

Sarah J D

Senior Salesforce Developer/Admin

Email: jesusarah96@gmail.com

PH#: +91 9791089667

Professional Summary:

- 5+ years of IT experience in all phases of **Software Development Life Cycle (SDLC)** which involves requirement gathering, analysis, **design**, development, **implementation** & enhancement of projects in Salesforce.
- Experience in developing **Lightning** Applications and Components. Developed Salesforce **Lightning** applications using **Lightning** components, controllers, and events and used custom CSS in the components.
- Experience in using **Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Expertise in Integrating Salesforce with 3rd party tools. So far, worked on over **18 integrations** successfully.
- Technical Knowledge about **Salesforce Lightning** schema builder, process builder, app builder, components and Lightning connect.
- Experience in modifying **Visualforce** pages to be supported in **Lightning** Experience and good understanding of Lightning mode and its features.
- Experience with **Salesforce.com CRM full implementation, migration of Sales, Service clouds, Communities** and **Force.com platform**.
- Strong Salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages** and integrating with external source by developing **SOAP, RESTful Apex Web Services and Force.com API**.
- In-depth understanding of **CRM** business process that include Forecasting, Campaign Management, **Lead Management**, Order Management, Account Management, **Case Management** and Merging Management.
- Experience in writing **SOQL, SOSL, Aggregate, Relationship queries** in **apex classes, triggers** and **batch classes** and customized queries to avoid governor limits
- Expertise in Force.com technology stacks **APEX, SOQL and SOSL**.
- Extensive experience in creating Lightning Components and integrating with external source by developing **SOAP, REST, Apex Web Services and Force.com API**.
- Hands on experience working with **HTML, XML, CSS, jQuery & JavaScript**.
- Experience in working with **OOTB (Out-of-Box)** features for creating custom layouts, business processes and email alerts.
- Profound knowledge in querying salesforce.com database using **SOSL & SOQL** queries with consideration to governor limits for data manipulation needs of the application using platform database objects.
- Expertise on working different environment of SFDC such as **Sales Cloud, Community Cloud** and **Service Cloud**.
- Proficient in **Data Migration** from Traditional Apps to Salesforce Using Data Loader Utility.
- Proficiency in analyzing business requirements, entity relationships and converting them to **Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts**.
- A quick learner to new concepts and ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
- Good in collaborating with Team members, and guided **15+ Engineers** so far.
- Experience in handling the projects since scratch (after signed SOW). Worked as **Pilot Developer** for many projects to meet deadlines.

Technical Skills:

Salesforce	Salesforce CRM, Lightning Application, Aura, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.
Salesforce Tools	Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Platform (Sandbox and Production)
Integrating Tools	Apex Data Loader, Import Wizard, Data Export
Languages	Apex, Java
Web Technologies	HTML, XML, CSS, SOAP API, REST API
Databases	SOQL

Professional Experience:**Client: Markforged Printers, Watertown, MA****Nov 2021 – Till Date****Role: Senior Salesforce Developer / Admin****Responsibilities:**

- Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts to suit to the needs of various customized applications.
- Developed several Apex Triggers, Classes and Apex API based classes during the project lifecycle.
- Developed **Salesforce Lightning** applications using Lightning Components, Controllers and Events and used custom CSS in the components.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
- Authored **Systems Requirement Specification (SRS)**, Use cases, System Requirement Change Request and Data Dictionary to Delta's **SFDC implementations** such as **Sales Cloud, Community Cloud and Service Cloud**.
- Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application.
- Worked on Aura to Lightning Web components migration project.
- Triggered interface events by user interactions, which includes **Lightning Component framework** and also involved in **building Lightning Components** using the **aura framework as well as LWC**.
- Involved on creating **Lightning Pages** inside Lightning **community Builder**.
- Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
- Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
- Developed robust **Lightning Pages** using aura framework and placed them on the community builder.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Integration of **Sales cloud** with external information systems using REST API web services.
- Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
- Implemented **field level security, page layouts** to restrict the visibility and accessibility of fields for different profiles.
- Worked on customization of Visualforce to have **Lightning** experience for desktop and mobile applications.
- Development of REST based web services used for custom development
- Built reusable UI components and pages with Lightning component framework.
- Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
- **Created Data Migration approach** and prepared Mapping document before data migration.
- Implemented Service Cloud including: Service Console, Customer Portal & Communities, Opportunity Management.

Environment: Salesforce.com platform, Lightning Web Components, Aura, Data Loader, Apex Pages, SOQL, SOSL, Integration, Sales & service & CRM cloud, REST, Marketing Cloud, Sales cloud, Service cloud, Workflow & Approvals, Custom Reports, Dashboards, Windows.

Client: Damac Properties, Dubai**Jun 2021 – Nov 2021****Role: Senior SFDC Developer/Admin****Responsibilities:**

- Worked on various **Salesforce.com** standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
- Created Custom Lightning Events and registered respective Listeners and handlers to work with functionality of client's requirement.
- **Configured the External Routing** for Omni-Channel and **Integrated third - party** routing with Omni-Channel to give the support team more routing options for the tasks
- Setup, maintained, and optimized Email marketing campaign utilizing Exact Target/Salesforce **Marketing Cloud**.
- Involved in using **Lightning**, Process Builder and Workflows. Worked on customization of Visualforce to have Lightning Experience for desktop and mobile applications.
- Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.

- Creating Lightning Components and used **Salesforce Lightning Design System (SLDS)** to convert existing Visualforce pages to Lightning components.
- Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects.
- Used wave analytics to explore the data and share it with customers and sales team for the efficient sales of the products.
- Used **REST API** to implement custom functionality for solving complex business process
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called **Data Loader**.
- Worked extensively with the **QA** team for **designing Test Plan and Test Cases** for the **User Acceptance testing (UAT)**.
- Used the **sandbox** for testing and migrated the code to the **Continuous deployment instance after testing**.

Environment: Salesforce.com platform, Lightning components, Lightning App Builder Apex Language, SOQL, SOSL, Community Cloud, Apex Triggers.

Client: Zendesk, USA

Jan 2020 – May 2020

Role: SFDC Developer

Responsibilities:

- Designed and developed **Apex Classes** based on Client requirement and enhancement.
- Worked on pulling data from **Zendesk** through Integration and showing the Training details related information in Salesforce.
- Created **Custom Objects, fields, Validation Rules, Triggers** based on requirement.
- Customized Email templates, Alerts based on client needs.
- Created **Batch classes** to pull the bulk data.
- Followed the best practices while writing **Apex Classes, Triggers, Test Classes, Visualforce pages and Lightning Components**.
- Create **workflow rules, approval processes, email templates**.

Environment: Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow, Reports, Custom Objects, SOQL, SOSL, Email Services, Agile, Integration.

Client: Sparta Systems, USA

Mar 2019 – Dec 2020

Role: SFDC Developer/Admin

Responsibilities:

- Create **workflow rules, approval processes, email templates**.
- Designed and developed Lightning components based on Client requirement and enhancement.
- Worked on pulling data from the third part tool through Integration and showing the medical instruments related information in Salesforce.
- Implemented pages using LDS (Lightning Data Service) for editing and creating data for specific records
- Customized Email templates, Alerts and outbound messages based on client needs.
- Followed the best practices while writing Apex Classes, Triggers, Test Classes, Vf pages and Lightning Components.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
- Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Customized **Dashboards** to provide daily forecasts and track opportunities, deal registrations and customer engagement.
- Debug Apex scripts using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits.
- Designed and developed **SFA** based Application on **force.com** platform in Salesforce.com environment with **Apex** programming language at backend and **Visualforce** pages as user interface.

Environment: Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Agile, Integration with 3rd Party tools.

Client: Pulse Secure, USA

Jun 2018 – Jan 2019

Role: SFDC Developer/Admin

Responsibilities:

- Implemented Agile Methodologies, Test Driven Development (TDD) with continuous builds and controlling iterative and incremental projects.
- Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization.
- Created various **Custom Reports** for standard objects as well as **custom objects** to give complete detail overview of Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
- Created **Many-to-Many relationships** and created Junction objects to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
- Developed an application extensively for **Case Management** utilizing Salesforce **out-of-the-box functionality** with the combination of **Force.com platform** components such as Apex Classes, Triggers, and Visualforce Pages.
- Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization** to support vital business functions.
- Create **workflow rules, approval processes, email templates, and assignment rules.**
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
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- Designed and developed **SFA** based Application on **force.com** platform in Salesforce.com environment with **Apex** programming language at backend and **Visualforce** pages as user interface.

Environment: Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Agile.

Client: Alcatel Lucent Enterprise, France

Jan 2018 – Jun

2018 Role: SFDC Developer/Admin

Responsibilities:

- Extensively used agile methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
- Designed, developed, and deployed **Apex Classes, Controller Classes and Apex Triggers**, packages for various functional needs in the application.
- Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce, Force.com IDE.**
- Created **profiles, Roles** based on organization role hierarchy and implement **record level and field level security** and configured their sharing settings.
- Worked on extending standard Sales Cloud objects like Accounts, Contacts, Leads and Opportunities.
- Integrated using SOAP based web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
- Implemented **Apex Controller, triggers, and test classes** with **test code** coverage of 90-100% using **Force.com IDE.**
- Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import Wizard**, Excel Connector, Data loader, Workbench, **Apex Data Loader** utility.
- Worked on the Sales Cloud territories to implement, manipulation and Data Integrity tasks such as merging duplicate records and cleaning.
- Integrated the SOAP based webservices for extracting the data from external systems to display in the pages of Salesforce.
- Responsible for setting up **OAuth** to enable external client applications to communicate with **SFDC** platform and Configured Single Sign-on **SSO** using **SAML** with Ping federate identity provider.
- Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change Set.
- Responsible for setting up new instances of **JIRA**, data import, customization, and backup

Environment: Salesforce.com platform, Apex Language, Visualforce, Pages, Sales Cloud, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Oracle.