**Christina**

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**Certified Salesforce Developer**

SUMMARY

* 6 years of IT experience and Salesforce Certified Developer in Analysis, Design and Development of various CRM & Web-based applications which includes experience as Salesforce.com consultant with proficiency as Developer & Administrator
* Worked with various CRM applications like Salesforce.com, Sales Cloud, Custom Cloud, Reporting and Analytics of Sales, Service and Custom Cloud, Application on Code backup.
* Involved in replication of Salesforce CRM data to SharePoint.Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Live Chat, CTI and Call Center.
* Good knowledge in all phases of SDLC including requirements gathering and analysis through project Design, Development, Testing, Implementation, Deployment and Maintenance.
* Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM applications based on Apex Language and leveraging Force.com Platform application running in Cloud Computing Environment.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Integrated the **SOAP** and **Rest** based Web Services for extracting the data from external systems to display in the pages of Salesforce.com
* Implemented Service Cloud including: **Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.**
* Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed
* Salesforce Lightning Experience - Used SLDS for developing Lightning Components, Actions, Event and Server-Side Controller.Worked extensively with lightning process builder flows, Connect API, Chatter and quick Action
* Experience working on data migration projects, Extensive experience working in Agile, Scrum and Waterfall methodologies.
* Provided business solutions to clients nationwide, ranging from Salesforce Sales Cloud, Service Cloud, and Salesforce Mobile Development.
* Proficient in designing the components using Objects and Fields, Roles, Page layouts, Visualforce Pages, Apex Classes, Controllers & Triggers, Workflows for automating different business process and various other components as per the client and application requirements.
* Experience in Force.com Web services API for implementing web services in the application to provide access to Salesforce data from external systems.
* Implemented Security setting across the organization using Roles, Sharing settings, Profiles and Permission sets.
* Preparing System test plans and System test design documents.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the Informatica Cloud.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages like Java, C#, C++, and web technologies like HTML.
* Good understanding of Software Development Life Cycle (SDLC), Agile and Scrum Methodologies.
* Strong communication and inter-personal skills with ability to work well in a dynamic team environment

**CERTIFICATION**

**Salesforce.com Certified Platform Developer (DEV PD1)**

**TECHNICAL SKILLS**

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| **SALESFORCE TECHNOLOGIES** | **Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services , Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots** |
| **SALESFORCE TOOLS** | **Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector ,CTI Tool, Force.com Platform (Sandbox and Production), Force.com migration tool.Lightning,Agile Development, Cloud computing Salesforce.com/CPQ/CLM/CRM,GITHUB** |
| **PROGRAMMING LANGUAGES** | **Java, Apex, C, C++** |
| **WEB TECHNOLOGIES** | **HTML, CSS, AJAX, XML, JavaScript** |
| **OPERATING SYSTEMS** | **MS Windows, Linux** |
| **DATABASES** | **MS SQL Server, DB2** |
| **METHODOLOGIES** | **Waterfall, Agile, Scrum v-model, SDLC, RUP** |
| **OTHER TOOLS** | **Toad, Informatica, Eclipse, SQL Enterprise Manager, SQL Query Analyzer, AQT, ER-Win, MS Visio, Power Designer, Putty and Edit Plus** |

**PROFESSIONAL EXPERIENCE**

**Client: General Mills, Minneapolis Dec 2019-Till date**

**Role: Salesforce Developer**

Responsibilities:

* Working as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization.
* Moved Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Analyzed Visualforce pages and made changes to work efficiently in both classic and lightning mode.
* Implemented Lightning components
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in SharePoint to Salesforce Automation Process (SAP) integration. .
* Added Lightning Component to Lighting Pages and Record Pages.
* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand up meetings.
* Deployed code and configuration across sandboxes and production using IDE and **Change** **Sets**
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Responsible for performing administrative functions in Salesforce CRM like creation and modification of pick lists and lookup fields.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* **Designed, and deployed the Custom objects, Custom tabs,** Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, **Page layouts, Components, Visual Force Pages to suit to the needs of the application.**
* Worked extensively in customization of Service Cloud Console by embedding **Visualforce pages** in custom console components, highlight panel and interaction log
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support most critical processes and workflows
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* **Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.**
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented web based case management automation – Web-to-Case and Email-to-Case (on Case Object) to track and solve customer’s issues.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Developed custom UI using CSS, HTML, Visualforce components and used jQuery, Java Script for front-end validation.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.

Environment:Eclipse IDE, Controllers, CSS, Visual Force Pages, Data Loader, Workflows, Triggers,salescloud, service cloud, Web Services API, SAP, Salesforce CPQ, Force.com Explorer,Sandbox, Lightning, Marketing cloud Admin, Marketing cloud Integration, Agile Development Methodology.

**Client: PNC Bank , PA May2019 – Nov2019**

**Role: Salesforce Developer/Admin**

Responsibilities:

* **Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing etc.**
* ghg**Interacted with various business team members to gather the requirements and documented the requirements.**
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Used AMP scripting to use data from Dataextensions.Resolved bugs in Service Cloud
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners
* **Created custom Objects, Visualforce Pages, Triggers, Validation rules to help track internal help desk cases, customize campaign budgeting and lead qualification.**
* Customized the **Omni-Channel** widget using the necessary objects by making agents available to receive work based upon skill level and created custom user presence statuses for Supervisors to monitor those using **Omni-channel Supervisor**configurations.
* **Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, and Campaigns and designed the solutions for business and technical requirements by customizing various standard and custom objects.**
* Resolved issues connected to Call Centers, usage of CTI adapters and Mobile applications
* **Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts to suit to the needs of the application.**
* Implemented Salesforce **Service Cloud**& **Opportunity Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* **Implemented Security and Sharing Rules at Object, Fields, and Record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.**
* **Customized Page Layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.**
* **Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.**

Environment: Eclipse IDE, Force.com Sandbox, Controllers, Visual Force Pages, XML, Data Loader, Import Wizard, Sharing rules, Service cloud,Visual Force (Pages, Controllers, Components), Workflows,Triggers,Journey Builder, Email Updates, SAP, Angular.js, Salesforce CPQ, Web Services API.

**Client: IBM, India Oct 2014 – Nov 2018**

**Role: Salesforce Consultant**

Responsibilities:

* Interacted with various business team members to gather the requirements and documented the requirements.
* Involved in Salesforce.com Application Setup activities and customized apps to match functional needs.
* Performed Salesforce.com Developer and Administrator roles.
* Interacted with various business team members to gather and documented requirements.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Used SFMC Ampscript, scripting language, to build dynamic content into HTML
* Facilitate a week of Service Cloud training as part of an elaborate train-the-trainer initiative. At the end of the implementation, the Change Management team transitioned into one unified training team focused on end user readiness
* Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, Components, and S Control to suit to application needs.
* Created Custom Objects and defined lookup and master-detail relationships on objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured permissions based on organizational hierarchy requirements.
* Implemented Apex Classes & Triggers and linked them to manage workflows implemented in system.
* Understanding of modern web UI design, including responsive web design
* Implemented various Custom Reports and deployed them for different business user levels.
* Provided training to internal business users to use application and develop their own custom reports.
* Used sandbox for testing and migrated code to deployment instance after testing.
* Supported data migration activities for migrating data from various business centers and business center users with the support of Saleforce.com.

Environment: Salesforce.com, Force.com, Apex, Data Loader, CRM, Import Wizard,CTI tool, Eclipse IDE Controllers, Visualforce Pages, JQuery, XML and Triggers.

**CMC , Hyderabad, India Aug 2013 -Sept 2014**

**Role: Java Developer**

* **Involved in Analysis, Design and Development of different phases of the Process Flow module.**
* **Developed the web interfaces for Process Flow using JSP technology, which provides flexibility in page design and makes easy for maintenance and modifications.**
* **Scripting of Test cases based on the Specifications received for the request.**
* **Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.**
* **Responsible for Coding using JSP, Java Servlets, Struts and XML.**
* **Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.**
* **Used PL/SQL extensively to generate stored procedures and functions to use with Java.**
* **Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming.**
* **Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration.**

Environnent: *Java* Beans, Java Servlets, Java 1.3, SQL, PL/SQL, DB2 V8.2, Apache Tomcat, BEA WebLogic, XML, CSS, AJAX, Windows NT/2000, Linux.

**EDUCATION:**

Masters in Information Technology

Bachelors in Engineering and Technology