**Fedric Darla**

[Salesforce Consultant]

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**Qualifications Summary**

* Around 5+years of experience in IT industry especially with skills like Analysis, Design and Development, Customization, Testing, Implementation, production support and maintenance of various Applications using Salesforce CRM Technologies.
* Around 5+ years of experience in Salesforce CRM both as Administrator, Business Analyst and Developer.
* Experienced in Business Requirement Gathering, Gap Analysis, Business Process Modeling, Process Management, Change Management, and Application Development & Release Management
* Good experience with Administration, Configuration, Customization, Development and support experience on Salesforce.com Platform.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Hands on experience on Sales force Lightening and Communities.
* Experienced in implementation using Apex Controllers, Triggers, Web Services and Visual Force Pages, Components, Tabs, Custom Objects, Reports and Dashboards.
* Strong knowledge in App - Exchange Applications for integrating with Third Party Applications.
* Data Load for SDFC standard objects, custom objects.
* Experienced with Lightning UI development and working on Lightning Process Builder.
* Used different data tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc.
* Experienced in administrating and developing projects on sales force platform.
* Expertise in development using Visual Force and Apex, SOQL, SOSL, WSDL, Web Services API and custom user interfaces using HTML and Apex tags.
* Extensive Knowledge in Design and Development of User Interfaces using HTML, DHTML, AJAX, XML, XSL.
* Extensively worked on CRM fusion to manage duplicates, mass edit and delete records, convert leads etc.
* Good experience and knowledge of Database Modeling.
* Excellent team player and executes task under less supervision.
* Excellent analytical, communication and inter-personal skills.

**Technical Skills Highlights**

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| --- | --- |
| **Languages** | C#, C++, Java, Apex  |
| **SFDC Technologies**  | Salesforce.com configurations like Workflow Rules, Record Type, Role, Quotes, Formulae, Custom objects, Page Layouts, Reports, Dashboards, Apex Classes, Apex Trigger, Visual Force, Force.com Web Services API, SOAP, REST |
| **Knowledge Areas** | Business Requirements Gathering, Design, Development, Testing, Implementation, Production Support |
| **Methodologies**  | Agile, Scrum, Waterfall  |
| **SFDC Tools** | Data Loader, Salesforce to Salesforce, Eclipse IDE Developer console, |
| **OS** | UNIX and Windows 7 / Windows XP / Windows Vista/Windows-NT/2000 |

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree | Course | University | Location | Year |
| Masters | Master’s In information systems | Stratford University | Falls church VA | 2017 |
| Bachelors | Electronics & Communication Engineering | Bharath University | Chennai, India | 2014 |

**Salesforce Certifications**

* Salesforce Certified Platform Developer (ID:5360093)
* Salesforce Certified Administrator (ID:5313893)

**Professional Experience**

**04/19 to present Salesforce Admin/Developer**

 **ACT; Iowa City, Iowa**

**Roles & Responsibilities**

* Provided CRM Level 2 and Level 3 Support in troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Cases, Campaigns, Reports and Dashboards.
* Built efficient Client Services Ticketing system using Cases object.
* Implemented Email to case, Web to Case Functionality in the ticketing system.
* Created Record types, Roll up Summary, Workflow rules, Approval process, Auto Response rules and Validation rules to ensure data is validated and automate business logic conditionally.
* Configured and maintained Salesforce.com application user Profiles, Roles, Permissions sets.
* Created user Roles and Profiles, Security controls, Sharing Settings, audit trail setup and also configured Field level security for different profiles.
* Created and used Email templates in HTML.
* Created Queues, Public Groups and Email Templates.
* Developed and configured various Reports and Report Folders for different groups based on the need in the organization.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Built Reports and Dashboards to continuously monitor data quality and integrity and assist users with report design and management.
* Created Sharing Settings on different objects to reflect the business logic.
* Developed Apex Triggers, Visual Force Pages and Controllers and managed to support the business workflows.
* Developed various Batch Apex classes and scheduled those using Apex Scheduler.
* Used eclipse with Force.com IDE plug in for development and deployment.
* Closely monitor deduplication process by Integration of IBM Initiate that involved web service API calls and future methods.
* Troubleshoot the issues with custom merge process and integrations with different applications.
* Developed various Automation Processes.
* Involved in customizing the Salesforce.com application to match the functional needs of the organization.
* Involved in data mapping activities to import data provided by the internal data warehouse into salesforce.
* Extensively worked with Data Loader and Bulk API to import or export the data from Salesforce.com objects in very large volume.
* Built SQL scripts to retrieve data from SQL SERVER databases.
* Built complex reports using SQL Scripts.
* Provided training to Level 1 Support to use the CRM application and to use Client Services Ticketing System.
* Involved in Data Mapping and Data Migration from legacy systems to SalesForce.com objects and fields.
* Customized Page layouts for Opportunity, Contacts and Accounts for different profiles.
* Used Change sets in Deployment.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Customized the Dashboards to track usage for productivity and performance of business centers.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Co-ordinate multiple vendors for data-set processing/ data migration and import-export process.
* Set up integration between Salesforce and MS-SQL using DB-AMP.
* Data Extraction and Validation from SQL SERVER.
* Decisions and Control on AppExchange Applications, Managed/Unmanaged Packages reviews.

**Environment:** Salesforce, Luminate Online, IBM Initiate, Greater Giving, SQL SERVER, Apex Data Loader, Force.com IDE, SOQL Explorer, Chatter, DB Amp, Marketo, CRM Pledge maker.

**01/18 to present Salesforce Admin/Developer**

 **Pcori; Washington DC**

**Roles & Responsibilities**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Sales force Communities and Customer Portals.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Hands on experience on Lightning and Communities.
* Generated various reports and dashboards in lightning for Sales performance tracking.
* Worked on translating several Visual Force pages to lightning framework.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Used different data tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Defining/designing SOAP web services to interact with CSP, CTP and Work Bench.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Worked in Agile environment and provided status updates in daily stand up calls.

**Environment**: Saleforce.com, Salesforce Communities, Apex Classes, Visual Force, Controllers, Triggers, Pages, Data Loader, Lightning Components, Data Migration, Sales Cloud, Service Cloud, HTML, Workflow & Approvals, Java Script, Reports, Custom Objects, Custom Tabs, Dashboards, Windows.

**Jun/17 to Dec/17 Salesforce Developer/ Admin**

**Verizon; Irving TX**

**Roles & Responsibilities**

* Created users, roles, public groups, sharing rules and record level permissions to manage sharing access among different users.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Custom Objects, Custom Reports and configured analytical snapshots to dump the data on a regular basis for sales performance and lead generation statics.
* Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers, Partners and Company.
* Used Data Loader for Insert, Update, and Bulk Import or Export of Data from Salesforce.com S-Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Worked on Lightning component Process Builder to automate task for Salesforce1 users.
* Developed Visualforce pages to meet the organization requirement for the new look and feel.
* Developed Custom Controllers and used controller extensions to show data in the visual force pages.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Developed Lightning pages for Salesforce1 mobile app
* Developed Lightning app for agent with enhanced Lightning templates.
* Performed IDE, Change Sets and ANT Script deployments as needed and validated the components before deployment to ensure a smooth process.
* Creating documentation for deployments and deploying all Salesforce.com changes in Developer Sandbox to test Sandbox to QA sandbox when once sanity check has been done.
* Worked on integration of two instances using APEX REST API callouts. Configured Connected App to integrate Salesforce.com with two external JAVA applications to capture Accounts, Contacts, and Leads (Web-to-Lead implementation) using REST API.
* Used SOQL&SOSL for data manipulation needs of the application by preprocessing records and generating Sets to avoid hitting the Governor limits.
* Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules, managed migration and release of Service Cloud.
* Developed Apex triggers for avoiding duplication of leads from various resources.
* Worked on Agile and Scrum methodology for salesforce custom app implementation.

**Environment**: Salesforce.com, Force.com, Apex Classes, Triggers, Visual Force, Data Migration, Portal-Based Communities, HTML, Java Script, Lightning Components, Web Services, REST API, Workflow& Approvals, Reports, Custom Objects.

**Jan/17 to May/17 Salesforce Developer**

**Prudential Financial Inc; Newark, NJ**

**Roles & Responsibilities**

* Worked as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization.
* Worked with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* 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.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.

**Environment**: Apex Classes, validation rules, Apex Triggers, Controller Classes, Visual Force, Java, JSP, Servlets, Eclipse 2.0, Apache Tomcat 4.

**Jan/13 to Nov/15 Salesforce Admin/Business Analyst**

**ByteAlpha Solutions; Hyderabad, India**

**Roles & Responsibilities**

* Worked as a Salesforce Administrator and Business Analyst.
* Modified Business Requirement Document, Identified process repetitions, bottlenecks and infrequent routes
* Created Environment setup plan, Migration document and checklist
* Maintained and populated configuration workbook
* Planned testing strategy, created and signed off test-script, executed User Acceptance Test
* Configured products and price book.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked on Salesforce.com application to setup activities and customized it to match the functional needs of the organization.
* SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules.
* Extensive experience over creating workflows, approval processes, validation rules and sharing & security rules.
* Worked on Informatica PowerCenter and ETL.
* Used Force.com platform for developing feature-rich and user-friendly Visual Force pages for enhancing SFDC UI.
* Developed various Custom Objects, validation rules on the objects and tabs, Components and Custom links.
* Designed and developed applications on the Force.com platform using the Apex programming language for controller extensions, apex-based triggers and, validation rules.
* Added various new functionality to the business for enhancement.
* Created various reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Created user Roles and Profiles, security controls and shared settings.
* Implemented field level security, profiles and audit trail setup.
* Experienced in Developing and Administrating projects on Salesforce platform.
* Data Load for SFDC Standard objects, Custom objects
* Worked on trigger development (recursive triggers).
* Created various reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).
* Extensive experience over creating workflows, approval processes, validation rules and sharing & security rules.
* Created user Roles and Profiles, security controls and shared settings.
* Implemented field level security, profiles setup.

**Environment:** Salesforce Enterprise Edition, Salesforce.com / Visual Force, Custom/Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Security Controls.