**Amrata Laxmi**

**Certified Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY:**

* Over **8** Years of IT experience in **Salesforce.com CRM Platform, Apttus CLM Development and Force.com platform** with proficiency as a Salesforce Developer & Administrator across various industries.
* Involved in various stages of SFDC life cycle including Development, Review, Support and Maintenance, and **SFA applications based on Apex Language and leveraging Force.com Platform.**
* Experience in **Administration, Configuration, Customization, Development and support experience with standard objects on Salesforce.com Platform**.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, and Validation Rules.**
* Experience in SFDC development using **Visualforce Pages, Components, Force.com IDE, SOQL, and SOSL, MVC architecture, DML statements, Apex classes and Triggers**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, and dashboards**) and Report Folders.
* Proficient in CRM business processes like **Campaign management, Lead Management, Case management and support automation.**
* Experience using Sales force Web services API like **Web Services, API, BULK**, REST **and SOAP** and clean and import org data using **Apex Data Loader**.
* Executed security and sharing rules for **Field**, **Record Level** and **Object** for distinctive users at

 different levels of organization.

* Designed and Implemented **Complex Integration Patterns** for Client and automated Case management on **service cloud platform**.
* Working on Integration Salesforce with many **external systems like Oracle, SDR, Mastero etc**.
* Experience in creating **Lightning Components** and used Salesforce Lightning Design System (SLDS) to **convert existing Visual force pages to lightning components**.
* Created Apex methods for the **lightning controller** and helper methods to perform DML operations on the case records.
* Setting up **Customization of APTTUS** product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
* Experienced in developing Lightening pages using **Aura** Framework.
* Proficient with **Sales Cloud**, **Service Cloud**, **Jenkins**, **Call Center**, **Force.com, Chatter**, **Lightning**

 and **App-exchange** on Salesforce.

* Experience working with Deployment tools like Force.com IDE based on **salesforce.com,**

 **Sandbox environments**.

* Experience developing custom UI using Visual force pages**, Java script**, **HTML, JavaScript and CSS**.
* Great Interpersonal and Communication Skills, focused, self-motivated, team oriented and quickly learn.

**TECHNICAL SKILLS:**

* **CRM Tools:** Salesforce.com, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter, Communities, Service Console.
* **Salesforce Technologies:** Apex, SOQL, SOSL, Visual Force (Pages &amp; Components), Triggers, Batch Apex.
* **Data migration Tools:** Apex Data Loader, Custom Import wizard, ETL Tool.
* **Deployment Tools:** Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins.
* **Language :** Java, Python,C,C++.C#,.net
* **SDLC Methodologies:** Agile, Scrum, Waterfall.
* **Salesforce API Tools:** Force.com Migration Tool (ANT), Force.com IDE –Eclipse.
* **Web Services:** REST and SOAP API
* **Version control systems:** GitHub
* **Mobile Application Tools:** SalesForce1, Interface Builder.
* **Other Tools:** Microsoft Office, Microsoft Outlook, JIRA, X-Author, Demand tools, Apttus CPQ/CLM

**CERTIFICATIONS:**

* **Certified Salesforce Administrator (ADM 201)**
* **Certified Salesforce Developer (DEV 401)**

**EDUCATION:**

* **Master of Science:** Information Technology and Management, Campbellsville University, Louisville, KY.
* **Bachelor of Technology**: Computer Science and Engineering, Shri Shankaracharya Institute of Professional Management and Technology, Raipur (CG), India

**PROFESSIONAL EXPERIENCE**

**Aflac, Columbus GA August 19 - Present**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements into action plan with milestones and deliverables.
* Organized **Profiles, Role hierarchy, Permission sets, Organization-wide-defaults, and sharing rules to apply appropriate security controls**.
* Designed, developed and implemented Wizard for **APTTUS CLM** to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Working on Design, Development and Implementing a **Lightning Application** to replace a Legacy Payments system.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and **Visualforce** Pages.
* Created **profiles and implemented Object and field level security to hide critical information** on the profile users.
* Created **Workflow Rules** to automate **Tasks, Email Alerts, time-dependent actions and Outbound API Messages**.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox to Production**.
* Created **Reports**and **Dashboards** to track **Opportunity** pipeline/Stages for Management

 visibility.

* Designed **Visualforce pages with XML, HTML** along with custom controllers and controller extensions.
* Written **Apex Classes, Controller**, **Extension Controllers** and **Triggers** in the application for various Businesses, functional requirements.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects.
* Worked with **SF Chatter** which helps the users to communicate with the organization easily and quickly.
* Worked with **Integration and web services**. **Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.**
* Implemented Salesforce web services like **SOAP and REST API, Java, XML.**

**Environment:** Saleforce.com Service cloud, Force.com platform, Lightning, Apex Classes, APTTUS CLM, Chatter, Visual Force Pages, Java, Controllers, Custom Objects, Sandbox Data loading, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

**LexisNexis, Alpharetta, GA May 18-Jul 19**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with business users/analyst and prepared technical design documents based out of

 the requirements.

* Followed **Agile Scrum methodology** that included iterative application development, weekly

 Sprints and stand-up meetings.

* Designed, developed and deployed **Apex Classes**, Controller Classes and **Apex Triggers** for

 various functional needs in the application and Used Bit Bucket for code repository.

* Developed new functionalities by writing **Apex Controllers** and **visual force pages**.
* Created custom labels and list views and deployments through **Change Sets and Force.com IDE**.
* Created customized **Reports and Dashboards** for business use with **Formula Fields**, **Validation**

 **Rules**, **Workflow** and **approvals** for the **flexibility** and functionality of force platform application.

* Integrated external applications with Salesforce.com both Inbound and Outbound by writing

 **Apex SOAP** and **REST Web Services** and Apex Callouts.

* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable** classes on

 hourly basis.

* Integrated Pricebook with Salesforce instance through **DataPower** by making Asynchronous

 Calls using **REST API** and mapped data sources and loaded data into Call Center application

 using **Data loader.**

* Performed Salesforce.com configuration activities creating **Users, Roles, Profiles, Organization**

 **Wide Defaults, Permission Sets, Public Groups and Queues.**

* 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

* Designed and developed Apex Program, **Apex Triggers** for various functional needs in the

 application.

* Designed various Webpages in **Visual Force** for functional needs within **Salesforce**.
* Involved in Unit Testing and Test Coverage for **Triggers**.
* Written several **SOQL& SOSL** queries in the apex coding with consideration to Governor Limits

 for data manipulation needs of the application.

* Performed **unit testing** for every written code and always wrote test methods with code

 coverage of 75% minimum.

* Involved in **Apttus X-author tool** for building the proposal and agreement templates per the

 business needs and involved in configuring and customizing the **Apttus CLM tool**.

* Migrated code from **Sandbox to QA and QA** to Production using cascade tool.
* Used JIRA Agile for project management and bug tracking.

**Environment**: Salesforce Unlimited Edition, Apex, Visualforce Pages, Bit Bucket,Java, JIRA, Sandbox Data loading, Eclipse IDE, Dream Factory Utilities (Cascade), Workbench, Data Loader, SOAP, WSDL, REST, Process Builder, JIRA, Workflow, Service Cloud.

**Blue Banyan, Raipur, India Mar 2014- Dec 2017 Salesforce Developer/Administrator**

**Responsibilities:**

* Created several tables (Objects) and established **relationship** between them **(Lookup and**

 **Master-Detail Relationships).**

* Worked on **Customer Portal** and Salesforce Sites to develop a public facing **portal** to be used by

 several thousands of users.

* Configured and created customer portal to meet the business requirements and SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Record Types**, **Reports**, Analytic Snapshots, **Dashboards**, Tasks and Events
* Created several **Validation rules** and **Workflow rules** to meet the business requirements.
* Created several **Visual force Pages** to customize the portal. **JavaScrip**t and HTML was also used in building the **visual force pages.**
* Written Several **Apex classes**, **triggers** and **batch** classes to write the business logic.
* Created the **Custom fields** for sales force **CRM** content management.
* Created Custom Components which will be used in the **visual force pages**.
* Worked with several **record types** and **page layouts**.
* Used **Workbench**, **Data loader** and **data import wizard** to import the data.
* Used both eclipse and change sets to deploy the code to different **sandboxes** (QA, UAT etc.).
* Used **SOQL** to retrieve the appropriate data.
* Writing and optimizing SQL code and stored procedures.
* Extensive knowledge of data integration and processing including extraction, transformation, and loading **(ETL).**
* Implementing **CRM** with other technologies stacks such as Microsoft
* Written test classes for code coverage and created **reports and dashboards**.
* Maintained coding standards and achieved positive results from the **Force.com Security Scanner**.

**Environment:** Sales force CRM, Apex Language, Visual Force Pages, S-Controls, Data Loader, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, and Sandbox Data loading.