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| **Name: Pooja Chhatriwala**  Contact No: (317)-721-4170  Email:chhatriwala1806@gmail.com  **Salesforce Lightning Developer/Admin** |  |
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**Professional Summary**

* A committed IT professional with more than 9 years of work experience. Worked 7.5 year as Salesforce technologies: Sales Cloud, Service Cloud, Marketing Cloud and Force.com Platform with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Highly skilled in Salesforce.com (SFDC) development and implementation.
* Worked on various business domains like E-Commerce, Healthcare, Insurance and Banking.
* Experience in all the phases of Software Development Life Cycle (SDLC) from analysis to maintenance in both Waterfall and Agile models.
* Expertise in Salesforce Setup activities, Configuration, Administration, Customization, Mapping, Data Migration and Integration of Saleforce.com applications and good experience in Lightning.
* Proficient in customizing standard objects like Account, Contact, Lead, Opportunity, Case and Campaign as needed.
* Extensive Experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment rules, Workflow Alerts and Actions, Approval Workflows, Reports, Dashboards, Outbound Messaging.
* Expert in developing Custom Applications, Custom objects, Custom fields, Custom Tabs, Custom components and Role based page layouts.
* Profound understanding of Security and Sharing Rules implementation at object, field, and record levels
* Proficient in Salesforce.com SFA, Visualforce, Apex Classes, Apex triggers, SOQL, and SOSL, Force.com API.
* Working knowledge of ETL Tools on Apex Data loader, Mule Soft, Informatica on Cloud and other app exchange data migration tools.
* Used LWC for security and lightning data service.
* Involved in Code Deployments using Change Sets from Sandbox to production.
* Integrated Salesforce CRM with external CRM explicitly using Web services API.
* Good Knowledge of Salesforce Wave Analytics, Salesforce Einstein.
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and ANT based Migration Tools and Salesforce.com Sandbox environments.
* Extensive Experience in Salesforce Integration within house legacy systems using Web services API like REST, Bulk and SOAP and third-party tools like Informatica on Demand.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Worked on events and communication in Lightning Web Components (LWC).
* Worked with global cross functional teams and led Onsite and offshore model projects as an Onsite Coordinator.
* Used web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP and databases such as SQL Server and MySQL
* Experience in analyzing and identifying gaps in functional/business requirement and effectively communicate to both Business and Functional Analysts on the same. Also, provided Post Deployment Training on platform usage for various levels of user.
* Proven ability to rapidly analyze challenges by thinking strategically and by delivering technical solutions improving margins, revenues and workplace productivity.
* Extremely passionate about maintaining cutting edge technical skills and being up to date with industry standards.

**Technical Skills**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Lightning, Apex Scheduler, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers) and S-Control, LWC |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange 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. |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XML Schema, HTML, Shell Scripts and Web service, LWC |
| **Database** | Oracle 11g/10g/9i, MySQL, DB2 |
| **Operating Systems** | Windows XP/Vista/7, Linux, Macintosh |

**Education**

Master of Science Management – Sullivan University

Bachelors in Civil Engineering – SNPIT & RC

**Salesforce Certifications**

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Community Cloud Consultant

Salesforce Sales Cloud Consultant

**Professional Experience**

**NRL Mortgage, TX April 2021 to Present**

**Salesforce Lightning Developer/Administrator**

**Description:**

Project involves migration of their legacy data to Salesforce, was also used for integration with legacy system request management and customer eligibility system using data loader. Without a single unified database, are not able to track and maintain interactions with customers. Sales reps were not equipped with the tools necessary for building long-term business relationships**.**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Designed and Developed Dashboard to monitor case activities based on geography.
* Developed and Customized User interface in Salesforce.com using Visualforce, Apex controllers and Force.com IDE.
* Integrated external financial systems for synching data in Salesforce.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Worked on LWC’s library of pre-built UI components, which provides implementations for the blueprints defined by salesforce’s design system
* Involved on creating Lightning Pages inside Lightning community Builder.
* Worked on events and communication in Lightning Web Components (LWC).
* Worked on Reports and Dashboards in Salesforce Classic and Salesforce Lightning.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Provided business solutions to clients nationwide, ranging from Salesforce Sales Cloud, Service Cloud, and Salesforce Mobile Development.
* Created Visualforce pages that could be rendered as PDF’s, build dashboard components and define email templates.
* 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.

**Humana, NC Feb 2017 to April 2021**

**Salesforce Lightning Developer/Administrator**

**Description:** This project involves migrating existing functionalities from Salesforce Classic interface to lightning interface which gives a more intuitive user experience. Created various Lightning components, Lightning pages and worked on Salesforce1 platform and SKUID.

**Responsibilities:**

* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Designed and Developed Dashboard to monitor case activities based on geography.
* Developed and Customized User interface in Salesforce.com using Visualforce, Apex controllers and Force.com IDE.
* Integrated external financial systems for synching data in Salesforce.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Involved on creating Lightning Pages inside Lightning community Builder.
* Worked on Reports and Dashboards in Salesforce Classic and Salesforce Lightning.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Provided business solutions to clients nationwide, ranging from Salesforce Sales Cloud, Service Cloud, and Salesforce Mobile Development.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* 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.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Administrated and monitored the company's Salesforce CRM application.
* Worked closely with senior management on a Specific track to meet goals and Documented process workflows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Validation rules, Profiles, Roles, Reports, Dashboards, etc.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Created a support portal using Sites concept in Salesforce.
* Built Apex Classes implementing SOSL & SOQL statements within Eclipse to manage interaction with the database.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Designed and developed Service cloud and integration.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Used Jira defect tracking tool for maintaining of user stories and raising defects.
* Performed tasks for Data Migration like Data mapping and Data loading.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* 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 based on the need in the organization.
* Participated in the training sessions provided by the Salesforce team.

**Environment:** *Salesforce.com, Apex Script, Apex Classes, Triggers, Controllers, Lightning, Visualforce, Web services API, Data Loader, Data Migration, Sales cloud, Service Cloud, SOSL, SOQL, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layouts, HTML, Reports, Dashboards, JIRA, Windows.*

**Comcast - Philadelphia, PA April 2015 to Jan 2017**

**Salesforce Lightning Developer/Administrator**

**Description:** This application will be used by different audiences who will be served through this site, which will include agents, retailers, policyholders and claimants. The goal is to provide a single, consistent entry point where NJM customers can perform queries, access reports, and obtain information on claims and policies.

**Responsibilities:**

* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura Framework.
* Experienced in migrating the standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities and custom objects in standard experience to lightning experience.
* Created many Lightning Components and Server-side Controllers to meet the business requirements.
* Designed, implemented and deployed the Custom objects, Custom tabs, Page layouts, Components to match the functional needs of the application.
* Implemented Apex Extensions to customize the standard buttons on Lead, Account, Contact and Opportunity objects.
* Developed robust Lightning Pages using Aura Framework and placed them on the community builder.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Worked on Salesforce Lightning Process Builder to easily automate Business Processes.
* Developed re-usable UI Components with Lightning Component Framework.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Used Lightning process builder for visualizing and creating automated business processes
* Created Scheduled and Batch Apex jobs based on the business requirements.
* Worked on Salesforce1Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Used Salesforce1 Simulator during the development to test if the lightning components works properly on the mobile device.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Worked on SKUID to customize both standard and custom objects on Force.com.
* Implemented SKUID for building user friendly interface (UI) for both standard and custom objects and to add custom functionalities in Force.com.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal Visual force and Lightning pages.
* Hands full of experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.

**Environment:** *Sales Cloud, Salesforce.com platform, Lightning, Lightning Process Builder, Lightning Inspector, Apex, Workflow & Approvals, SKUID, Triggers, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Security Controls, Sandbox data loading, REST services.*

**Word & Brown Insurance - Orange, CA August 2014 to March 2015**

**Salesforce Developer/Administrator**

**Description:** Project involved migration of their legacy data to Salesforce, was also used for integration with legacy system request management and customer eligibility system using data loader. Without a single unified database, Comdata was not able to track and maintain interactions with customers. Sales reps were not equipped with the tools necessary for building long-term business relationships.

**Responsibilities:**

* Validating the data that arrives from different data sources and generating the reports in the Salesforce.com for the next day portfolio.
* Developed Apex class and trigger to format phone/fax/zip code in account object.
* Designed, developed and deployed Apex Classes Extension Classes to support Visual Force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Designed web pages using Visual force.
* Designed complex reports in SFDC using SQL.
* Used workflows to govern data flow across various objects.
* As SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed design document for data loader-based integration.
* Created custom objects, Visual Force pages, triggers, validation rules by using Apex as per Customer requirement.
* Designed and developed web service enhancement.
* Used error handling techniques to handle the errors and send emails upon the severity of the error.
* Used HTML CSS serialization for interacting with the database.
* Configured Salesforce.com security profiles and custom object supporting integration and quote featured enhancement.
* Worked on SQL Server 2005 for creating Tables, Stored Procedures, Views and Triggers*.*
* Created various Batch Apex classes and scheduled to load mass data based on business needs.
* Created custom controllers implementing complex code for retrieval from Salesforce to VF pages.
* Integration with Lotus Notes, mobile applications like Blackberry, I-phone.
* Created dynamic GUIs with .Net Web Controls and Data Bound Web Forms.
* By using available mappings, we loaded data from source data into target system. Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.

**Metasystem, India Jan 2013 to July 2014**

**Java Developer**

**Description:** They offer span business and technology consulting, application services, systems integration, product engineering, custom software development, maintenance, web applications, independent testing and validation services, IT infrastructure services & BP.

**Responsibilities:**

* Analyzed the business requirement and developed app using Java and Mozilla XUL.
* Involved in development using spring, Hibernate and JSF Framework. Used ANT script for project deployment.
* Use case, design - class, sequence diagrams. User Interface design
* Data Modeling - logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and converted into requirements document.
* Create POC for first time patterns and vendor integrations.
* Code review with the developers and delivery team
* Co-Ordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand up meeting with the whole development teams both onshore and offshore.
* Develop Functional Requirements Specification (FRS)
* Business process review and modeling
* Involved in writing SQL queries for the application in Teradata database.
* Create or involve in Implementation planning with Project Manager.

**Environment:** *Java, JSP, Servlets, HTML, JDBC, JDK, Waterfall Model, Tomcat, Windows XP.*