual force, JavaScript and Angular.js.

**Education**: Masters from Texas A&M University, Kingsville

**Training and Certifications:**

1. Salesforce Administrator: Credential ID -21336626
2. Salesforce Community Cloud Consultant: Credential ID -21390342
3. Salesforce Advanced Administrator: Credential ID -21422895
4. Salesforce Service Cloud Consultant: Credential ID -21473430

**Professional Experience:**

**Client: Caterpiller INC, Peoria, IL January 2020 – Present**

**Salesforce Lightning Developer**

**Description:** Catterpiller INC is one of the fortune 100 Corporations which designs, develops, manufactures sells [machinery](https://en.wikipedia.org/wiki/Heavy_equipment_%28construction%29), [engines](https://en.wikipedia.org/wiki/Internal_combustion_engine), [financial products](https://en.wikipedia.org/wiki/Financial_services), and insurance to customers via a worldwide [dealer](https://en.wikipedia.org/wiki/Dealer_%28franchising%29) network. It is the world's largest construction equipment manufacturer. The company principally operates through three primary segments – Construction Industries, Resource Industries and Energy & Transportation – and provides financing and related services through its Financial Products segment.

**Responsibilities:**

* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Worked on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Apex development in Creating Objects, Lightning Application, Triggers, Apex Classes, S-controls, Standard Controllers, Org - Wide default, Custom Controllers and Controller Extensions.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Built unique Lightning pages as per business needs with the Lightning Community Builder.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Developed Agent Portal for Telematics Service Provider using Service Cloud and Service Console
* Created modern Lightning Apps combining Lightning App Builder, SLDS and Lightning Component features.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers
* Developed apex REST web services classes for external applications accessing salesforce.com data
* Worked with SOQL & SOSL queries with Governor Limitations. Used SFDX during development cycle
* Worked with SFChatter which helps the users to communicate with the organization easily and quickly.
* Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Configured Single Sign-on using SAML and Worked on Mass imports and exports of data.
* Implemented Salesforce web services like SOAP and REST API, Java, XML.
* Implemented SKUID for building user friendly interface (UI) for both standard and custom objects and to add custom functionalities in Force.com.
* Used asynchronous Metadata API to manage setup and customization information.
* Customized several Workflows, validation rules, Triggers, Apex class.
* Integrated Apex with External Services by making callouts that used SOAP and WSDL.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.

Worked on cross platform usage of the project functionality using Lightning.

* Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Created Apex methods for the lightning controller and helper methods to perform DMLoperations on the case records.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Data Modeling, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

**MediaMath, New York, NY October 2018 - January 2020**

**Salesforce Developer/Administrator**

**Description**: MediaMath provides application software services, The Company offers an online campaign management platform geared towards online display advertisement that facilitates the management of advertisements, allowing agencies to analyze marketing programs across the digital landscape. It also provides professional services in the areas of programmatic strategy and optimization analytics technology support and advertising operations and training and certification programs focusing on digital marketing.

**Responsibilities:**

* Analyzed complex user requirements, procedures, and problems to improve existing System design.
* Designed and developed customer solutions in Visual Force, Apex, Lightning, D/HTML, CSS, JavaScript, and created and managed complex workflow rules, data validation, and system triggers.
* Customize Salesforce.com fields, page layouts, record types, searching, list views, queues, reports, and dashboards.
* Designed and assembled custom applications using Visualforce.com and Force.com.
* Reengineered current CRM SFDC system to use the standard core SFDC functionalities.
* Designed workflows for email alerts, lead escalation, automated lead routing, and task creation.
* Developed end to end application components involving business layer, persistence layer, and database and web services layer.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Upgraded Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Involved in writing application level code to interact with Restful Web APIs, Web Services using AJAX, JSON, XML, and jQuery.
* Written Apex classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications.
* Experience in implementing MVC patterns in salesforce.com customizations.
* Used the various sandbox's like DEV, STAGE, UAT for development.
* Involved in developing salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Installed salesforce Lightning inspector for chrome browser as an extension for debugging JavaScript code.
* Worked on various Custom Objects, Relationships, Tabs, Lightning apps, Salesforce1, Validation rules, Page layouts, Search layouts, Compact Layouts to organize fields in Classic and Salesforce1, Custom Links/Buttons and Related Lists.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment: Salesforce Unlimited Edition, Service Cloud, Sales Cloud, Salesforce Communities, Apex, Visual Force (Pages, Component & Controllers), Salesforce (SFDC), Web Service, XSL, jQuery, JavaScript. Lightning, jQuery, JSON, HTML5, CSS3, JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, DocuSign.**

**Cerner Corp, Kansas City, MO – Chicago, IL April 2017 – September 2018**

**Salesforce Developer/Administrator**

**Description:** Cerner Corporation is a worldwide supplier of healthcare solutions and services. The Company's solutions are designed to optimize clinical and financial outcomes for healthcare organizations ranging from single-doctor practices, to health systems, to entire countries, for the pharmaceutical and medical device industries, and for the healthcare commerce system.

**Responsibilities:**

* Interacted with various business team members and documented and Implemented the requirements.
* Worked on various standard objects like Accounts, Contacts, Opportunities, Leads, Reports and Dashboard.
* Created new Custom Objects, Custom fields, Page layouts, Custom Tabs as per the need.
* Created lookup, master-detail relationship, formula field and roll-up summary on the fields based on requirement.
* Interacted with various business team members and documented and Implemented the requirements.
* Worked on various standard objects like Accounts, Contacts, Opportunities, Leads, Reports and Dashboard.
* Created new Custom Objects, Custom fields, Page layouts, Custom Tabs as per the need.
* Created lookup, master-detail relationship, formula field and roll-up summary on the fields based on requirement.
* Worked on validation rules for specific value based on requirement.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for object.
* Used multiple Sales Cloud entities in Salesforce such as Lead Management, Contact Management, Accounts Management and Report Management.
* Imported Contacts, Accounts and custom object data into Salesforce using Apex data loader.
* Developed various pick lists, formula fields, master-detail relationships and lookup relationships.
* Created Sales Process, Record Types, Page Layouts, Sales Stages, Opportunities, Products and Price books.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for object.
* Used multiple Sales Cloud entities in Salesforce such as Lead Management, Contact Management, Accounts Management and Report Management.
* Imported Contacts, Accounts and custom object data into Salesforce using Apex data loader.
* Developed various pick lists, formula fields, master-detail relationships and lookup relationships.
* Created Sales Process, Record Types, Page Layouts, Sales Stages, Opportunities, Products and Price books.
* Worked on process automation tools like Process builder, workflow rules, Visual workflows, Approval processes.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Extensively worked on various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader.
* Worked on Data Export to backup existing data in zip file during new deployment in production.
* Maintained approximately 6000 CRM user accounts, best practices, features and campaign creation.
* Supported the internal database operations processes to ensure data validation and integrity.
* Managing page layouts, fields, and system interface/capabilities across 6 organizations and instances of Salesforce
* Maintained of data entry standards &data integrity process using Apex data loader.
* Built and monitor standard analysis and reporting for marketing campaigns.
* Produce statistical reports and dashboards for campaign performance,
* Helped business unit users as needed/on demand with support issues.
* Performed day to day administrative activities with company website including all MAC using.
* Apex Data Loader, sales/marketing collateral, presentations and press releases, website redesign.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component &amp; Controllers), Pages, Data Loader, HTML, Java Script, Workflow &amp; Approvals, Reports, Agile, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**ForgeRock – San Francisco, CA June 2016 - March 2017**

**Salesforce Engineer**

**Description:** ForgeRock, one of the fastest-growing identity relationship management vendors in the world, helps leading global brands, enterprises and government entities build secure, customer-facing relationships across any app, device or thing. ForgeRock transforms the way millions of customers, prospects, and citizens interact with businesses and governments online, providing better security, building relationships, and enabling new cloud, mobile, and lot offerings from any device or connected thing.

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Setup cloud data with strong encryption With Cipher Cloud for Salesforce.
* Involved in Business user group meetings, gathered requirements and translated them into logical component-based technical design to support business work processes.
* Analyzed and evaluated complex business requirements and recommended solutions.
* Created Data object model, relationship between objects, field types and involved in the detailed design for all features.
* Created Field Level Security, Record Level Security (OWD, Role hierarchies, Manual sharing) and Object Level security in the organization.
* Created various custom objects and Custom fields, Custom Applications, used all Process Automation tools such as Workflows, Visual Workflows, Process Builder and Approval process.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created Lead Assignment Rules to assign them to sales Users/ Lead Queues based on the Region.
* Defined Lookup, Hierarchical and Master-Detail Relationships on the Objects and created Junction Objects to establish many-to-many relationship among Objects.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used Lightning Connect to visualize data from External Systems and updated data was sent to external system.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Automate process and drive attendance by connecting Salesforce data to marketing cloud.
* Created Event Management Process and personalized their customer experience by leveraging the Marketing cloud connecter for registration and management.
* Developed the Visual force pages for the Manual Registration of users and login Process leveraging sites and Communities functionality provided by Salesforce.
* Handling administration, customization, configuration, mapping, data migration and integration of Salesforce.com applications
* Developing Visual Force Pages for certifying the User data available for scrubbing.
* Worked on solutions and simplified Siebel solutions to Salesforce.com platforms.
* Worked on data quality of Siebel systems to decide what needs to be migrated to Salesforce.com
* Worked on data mappings for account, contact, product and activity entities for data migration from Siebel to salesforce.com
* Worked on Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, &Apex classes.
* Involving in integrating REST API.
* Generated sync of contacts, email alerts, events and tasks amidst Salesforce to Outlook and Outlook to Salesforce strongly.

**Environment:** Salesforce.com Import Wizard, Siebel, Apex, Controllers, Workflows, Email Updates, Eclipse IDE, SQL, JavaScript, Web Services API, Apex Classes, Controllers, Visualforce pages, Web Services, SOAP, REST, WSDL, Sales Cloud, Service Cloud, Workflows, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML, CSS, JQuery, JSON.

**IBM India Pvt ltd, INDIA January 2015 – May 2015**

**Salesforce Developer**

**Description:** International Business Machines Corporation (IBM) provides computer solutions. The Company offers application, technology consulting and support, process design and operations, cloud, digital workplace, and network services, as well as business resiliency, strategy, and design solutions.

**Responsibilities:**

* Designed Technical design document for the integration between Oracle DB to Salesforce.com.
* Actively involved in interacting with business users (subject matter experts), requirement gathering, defining functional and technical specifications.
* In the service cloud environment, performed the role of Salesforce.com Developer and Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Perform 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 Visual Force, Force.com API.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Designed and developed Visual Force pages based on the business requirements.
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Developed Complex Apex Batch Jobs and changes to the existing Jobs for better Performance.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Chatter, worked together on sales opportunities, service cases and marketing campaigns and monitored the latest developments at the organization.
* Established new best practices in building marketing programs (email, trigger, operational, and SEM) within Marketo, with consistent naming conventions and type of assets used.
* Created formula fields and Roll-up summary to validate the information provided by the customer using validation rules
* Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Exported data from legacy system and imported into SFDC through Apex data loader for data migration.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.

**Environment:** Salesforce.com platform, Apex Script, Informatica On Demand ETL tool, Visualforce Pages, Controllers, CSS, Encryption Fields, Custom Objects, Custom Tabs, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Eclipse IDE Plug-in, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Workflows, Rules, Data loader.

**American Express – India May 2014 – December 2014**

**Java Developer**

**Description:** American Express (India) Pvt. Ltd. provides credit card services as well as accounting, bookkeeping, and related auditing services. The Company markets its services to individuals, families, and businesses throughout India.

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles framework, Struts, and UML.
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database.
* Used Eclipse as an IDE and Apache Tomcat as an Application Server.
* Testing and debugging the project for proper functionality and documenting modules.
* Used Ajax in one of the modules to do asynchronous changes to the pages.
* Involved in writing the Stateless Session Beans.
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool.
* Used JNDI realms to authenticate users in a web application.
* Used JSTL in struts based JSPs and responsible for creating and updating applications related understanding documents
* Actively involved in writing Test scripts and doing System testing for JRE and IE8 browser compatibility for my applications.
* Actively participated in weekly and monthly status& business user meetings.
* Involved in conducting meetings with Pfizer business users for understanding gaps in the CTO applications.
* Creating programs to use JMS and message queuing to process requests.
* Involved in the Development and Deployment of Stateless Session beans.
* Generated deployment descriptors for EJBs using XML.
* Developed GUI related changes using JSP, HTML and client validations using Java script.
* Used JDBC to communicate with database.
* Involved in writing Managed Beans/Controller logic for assigned modules.
* Responsible for developing the functionalities as peruse case documents.
* Developed front-end form validations using JavaScript.
* Used VSS for version control management and developed Session and Entity Beans to implement business functionality
* Used Application Assembly Tool for generating War and Ear files and for deployment to the Application servers.
* All java components are ported into Web logic Application server running on Linux.
* Also ported on Windows NT/IIS server with Servlet Exec 3.1 as JSP Engine.

**Environment:** Java 1.4 SDK, java Script, JSP 2.0, AJAX, XML, JSTL, JNDI, EJB 2.0, UML, Web sphere, Struts, CSS, Eclipse and Hibernate.