William Xu

wxu@tmcsoftware.com   linkedin.com/in/william-xu-a96592104/   626-620-6765

SUMMARY

- 5+ years of professional work experience across multiple functions in the IT industry with 4+ years in Salesforce both as an Administrator and Developer.
- Expert in Salesforce with Certifications (Certified Salesforce Administrator & Platform Developer I).
- Good experience with Administration, Configuration, Customization, Development and support experience.
- Experience in various Salesforce automation processes of Work Flows, Process Builder, Flow and Approval Process.
- Hands-on experience with Lightning Components and Communities.
- Good experience in SFDC development in implementing Apex classes, Apex Test classes, Apex Triggers and Visualforce pages.
- Ability to write complex SOQL and SOSL queries across multiple objects.
- Experience in data migration from SQL Server to Salesforce by Azure Integration service.
- Experience in web technologies including HTML, CSS, JavaScript, XML and JSON.
- Excellent team player and executes tasks under less supervision.
- Excellent analytical, communication and interpersonal skills.

TECHNICAL SKILLS

- **Programming Languages**: APEX, JavaScript, C#
- **Web technologies:** HTML,CSS, XML
- **Salesforce Technologies:** Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, SOQL, SOSL, Aura Component, Lightning Web Component, Visual force Pages, Data Loader, Reports, Dashboards, scratch org, Sales Cloud, Service Cloud and Community

PROFESSIONAL EXPERIENCES

TMC Software Inc   **Feb 2017 - Feb 2018**
Salesforce Administrator

- Worked with teams and business partners to identify practical solutions through existing and/or new business systems technology, responsible for the administration and ongoing support of the application in cooperation with the business and areas of IT.
- Created **page layouts, search layouts** to organize **fields, custom links, related lists,** and other components on record pages.
- Implemented and configured Salesforce Lightning UI.
- Created different Automation Processes by using **Work Flows**, **Process Builder**, **Flow** and **Approval Process** for automating business logic.
- Implemented **pick lists, dependent picklists, lookups, master detail relationships, validation** and **formula fields** to the custom objects.
- Used **Data Loader** for insert**,** update**,** and **migrated data** from SQL Server to Salesforce by Azure.
- Implemented **Service Cloud** for customer service, including configuration of email to case, case assignment rules, managed migration and release of Service Cloud.
- Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.

- Developed **Apex triggers**, asynchronous classes, test methods to achieve users desired functionality
- Involved in Deployment, deployed all the **classes, triggers, objects, components, pages** from sandbox environment to production environment.
- Developed customized **community platform** within the Salesforce Platform. Design, code and implement Salesforce applications.
- Implemented various Apex classes, Triggers**, Batch & Schedulable classes** and also the Future method for handling huge data transactions or Bulk operations.
- Created multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the Lightning component look and feel better, and used JavaScript on the client side and Apex on the server side.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
- used **JavaScript Controllers** by adding reusable functions in **Helper** Component.
- **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
- Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
- Created **Lightning Web Components** by using different decorators, custom events for Lightning Apps

EDUCATION
MS in Computer Information Systems, California University of Management and Sciences, Anaheim, CA