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**Summary :**

* Having 8 years of IT experience and 5 years of experience in **Salesforce.com CRM** platform both as a developer and as an administrator.
* Experienced in all stages of the Software Development Life Cycle **(SDLC)** including requirement gathering, gap analysis, design, development, implementation, and enhancement and testing of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications.
* Comprehensive understanding of the capabilities and constraints of the **Salesforce.com** platform coupled with a sound knowledge of business processes across various domains including **Education, Supply Chain Management, Sales, Marketing, and Proposal Management.**
* Experienced in creating **Custom Reports, Batch Jobs, Queues, and Assignment Rules.**
* Expertise in **Service Cloud console** with exposure to **CTI** adapters and **mobile** application integrations.
* Created **Apex** test coverage classes for some email services. Attentive knowledge on developing **Salesforce1 mobile, Lightning User Interface and Process Builder.**
* Experienced in configuring **Salesforce.com** Standard Objects including **Accounts, Contacts, Leads, Opportunities, Cases, Products, Campaigns, and Page Layouts.**
* Expertise configuring the components for **Lightning pages** and app builder and worked on Salesforce **Lightning Components** for building customized components replacing the existing ones.
* Extensive experience in the design and development of **Apex Classes, Controllers, Triggers, Visualforce pages as well as the Salesforce.com API.**
* Good Experience in Sales Cloud, Service Cloud.
* Experience as the technical developer on projects focused on Salesforce - **Sales Cloud, Service Cloud, and the Force.com platform.**
* Developed Salesforce **Lightning Apps, LWC , Components, Controllers, and Events.**
* Experienced in writing complex Formula fields and Validation Rules as per specific business use cases.
* Proficient in optimizing **Process Builder, Workflows, Approval processes, Escalation Rules** and sharing rules as per the functional needs of the business.
* Skilled at generating and customizing **Salesforce.com** Reports and Dashboards.
* Migrated large volumes of external data on to Salesforce.com using **Apex Data Loader** as part of data management functions.
* Hands-on experience in implementing **SOQL** and **SOSL** in **Apex Classes and Triggers.**
* Excellent understanding of Governor Limits and developing applications to run within the limitations of the **Saleforce.com** platform.
* Experienced in deploying **Salesforce.com** applications across various environments (from Sandbox to Production systems) using **Flosum, Change Sets Migration tools.**
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Extensively worked on designing test scenarios and test scripts in Unit Testing and **UAT , SIT.**
* Working knowledge of **C# , ASP.NET, VB.NET , Web Services , MVC , Win Forms, AJAX ,PL SQL, SQL Server 2005/2008/2012, Data Analytics R Programming , Crystal Reports , Autosys Jobs, Oracle 9i**
* Experience in Development and support of applications in **C# ,ASP.Net, SQL & Oracle** issues resolution within **SLA**, provides end to end solution to user’s queries, bug fixes and documentation.
* Experienced in managing onsite/offshore resources to implement and provide operational support to **SFDC Ecosystem** which includes **Salesforce, MDM and BI solutions.**
* Expert in managing change requests related to operational improvements, enhancements, and system customizations requested by various stakeholders to support their business processes and develop training materials illustrating the changes.
* Ability to multi-task, handle ambiguous situations efficiently and work collaboratively with project teams in organized manner.

**Technical Skills:**

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| **Salesforce Technologies** | Apex (Classes, Triggers), Custom Objects, Visual Force (Pages, Components and Controllers), Lightning, SOAP API, REST API, Bulk API, Web Services, Service Cloud, SOQL, SOSL, Dashboards, Reports, Workflows and Approval processes, Batch Classes |
| **Salesforce CRM Tools** | Apex Data Loader, Force.com IDE, Developer Console, Workbench, Eclipse IDE Plug-in, Force.com Platform, AppExchange apps, Apex Data Loader, Data Wizard, Apttus CPQ. |
| **Languages and Tools** | Apex, UML, HTML, XML, SQL, MySQL |
| **Migration Tools** | Change Set |

**Education:**

Bachelor of Technology (Electronics and Communication) from India.

**Certification:**

Salesforce Admin (201)

**Bristol Myers Squibb, New Jersey, NJ April 2020 – Till Date**

**Role: Application Lead**

**Responsibilities:**

* Customizing client’s **salesforce.com** instance based on client’s expectations.
* **User Migration, Data Migration** of more than 1000 user’sdatabase with **Data extraction** for the client.
* **User management by User, Profiles and Permission sets, Set up Audit logs, sharing rules, role hierarchy, Public Groups, Field Level Security etc**.
* Lead role to assist teams to resolve issue and involved in major development activities for reports customization and **Integration** activities.
* **Salesforce Heath checks and Major Releases in the Salesforce org.**
* Data Management using **Data Loader and Data Import Wizard.**
* **New Email template** creation for use in Workflows and Process builders.
* Worked extensively **Service Cloud and Community Cloud.** Knowledge of **Community cloud and Email Studio.**
* **Reports and Dashboards** creation using **APEX** and scheduling.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Leads and Case management Implementation by creating **Escalation Rules and Queues,Email Maskings,Deployment Activities and Sandboxes Refresh.**
* Created modern Enterprise **Lightning Apps** combining **Lightning App Builder** and **Lightning Component features and Lightning Flows, Veeva Vault, Conga , Box, SSO, SAML.**
* Developed custom Business logic using **Apex Classes, Visual force pages** and **Lightning components.** Used Visual force components like **Page Block, Command Buttons, Action support, Action Function.**
* Leveraged **APEX** Controller to make a call for external requests to retrieve data from various **API’s** and displayed them on to the component.
* Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Worked on Integrating Salesforce systems using **SOAP and REST API's.**
* **Daily team meeting and other business and implementation partners on requirement understanding.**
* **Creation of Functional specification and technical specification documents for the requirements given by the business.**
* **Interaction with developments and support team.**
* Involved in daily meetings, Scrum. This resulted to bring good solution to the business requirement.
* Working on onshore and offshore team model.

**Professional Experience:**

**Emprise Bank, Wichita, KS Jan 2019 – Feb 2020**

**Role: Sr. Salesforce Consultant**

**Responsibilities:**

* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic** to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party **API’s** and displayed within the lightning component.
* Salesforce Service Implementation **providing Technical & Functional direction** for the development of the **Sales & Service Cloud Application** on Lighting Experience.
* Enable Wave solutions to be embedded into and available within our wider **SFDC** ecosystem.
* Grow our internal Wave expertise: a mentor, teacher, and guide to both developers and Sales Operations.
* Created multiple **Lightning Components, added CSS** and **Design Parameters** that makes the Lightning component look and feel better.
* Leveraged **APEX** Controller to make a call for external requests to retrieve data from various **API’s** and displayed them on to the component.
* Developed documentation materials for heavily customized instance of **Salesforce with Lightning Experience UI, Community Solution Cloud** and **Wave Analytics.**
* Strong Experience in **Salesforce Lightning components design & designing compact layouts using Apex triggers, page layouts, Visual force pages, workflows for Mobile platform.**
* Developed custom Business logic using **Apex Classes, Visual force pages** and **Lightning components.** Used Visual force components like **Page Block, Command Buttons, Action support, Action Function.**
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Created and modified templates using **Apptus CPQ & Author CLM**. Modified profiles and permission set access as per requirement.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used refined global search in Lightning by developing **Apex classes** and **Controllers.**
* Experienced using **Force.com IDE** for creating, modifying, testing, and deploying **Force.com** Applications.
* Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Visualforce Pages for Lightning Experience, Alternatives for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Successfully implemented **Sales Cloud**, **Service Cloud**, **Analytics Cloud**, **Financial Services Cloud**, **Community Cloud**.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the Web Services through **WSDL** in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using **SOAP and REST API's.**
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Saleforce.com, Force.com IDE, APEX, Visual Force - Pages, GitHub, Salesforce.com Data Loader, Workflow & Approvals, Reports, B2B(Cloud Craze), B2C, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Sandbox, SOQL, SOSL, Sales & Service cloud.

**Client: Baxter International, Deerfield, IL Jul 2017 - Dec 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* As a pilot program, migrated existing **SFDC** instance (25 users) from classic to lightning user interface.
* Involved and provided inputs in preparing the business case to the leadership on the value add in terms of user experience, business process impact, rollout approach, cost & timing.
* Mapped out all the existing functionality and conducted **GAP** analysis on current state vs future state. Also worked with **SFDC** Product team to understand their near-term road map.
* Replaced **JavaScript popups, JavaScript actions, URL** overriding with lightning actions, quick actions in lightning interface.
* Worked on designing and developing **Lightning** Community Builder and developed **Lightning Components**.
* Enabled custom domain to enhance access security and better manage login/authentication process, to leverage **Lightning functionality.**
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus **CPQ** package.
* Integrated APPTUS Configure-Price-Quote tool for Terminal and Accessories.
* Working withSalesforce.com **Sales cloud, commerce cloud, service cloud** as well as **Marketing Cloud.**
* Created Lightning Components and server-side controllers to meet the legacy classic functionality and migrated the standard/custom objects to lightning experience.
* Experience with the integrating **SFDC** and **AppExchange** partners such as **CPQ/Apttus.**
* Created multiple **Lightning Components,** added **CSS** and Design Parameters that makes the Lightning component’s look and feel better. Leveraged **APEX** Controller to make a call for external requests to retrieve data from various **APIs** and displayed them on to the component.
* Enabled Aura **Framework,** by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Ensured that the code coverage from the Test Classes is 85% and above before migrating to the production environment.
* Worked extensively with **Salesforce.com Sales cloud** sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports. Architected solutions to meet business needs mostly within **Salesforce.com Service Cloud.**
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Customized **Salesforce CRM** beyond standard functionality with Visualforce and Apex code to meet the customer requirements.
* Developed Test classes and achieved the required code coverage to deploy into the production environment.
* Created custom controllers and controller extensions while developing **Visualforce pages.**
* Developed the **Apex Triggers** for data validation purposes, email notifications, for any custom functionality not accomplished by **OOB** features.
* Created Custom **Objects, Tabs, Sharing Rules, Page Layouts, Record Types, Queues,** and Profiles to support the user requirements and had maintained the deployment checklist to migrate the package between environments.
* Engaged the core project team such as BAs, QA, Power users throughout the project to provide the progress of the development, demo the application and capture early feedback.

**Environment:** Salesforce.com, Apex, Visual Force, Force.com IDE, Dashboards, Reports, Workflows, Sandbox, Data Loader, JavaScript, CSS, HTML, Apttus CPQ, Eclipse plug-in for Force.com IDE, Web services, SOQL, SOSL, Windows XP.

**Client: Baker Hughes, Houston, TX Aug 2015 -Jun 2017**

**Role: Salesforce Administrator**

**Responsibilities:**

* Customizing client’s **salesforce.com** instance based on new business requirements.
* Worked on standard objects such as leads, **Opportunities, Accounts, Contacts, Campaigns** associated with **sales cloud.**
* Maintain and Customize mobile based Applications.
* Create and manage custom **manage fields, Objects, complex workflow rules, record types, data validation, page layouts, triggers and third-party integration.**
* Worked on Service Cloud communities for sharing business process.
* Experience working across various **SFDC** implementations that are covering **Sales cloud, Service Cloud** and **Apttus CPQ.**
* Automated Sharing rules whenever there is a new change in sales team instead of using an **Apex trigger.**
* Worked with internal customers to gather requirements and implement configuration changes including definition of workflow and approval processes and custom object implementation.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Provided day-to-day end-user support and assist users to enhance and increase their knowledge of **salesforce.com.**

**Environment:** Salesforce.com, Apex, Visual Force, Force.com IDE, Service Cloud Console, Dashboards, Reports, Workflows, Sandbox, Data Loader, JavaScript, CSS, HTML, Web services, Windows XP.

**Citibank, Singapore Jan 2013 - Jul 2015**

**Role: L3 Support**

**Responsibilities:**

* **SFE** is an online application, which is the entry point for **SWIFT** messages, for custody operations
* It validates messages inputted into the system and sends it to **SECORE** for further processing.
* It also provides for manual input of messages and Repair of faulty messages.
* It provides various interfaces and reports for monitoring messages.
* Proactive handling all the new **enhancements, bug fixes** and sending reports to clients at end of day.
* Independently come across with all the challenges and managing the full shift alone.
* Working in Team size of 4 team member.
* Managing full scope of work and making all the enhancements and issues documented in **SharePoint.**

**Environment:** ASP.NET, Web Services, C#, PL SQL, SQL Server 2008, SharePoint

**L&T Infotech, India Aug 2011 - Dec 2012**

**Role: Software Developer**

**Responsibilities:**

* **FOF** related to funds details for Citibank application. Editing of new funds using **XSLT** and modification in new existing funds modules to support Citibank daily operations.
* Maintaining funds specific to each client and modules related to them.
* Coding for given modules in the project Cycle.
* Scope of the project includes creating all funds of fund transaction details, designing and maintain complete database.
* Working independently on the project.
* Documenting Customization in the form of **User Manual, FSD** and test cases.
* Managing full scope of work and making all the issues documented in **SharePoint.**

**Environment:** ASP.NET, C#, Web services, Sql Server 2005, XSLT