**Soundarya**

**Salesforce Developer**

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**PROFILE SUMMARY:**

* **Salesforce developer 7+ years** of IT experience that includes around **5 years of experience in Salesforce.com CRM Platform** 2 years of experience in developing applications using Java/J2EE technologies.
* **Salesforce Certified Administrator**.
* Experienced using Salesforce **Lightning UI**. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experienced in Sales **Cloud, Service cloud, Customer portal**using Salesforce CRM
* Having Experience working in Sales Cloud, Service Cloud, Customer portal using Salesforce CRM
* Experience in **Health Care, Insurance and Telecommunication** Industries.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of page.
* Software Development Tools, Methodologies & Environments: Rapid Application Design (RAD), Stored Procedures, GitHub, Business Objects, Documentum, Docusign, Jenkins, Salesforce.
* writing queries **using SOQL and SOSL in Apex Classes and Triggers**.
* Experience in **Integration** of Salesforce with in-house legacy **ERP systems** using **Apex Web services WSDL and outbound messaging.**
* Experience in **integrating** external web systems with Salesforce using **REST and SOAP web services**.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* **Integration** of Sales force with Back-end systems like SAP, automation tools.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning Applications.**
* Worked on **Lightning Process builder flows**, Connect API, Chatter and quick Action.
* Experience working with **Sales cloud** and **Service cloud**.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and **Java Script**, Web Services-Axis.
* Created Custom Objects and outlined **lookup and master-detail relationships** and Junction objects to implement many-to-many relationships on objects and **Roll-up Summary** fields to aggregate data from child records on the parent. Modified data object relationships with the help of **Schema Builder**.
* Strong Knowledge in **AppExchange Applications** for **integrating** with third party application.
* Experienced Azure and integrations with Salesforce.
* Experience in Apex coding for the implementation of complex business logic within **Governor Limits**.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Developed **SFDC Configurations/Customizations** - User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Record Types etc.
* Working knowledge in generating Reports, **Dashboards,** customized reports and analyzing the data in Salesforce.
* Good Knowledge on **data migration** from standard Excel and the legacy systems like Data Import Wizard and Data loader and used Data loader for Data management like Import, Export& Delete in salesforce.com.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Extracted the data from salesforce.com application into the external **databases like SQL, DB2** for generating large data reports.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Outlook.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Experience working with **Eclipse IDE and Force.com Plug-in** environment.
* Deployed Customization from **Sandbox** to another Environment by **Eclipse IDE** and **Change Set**.
* Experience working with Salesforce.com sandbox and production environments. Involved in various stages of **Software Development Life Cycle** (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications.
* Experience working with SalesForce.com Sandbox and Production environments.

**TECHNICAL SKILL:**

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| --- | --- |
| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, **Eclipse** IDE, **VS Code** Server-side Controllers. |
| **Salesforce.com Development**  | Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML.API Version 27, 28. |
| **Programming languages** | C, C++, Java, SQL, Apex. |
| **Web Technologies** | HTML, JavaScript, SOAP, WSDL |
| **Operating Systems** | Microsoft Windows platforms, Linux |
| **IDE** | Eclipse, Force.com Eclipse IDE plug-in, Force.com IDE |
| **Project Life-Cycle Management Tools** | JIRA |
| **Other Tools** | Workbench, Force.com Explorer, MS Office Suite |

**CERTIFICATIONS:**

* Certified Salesforce Platform Developer I
* Certified Salesforce Administrator

 **PROJECT DETAILS:**

**Client : College of American Pathologists.**

**Location : Northfield, Illinois**

Role : Salesforce Developer

Duration : November 2021 to Present

**Responsibilities:**

* Experience in Administration, Configuration, Customization, Requirement Analysis, Implementation, Data Migration, and support of Salesforce CM.
* Played the role of Salesforce Developer and Support including incident management, user management, security management, Salesforce configurations, workflows, assignment rules, lightning etc.
* Performed detailed analysis of technical and business requirements
* Experience in the complete life cycle of project development including System Analysis, Design, Development, Testing, Deployment, and Maintenance. Knowledge of Agile development practices and assessment.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Experience in working across various SFDC implementations like Sales Cloud, Service Cloud, Chatter, SDLC process in Agile Scrum methodology.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards. Experience in SFDC development using Apex classes and Triggers, SOQL, SOSL. Strong knowledge in cloud computing applications and interfaces.
* A key player in migrations and deployment of code from one environment to another using Vs code, jenkins, SDA.
* Extensive experience in designing custom objects, custom fields, role-based page layouts, workflow rules, approval processes, record types, custom tabs, report extractions to various formats, and Email generation according to application requirements.
* Developed Lightning Components using LWC, Aura Framework, Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* 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.
* Experience with working in VS Code with Salesforce DX CLI.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch
* Exceptions and execute Governor Limits.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute to a team environment.
* Worked on end-to-end functionalities related to Service Cloud, Sales Cloud, Omnichannel, Live Agent, Open CTI.
* Create new reporting capabilities and respond to ad hoc Production Support requests as needed
* Thorough understanding of the Life Cycle of Development including Salesforce Deployment/Packaging effectively using Metadata API, Change Set, and JENKINS and knowledge on Using GIT ,VS code to deploy.

**Client : BNSF Railways**

**Location : Fort worth, Tx**

Role : Salesforce Developer

Duration : June 2021 to November 2021

**Responsibilities:**

* Designed, and developed **Apex Classes, Controller Classes**, and extensions for various functional needs in the application.
* Worked on various Salesforce.com **Standard objects, Custom objects, Triggers, Flows, Classes, Pages, and Email Templates**
* Designed and developed the Custom objects, **Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Used **sales**cloud to Maintain Leads, contacts, and opportunities.
* Developed various **Custom Objects** , **Tabs** , **Entity-Relationship data model** , **validation rules** on the objects and tabs, Components and **Custom links** .
* Used **the Aura framework**and Salesforce lightning Design System (SLDS).
* Run APEX data loader to import/load the data into Salesforce object after these files are successfully transferred.
* Performed data migration using **Informatica**on demand and data loading using Data Loader, Import Wizard
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Knowledge in various fields like, **Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies, Workflows** and **Approval Processes** for automated alerts, **Field Updates** and **Email generation** according to application requirements.
* Work with Organization & User Setup Created user Roles and Profiles, Security controls and sharing Settings, Page Layouts,
* Experience in developing Validation Rules, Workflows and Approval Processes, **process builder, Flows**for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Experience in LWC components. Implemented Salesforce **Lightning**Components for small set of users within the organization.
* Created various Batch jobs and time-based workflows to update the data regularly. Created Dashboards using customized Dashboard’s components.
* Implemented **Salesforce.com web services**client using sales force **web services API, Java, XML, and partner WSDL.**
* Exported data from legacy system and imported into **SFDC**through **Apex**data loader for **data Migration.**
* Provided enhancements to the Salesforce deliverables by involving in User Acceptance Testing (UAT) and working the internal areas within the organization.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Develop, test, and document working custom development, integrations, and data elements of a Salesforce.com application implementation
* Used flosum tool for migration the code to higher environments.
* Tested apps by appending multiple components to a Lightning Application thereby **deployed Applications from Sandbox to Production.**
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Client : Southern California Edison**

**Location : Rosemead, CA**

Role : Salesforce Developer

Duration : June 2019 to June 2021

**Responsibilities:**

* Designed, and developed **Apex Classes, Controller Classes**, and extensions for various functional needs in the application.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Worked on various Salesforce.com **Standard objects, Custom objects, Triggers, Classes, Pages, Reports and Dashboards**.
* Designed and developed the Custom objects, **Page layouts, Custom tabs, Components, Visual force Pages** to suit to the needs of the application.
* Worked on Financial Service Cloud to develop the Application.
* Created profiles and implemented Objects and **field level security** to hide critical information on the profile users.
* Developed Web Application using **AngularJS** Framework for the single page applications and page responsiveness.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Performed the role of **Salesforce developer/Administrator** and interacted with various business user groups for gathering the requirements for Salesforce.
* **Administration** of various objects, fields, **Page layouts**, tabs, custom reports, report folders, report extractions to various formats.
* Hands on understanding and experience with implementing Salesforce Field Service Lightning product, FSL Mobile, or alike Field Service product (e.g. Servicemax, Map Anything, Asset Optics)
* Worked with the **Financial service cloud** to integrate the business model and to increase the productivity.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Data migration and updates through the **Apex Data loader** in Sales force.com.
* Strong experience in implementing Salesforce new features like **Process Builder** and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Created **Validation rules** on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Worked with various salesforce.com CRM standard objects Lead, Account, Contact, Opportunity and created custom objects, Fields of various data types and established relationships using **Lookup, Master-Detail and created Junction objects**.
* Migrated **financial** transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* In-depth understanding of Salesforce.com’s Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience.
* Worked on to prioritize tasks across all their patients’ needs with health cloud.
* Defined **lookup** and **master-detail** relationships on the objects and created **junction object**s to establish connectivity among objects.
* Conducted research to understand the customer dependency on **FSL** Loan Products and its impact on the market once the product gets replaced by new loan product.
* Created Appointment and work orders within service cloud console using **FSL** and linked them to existing records.
* Assisted **Email to case**, Web to case, customized **page layouts** and case assignment rules.
* Used **SOQL**&**SOSL** for **data manipulation** needs of the application using platform database objects.
* Tested apps by appending multiple components to a Lightning Application thereby **deployed Applications from Sandbox to Production.**
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, AngularJS,Lightning Experience, Lightning Components, Health Cloud, Apex classes and Controllers, HTML,FSL, CSS, CPQ, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, ,  Financial Service Cloud, Custom fields, Web Services, SOAP, REST, Agile/Scrum.

**Client : Advent Health**

**Location : Plano, TX**

Role : Salesforce Lightning Developer

Duration : November 2018 to May 2019

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining **Lightning Design System, Lightning App Builder and Lightning Component** features.
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning** Components for use in Salesforce1 mobile platform to make **Lightning Application mobile.**
* Created multiple **Lightning Components, added CSS and Design Parameters** that makes the **Lightning component** look and feel better.
* Maintained complex investment portfolios Using Financial Service Cloud while maintaining meaningful relationships with each and every client.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder and Lightning Component features.**
* Worked on several **FSL** Roll Up/Roll Down Controllers throughout the org
* Optimize and improve the overall runtime of **Omni scripts, Data Raptors** Integration Procedures using best practices.
* Maintained complex investment portfolios Using **Financial Service Cloud** while maintaining meaningful relationships with each and every client.
* Redesigned **Lightning pages** for Financial Advisors from Legacy systems using **Financial Services Cloud.**
* Mapped personal and professional caregiver networks with Salesforce health cloud
* Used health cloud to integrate data from EHRs, wearable’s and more.
* Created Validation Rules, workflow rules, time triggered tasks, email alerts and updates in order to get real time updates for the process on Field service lightning (FSL) mobile App.
* Enabled **Aura Framework**, by adding **Aura Attributes and Aura Handlers** for Events to focus on Logic and Interactions in **Lightning Applications**.
* Developing complete Case Management for Financial Service cloud and customized completely in Lightning without using **Visual force pages.**
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Worked with **Sales** and **Service cloud.**
* Worked on **Integrating SAP** and Salesforce systems using **SOAP and REST API's.**
* Conducted research to understand the customer dependency on FSL Loan Products and its impact on the market once the product gets replaced by new loan product.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Developed Web Application using **AngularJS** Framework for the single page applications and page responsiveness.
* Used **SOQL and SOSL statements** within Governor Limits for data manipulation needs of the application using platform database objects.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* As a DevOps Manager worked with various teams for code promotion and acceptance.
* Tested apps by appending multiple components to a Lightning Application thereby **deployed Applications from Sandbox to Production.**
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Health Cloud Lightning Experience,FSL, Lightning Components, Apex classes and Controllers, HTML,AngularJS, CSS, Data Loader, WSDL,CPQ, SOQL, SOSL, Scrum, Custom objects, Custom fields, ,  Financial Service Cloud, Web Services, SOAP, REST, Agile/Scrum.

**Client : Verizon Wireless, Chicago IL**

**Location : Chicago IL**

Role : Salesforce Lightning Developer

Duration : June 2017 to November 2018

**Responsibilities:**

* Performed the role of **Salesforce Developer and Administrator** in the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created modern Enterprise **Lightning** Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Building and demonstrating Salesforce CPQ prototypes in Salesforce.
* Enabled Aura Framework, by adding **Aura** Attributes and **Aura** Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using **Force.com IDE** for creating, modifying, testing, and deploying Force.com Applications.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called **Data Loader**. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Had good experience working with **Service cloud** while integrating with third party systems.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox** to Production.
* Took part in a DevOps scrum team to support both packaged applications and hosted applications on platforms such as Rack space.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged **APEX** Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.

**Environment:**Salesforce.com Platform, Force.com,Force.com Eclipse IDE, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects& fields, Web Services, SOAP, REST, Eclipse IDE with Force.com plug-in.

**Client : Sunera Technologies Inc**

**Location : Hyderabad, INDIA**

Role : Salesforce Admin

Duration : October 2015 to November 2016

**Responsibilities:**

* Strong experience in implementing Salesforce new features like **Process Builder** and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Developed Web Application using **AngularJS** Framework for the single page applications and page responsiveness.
* Customized Salesforce.com Fields, **Page Layouts**, **Record Types**, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Customized Salesforce CRM beyond native functionality with Visual force and Apex code as per the requirements.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals. Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Data migration and updates through the **Apex Data loader** in Sales force.com.
* Created **Validation rules** on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Involved in **data mapping** and **migration of data** from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visual force pages, Triggers, Workflows, Batch Apex Classes and Schedulers.
* Created custom controllers and controller extensions while developing Visual force pages.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Designed and maintained different environments, included Development, Test and Production.
* Data migration and updates through the Apex Data loader in Sales force.com.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Environment**: Saleforce.com platform, Force.com Sites, Apex, AngularJS, Visual force (Pages, Controllers), Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Data Loader and Eclipse IDE with Force.com plugins.

**Education:** Bachelor’s in Electronics and Communications Engineering (ECE) JNTUH/2015