**AGHANASHA L**

**SALESFORCE ADMIN/DEVELOPER**

**Email:** [**boddub@i-giants.com**](mailto:boddub@i-giants.com)

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**Professional Summary:**

**O**ver 8.6+ years of experience as **Salesforce Administrator and Developer**. Involved in various stages of Software Development Life Cycle (**SDLC**), communicate, and validate the business needs for recommending solutions that enable the organization to achieve its goals.

* Hands on experience in building Lightning components and applications using Salesforce lightning Design System (SLDS).
* Understanding of the Lightning Component framework: including concepts like modular architecture, components and events, the use of JavaScript and Apex, and the Aura framework.
* Knowledge of common use cases and best practices for Lightning components: including implementing custom user interfaces, building reusable components, and using performance optimization techniques.
* Experience with integrating Lightning components with other Salesforce features: including using components in Lightning pages and apps, working with Lightning data services, and integrating with other Salesforce features like flows and process builders.
* Have good knowledge on working with the Lightning Web Components (LWC).
* Designing of Sales cloud Custom Objects, Custom Fields, Pick lists, Record types, Page Layouts, Validation Rules.
* Expert level understanding of Salesforce CRM platform and its Development Life Cycle.
* Experience in Integrating App Exchange Applications with Salesforce, Informatics on Demand, Mass E-Mail Management, Conga Composer, Agile, Pardot, ExactTarget.
* Experience in SFDC Development in implementing OOTB Capabilities, Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL.
* Experience in developing the Apex Classes, Apex Triggers, Asynchronous Apex, Visualforce pages and Web services enforcing best practices of apex programming.
* Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud and Marketing Cloud.
* Well versed in cloud computing and on- premises infrastructure integration for Salesforce.com using Force.com platform, Batch Apex, Web Services with third party applications.
* Proficient in working with synchronous and Asynchronous Apex like Batch, Future, Schedulable and Queueable apex classes.
* Good Experience in Data Integration and Migration using Force.com, Knowledge of WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce.com Technologies** | Salesforce CRM, Salesforce Administration, Apex Language, Apex Classes /Controllers, Configuration, Implementing Business Processes, Data Management, Trigger, Apex classes, User & Profile Management, SOQL, SOSL, Visual Force Pages Development, S Controls, Apex Web Services, Lightning, Analytic Snapshots, Case Management Automation, Apex Data Loader. |
| **Salesforce.com Tools** | Force.com Explorer, Force.com Data Loader, Force.com Platform |
| **Operating Systems** | Windows, MacOS |
| **Web Technologies** | HTML/XTML, Java Script, XML, AJAX, CSS, SOAP and WSDL |
| **Certifications:** | Salesforce Certified Administration, Salesforce Platform Developer 1 |

**Professional Experience:**

**End Client**: NBC Universal **March 2021- Present**

**Role:** Salesforce Developer/Admin

**Location:** New York City, NY

**NBC** Universal is primarily involved in the media and entertainment industry. The company is named for its two most significant divisions, the National Broadcasting Company (NBC) – one of the United States' Big Three television networks and the major Hollywood film studio Universal Pictures.

NBCUniversal implements salesforce for tracking & reporting all box office collections all over the world of the films and shows released by them.

**Responsibilities:**

* Actively involved in gathering Sales cloud **Business Requirements** and implemented them successfully in salesforce.
* Responsible for **integrating** salesforce with external web application to fetch and post data to other system.
* Creating **batch** **classes** and their test classes and scheduling them.
* Creating **reports** and **dashboards** for displaying weekly status of the Box Office collections of the Title.
* Creating users in the system, assigning necessary permissions, and required permission sets for user.
* Extensively worked on creation of Lightning web components **(LWC)** and deploying it to other instances.
* Responsible for creating **Lightning** **Applications** **using Aura Framework** for displaying data tables to display the data in required format.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users using REST and SOAP.
* Responsible for creating **custom lookups** in lightning components and fetching records and displaying in aura component using to communicate with parent and child component using events.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Saleforce.com platform, Sales Console, Service Console, Data Loader, Import Wizard, Visual Force Pages, XML, Triggers, Security Controls, Windows XP.

**Skills:** Salesforce.com · Apex Programming · Salesforce Lightning · Salesforce.com Development · Salesforce.com Administration

**End Client**: Cetera Financial **March 2020-April 2021**

**Role:** Salesforce Developer/Admin

**Location:** remote

**Cetera Financial Group** empowers the delivery of professional financial advice to individuals, families and company retirement plans across the country. We support independent and institutions-based advisors, tax professionals, and bank and credit union investment programs, ensuring they have the objective research, regulatory guidance, technology, tools and resources they need to help them and their clients pursue their dreams for the future. **Responsibilities:**

* Developing custom Salesforce Lightning Components using HTML, CSS, and JavaScript.
* Building reusable and modular components to enhance the user interface and improve user experience.
* Debugging the Apex exceptions caused in system like CPU time limit exception, DML Exception.
* Implementing and customizing Salesforce Lightning Design System (SLDS) styles and components.
* Integrating LWC with Apex controllers to retrieve and manipulate data.
* Building custom forms and data tables to display and update data.
* Customized different page layouts and assigned them for different profile users
* Customized tabs for among different business user’s groups and centers.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application.
* Designed and developed Apex Programmer, Apex Triggers for various functional needs in the application.
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules.
* Creating custom event handlers to manage component interactions and logic.
* Participating in Agile development methodologies and Scrum teams.
* Collaborating with other developers and stakeholders to design and implement solutions.
* Staying up to date on the latest best practices and features of Lightning Web Components.
* Troubleshoot and debug LWC to ensure they are functioning as expected.

**Skills:** Lightning Web Components, Integration, salesforce integration, Aura, Apex Data Loader, Certified Salesforce.com Developer, Visualforce, Apex Programming, Salesforce Lightning, Salesforce.com Development, Salesforce.com Administration.

**Client:** UPS  **Nov 2019 – May 2020**

**Role:** Salesforce Lightning Developer/Admin

**Location:** Atlanta, GA

**UPS** around the globe are a transportation and logistics leader, offering innovative solutions to customers, big and small. UPS understands and appreciates its responsibility to help build safer, stronger and more resilient communities founded on justice and economic opportunity for all, supported by a healthy, sustainable global environment.

**Responsibilities:**

* Managing and maintaining Salesforce data, including data quality, integrity, and security.
* Configuring and customizing Salesforce objects, fields, page layouts, and validation rules.
* Developed Apex Triggers in application for various Business/Functional requirements.
* Generating reports and dashboards to track key performance metrics.
* Staying up to date on Salesforce releases and features and implementing them as needed.
* Collaborating with other teams to integrate Salesforce with other systems.
* Developing and delivering training to users on Salesforce best practices and new features.
* Developing and implementing workflows and approval process and flows to automate the business process.
* Created Async Apex classes like Batch class, Schedulable Class, Queueable Apex and Future methods.
* Generating reports and dashboards to track key performance metrics.
* Utilizing Salesforce tools to automate business processes.
* Staying up to date on Salesforce releases and features and implementing them as needed.
* Collaborating with other teams to integrate Salesforce with other systems.
* Developing and delivering training to users on Salesforce best practices and new features.

**Skills Used:** Lightning Web Components · Customer Relationship Management (CRM) · Salesforce.com · Apex Programming · Salesforce.com Administration.

**End Client: Aetna Feb 2017-Dec2018**

**Role**: Salesforce Developer

**Location:** Hartford, Connecticut

**Description:**

Here at **Aetna**, a CVS Health company, we are building a healthier world by making healthcare easy, affordable

As a health care leader, we believe that our corporate responsibility starts with helping people live healthier lives. And that means using our resources to make the communities and world we live in better places. We firmly believe we can do well by doing good, and we continue to find new ways to broaden our impact, including through a strong social compact with our employees.

**Responsibilities:**

* Actively involved in gathering Sales cloud **Business Requirements** and implemented them successfully in salesforce.
* Created lookup and **master-detail relationships** on sales cloud objects and created junction objects and various advanced fields like Pick list, Custom Formula, **Process Builder**, Filed Dependencies, Sharing rules, Approval Process for automated alerts, field updates and Email generation.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Implementing **Communities** and **Enabled Chatter** Functionality for better communication with the customer and to answer their basic questions regarding the products.
* Implemented case management automation (on Case Object) to track and solve customer’s issues. Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages.**
* In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the development team.
* Worked with **Validation Rules, Workflow**s, **Approval Process** and Reports & Dashboards.
* Documenting Business Requirements, Technical Requirements and Use Case Diagrams to make the requirements easy to understand for Salesforce Developers.

**Environment:**

Saleforce.com platform, Sales Console, Service Console, Data Loader, Import Wizard, Visual Force Pages, XML, Triggers, Security Controls, Windows XP.

**Skills Used:** Salesforce.com · Apex Programming · Salesforce Lightning · Salesforce.com Development · Salesforce.com Administration

**End Client: RMSI PVT LTD June 2013 -Dec2015**

**Role**: Salesforce Administrator

**Location:** Noida, Uttar Pradesh

**RMSI** is a global leader in geospatial and engineering solutions. These solutions address global issues of climate change, natural calamities, human habitation, food security, autonomous transportation, smart utilities and networks. RMSI's core competency lies in providing solutions across the entire geospatial value chain - from data

**Responsibilities:**

* Responsible for gathering the requirements from clients and communicating it with developers.
* Created lookup and **master-detail relationships** on sales cloud objects and created junction objects and various advanced fields like Pick list, Custom Formula, **Process Builder**, Filed Dependencies, Sharing rules, Approval Process for automated alerts, field updates and Email generation.
* Extensive work around on creating various Approval Process, Workflows, Custom Complex reports and Dashboards for the Business Stake Holders.
* Implementing **Communities** and **Enabled Chatter** Functionality for better communication with the customer and to answer their basic questions regarding the products.
* In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the development team.
* Worked with **Validation Rules, Workflow**s, **Approval Process** and Reports & Dashboards.

**Environment:**

Saleforce.com platform, Sales Console, Service Console, Data Loader, Import Wizard, Visual Force Pages, XML, Triggers, Security Controls, Windows XP.

**Skills:** Salesforce.com · Apex Programming · Salesforce Lightning · Salesforce.com Development · Salesforce.com Administration