**Mercy Angelene**

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## SUMMARY

* 9+ years of Professional experienced in web development using Salesforce, Visual Force, Apex, C, MS-SQL Server 6.5 to 2012, Salesforce, Force.com, Cast Iron Studio, Cast Iron Cloud Visual Force, Apex, Dashboard, C App Dashboards, Chatter integration, Salesforce Reporting, Custom Fields, Workflows, triggers, Extensively worked on Lightning, Apex code (Triggers, Apex Classes, Batch Classes, Schedulable Classes, Web Services, and Test Classes) and Visualforce (Pages, Components, and Controllers), HTML & JavaScript.
* Implementation of Salesforce Health Cloud including Field Service Lightning, ServiceCloud.
* ExperiencedevelopingCustomUIwithAJAXfunctionalityusingVisualforcePages,ControllersandControllerExtensions
* and Experience working on data model, SOQL, SOSL and maintained code according to Governor Limits.
* Proficiency working with standard objects and developed Custom Objects as per business functionality.
* Successfully implemented Sales Cloud, Service Cloud, Analytics Cloud, Lightening Framework, Financial Services Cloud, Community Cloud, Commerce Cloud and Pardot in sync with Marketing Cloud while implementing digital marketing strategies.
* Release management, hands on experience on Change sets, Workbench, SVN, Jenkins, Copado, SFDX, Visual Studio Code, Force.com IDE, ANT.
* Experience in running Confidential services on AWS infrastructure and Virtualization Based technologies
* Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex Language and leveraging Force.com Platform.
* Experience in development, administration, configuration, Implementation, and Support of sales forceCRM.
* Involved in gathering high level business requirements, functional specifications and preparing usecases.
* Used Force.com IDE, ANT and Change set for moving components and usedForce.com IDE for code development.
* Good Experience in Journey builder and also integrated with salesforce sales cloud and service cloud.
* Project experience developing AMP Script code to implement complex business requirements
* Exposure to Salesforce and Lightening Web Components and working experience on the salesforce App cloud in designing the enterprise apps with the new Lightening experience which combines the new Lightening Design system, Lightening App Builder and Lightening Web Components(LWC).
* Proficient in MuleSoft AnyPoint API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
* Executed technical requirements for a Salesforce Implementation and lightening UI rollout
* Worked with CTI toolkit to build adapters that Integrate Salesforce with 3rd party systems.
* Experience in SFDC Integration using Web service and Apex Programming Salesforce.
* Experience implementing Service Cloud which includes Omni-Channels, Routing Configurations, Entitlement Management, Knowledge Basics, Knowledge search Basics, Call center integration and Salesforce for Outlook.
* ExperienceinusingForce.com
* SalesForce with recursive AWS IDE Instances for clients utilizing GitHub and Amazon for stability
* WebservicesAPIforimplementingwebservicesintheapplicationforaccesstodatafromdifferent users.
* Integration of Sales Cloud with external information systems using SOAP API webservices
* Involved in Trouble Shooting, Performance tuning of reports and resolving issues within Tableau Server and Tableau desktop report.
* Integration using web sphere cast Iron and Informatica cloud for data migration in to thecloud.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode
* and its features.
* Experience in working with Einstein Analytics with some applications.
* Integration of Sales Cloud with external information systems using SOAP API webservices
* Experience in working on large/ small teams in agile development environment.
* Moved all servers from in-house server to cloud based AWS with Salesforceorgs.
* Strong Implementation and Integration experience using custom objects, Triggers, workflows/Workflow rules, Approvals, Process Builder Visual Force Pages, S-Controls and Apex Classes.
* Application integration using MuleSoft ESB and IBM Message Broker for integrating and orchestrating the services.
* Experienced with Apex Test Class for SFDC Testing, and continuous integration(CI)process.
* Experience in Tibco configuration and debugging and carry out solutions testing and validation post-deployment.
* Experienced in integration of salesforce.com with external applications by using Web Services API, Metadata API, SOAP, REST and IBM web sphere and Experience in web technologies like HTML, XML, CSS, JSP, Java Script and web services like SOAP WSDL.
* Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, and various other components as per the client and application requirements
* ExperienceworkingacrossvariousSFDCimplementationscoveringSalesCloud,ServiceCloud,CommunityCloud,Marketing cloud, Call center, Chatter & App-exchange applications.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* ExpertiseinSalesforceAdministrativetaskslikecreatingProfiles,Roles,Users,PageLayouts,Reports,Dashboards,Actions, Tasks and Events.
* ExperienceinworkingonLightningComponentstobuildcustomuserinterfaceswithoutcodeandalsoCreatedVisualforcepages thatusestheLightningComponentsandWorkedindevelopingvariousLightningcomponents,eventsanditsapplicationsand also Worked with Salesforce1 sandbox simulator to run and test the Lightning Applications
* WorkedonValidationRules,Workflow,E-mailservicesandApprovalProcessesusingcustomization&ApexandManagedand Configured Outlook to Salesforce, chatter, Salesforce Mobile.
* Experience working with Deployment Tools like Force.com IDE based on salesforce.com Sandbox environments and Experience working with Eclipse IDE with Force.com Plug-in and Web ServicesAPI.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* PossessgoodknowledgeinUnitTesting,TestCoverage,andCodeReviewandGoodunderstandingofSoftwareDevelopment Life Cycle (SDLC), Agile and Scrum Methodologies.
* Good understanding of CRM business process like Campaign Management, Lead Management, Account Management and Case Management.
* Experience in Database Programming and Development using MS SQL Server, Oracle and good experience in SQL, PL/SQL, Triggers, Views, Cursors, Functions and Stored Procedures.

## TECHNICAL SKILLS:

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| **SALESFORCE.COM** | Salesforce CRM, Apex, Visual Force, SOQL, SOSL, Custom Objects, S-Controls,  Apex Triggers, Workflows, Approvals, Email-Templates, Web Services, Formulas, Validation Rules, AppExchange, Record Types, Mobile, Web service Integration, Custom Visualforce Pages. |
| **SALESFORCE TOOLS** | Force.com IDE, Excel Connector, Salesforce to Salesforce, Sales Cloud, Marketing Cloud, Commerce Cloud, Service Cloud, Health Cloud, Analytics Cloud, Force.com Migration Tool, Eclipse, Force.com Eclipse IDE Plug-in, Change sets, ANT. |
| **INTEGRATION TOOLS** | Jitter bit, ANT |
| **LANGUAGES** | Apex, C, C++, SQL, PL/SQL, JUNIT, SOQL, SOSL |
| **WEB DEVELOPMENT** | HTML, XML, CSS3, AJAX, Servlets, JQuery, Angular JS, **Handle bars,**  **Cloud craze** |
| **DATABASE** | SQL server, Oracle 10g, 11g, DB2, **Zuora** |
| **OPERATING SYSTEMS** | UNIX, LINUX, Windows 10/XP/vista/2003/2000. |
| **APP/WEB SERVERS** | APACHE TOMCAT |
| **VISUALIZATION TOOLS** | Tableau |

**PROFESSIONAL EXPERIENCE:**

## HCL America, NC Aug 19 –Present

## Salesforce Architect

**Responsibilities:**

* ArchitectanddesignSalesforcesolutionsfortheODTMunicipalityPortal.ProvidesolutionsforcomplexSalesforcerequirements.
* Enhance and support Salesforce Service Cloud implementation by adding advanced notifications.
* Design and develop a solution for generating mass hard copy letters for customers with data stored in Salesforce.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the EclipseIDE.
* Ensurescurrentandaccuratecustomer/prospectinformation,activities,contacts,correspondence,andcallingandcampaignstatus in CRM.
* Experience in SFDC Integration (Bi-Directional data transfer) using Web Service and Apex Programming (SOAP and REST).
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Migration of Existing application to AWS cloud and automated regular AWS tasks like snapshots creation.
* Developed Apex Triggers, Apex Classes and Test Methods and worked with GitHub.
* Experience on Marketing Cloud with Exact Target Implementation.
* Secured Tableau server on AWS to protect the Tableau environment using Amazon VPC, security group, AWS IAM and AWS Direct Connect.
* Experience in release management, Sandbox creation, Change Sets, Workbench, SVN, Jenkins, SFDX.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Demonstrated expertise in Sales cloud, Service cloud, Marketing cloud, Partner portal and Customer portal.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Proficient in MuleSoft anypoint API platform on designing and implementing mule APIs.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the auraframework.
* UsedSOQL&SOSLwithconsiderationtoGovernorLimitsfordatamanipulationneedsoftheapplicationusingplatformdatabase objects.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud, Sales Cloud, Marketing Cloud.
* Extensively used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application
* Experience in creating Case Management Workflows.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Worked with CTI toolkit to build adapters that Integrate Salesforce with 3rd partysystems.
* Experience working with Standard Service Analytics application and Marketing Analytics Application in Einstein Analytics.
* Created API services for data integration from legacy system to SFDC using Mulesoft ESB.
* Experience in SFDC Integration using Web service and Apex ProgrammingSalesforce.
* Written Apex batch and Scheduled classes to process large volume of data on a periodic basis
* Extensive knowledge in various reporting objects like Facts, Attributes, Hierarchies, filters, Sets, Groups, Parameters etc., in Tableau.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Createdworkflowrulesanddefinedrelatedtasks,time-triggeredtasks,emailalertsandfieldupdatestoimplementbusiness logic.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages ofsalesforce.com
* Performed Data Migration from legacy system to Force.com with knowledge of DataMapping.
* Worked on migration from Salesforce Classic to SalesforceLightning.
* Responsible to Deliver Proof of Concepts using AWS, understanding customer business requirement
* Used Force.com IDE Plug-in for Development and deployment changes/application on production
* Configured and Maintained the Sandbox Environment for easy collaboration of Development.
* Proficient in MS Office (Word, PowerPoint, Excel,Access)
* ExperiencedinUnitTesting,forthecustomizationsanddevelopmentsdoneduringtheprojectandalsowasinvolvedinthe
* Integration Testing
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* DesignedandDevelopedcomplexintegrationsusingBULKAPI,SOAPandRESTAPI-BothWebServiceCalloutsandPublishing custom web Services and Apex DataLoader.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Environment: Salesforce.com platform, Salesforce CRM, Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force,Reports,CustomObjects,Tabs,EmailServicesApex,DataLoader,Force.com,ImportWizard,EclipseIDE,Controllers,Visual Force Pages, Triggers, Security Controls, API.

**Environment:**Saleforce.com platform, Apex, Visualforce, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, S-Controls, AppExchange, Custom Tabs, Windows XP

## PRISM(UTAH MMIS),CNSI, Rockville, MD Apr 18 – Aug19

## Salesforce Architect /Developer

## Responsibilities:

* Customized Sales Cloud and Service Cloud modules as per the business requirements.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions etc.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business
* Designing and enhancing the existing Claims Coding, testing, modifying, debugging, documenting, implementation and deployment of software using the Informatica tool Review
* Experience on working with Cloud craze and Commerce cloud
* Created API services for data integration from legacy system to SFDC using Mulesoft ESB (Community Edition)
* Worked on Multilanguage features of SalesForce Commercecloud
* Worked on Customer Service Center on Commerce Cloud
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed Visual force pages to prepopulate certain fields and embedded it in the application.
* Understanding Marketing cloud application, web services and requirements for automating webservices
* Created different Data extensions and associated them to different campaigns.
* Familiar with Visual studio code editor and force code development, Salesforce CLI and SFDX for deployments through Jenkins.
* Integrate Commerce Cloud with SalesForce with SalesForce community
* Strong knowledge of developing AMPSCRIPT code to implement business requirements by creating Dynamic content.
* Used automation studio for performing actions such as imports, extracts and SQL queryactivities.
* DesignedandconfiguredjourneysusingactivitieswithintheJourneyBuilderandlaunchedintheproductionafterthoroughtesting
* Experience in creating visual work flows to automate certain business flow.
* Enabled and configured E-mail Relay feature for the e-mail administration for the entire organization.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* ImplementingWebServices(RESTAPI)betweenthreesalesforceorganizationstosendandretrieveinformationbasedoncriteria.
* Responsible to Deliver Proof of Concepts using AWS, understanding customer business requirement
* Implemented customizations using Apex classes, Visualforce pages, Apex Controllers Custom, Extension List , web service integration using SOAP, REST and salesforce API's, SOQL, SOSL, Aggregate queries and Force.com API.
* Performed application configuration, testing and evaluation to ensure quality and consistency.
* Hands on experience on salesforce lightening for customizing reports and dashboards for business use
* Worked with various salesforce.com standard objects like Cases, Accounts, Contacts
* Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce.
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams in MS Visio.
* Worked on developing batch integrations to transfer data in bulk between enterprise applications using MuleSoft Enterprise Service Bus.
* Experience in Apex Classes, Controllers & Triggers considering governor limits and various other components as per the client and application requirements. Wrote triggers to route the escalations to different queues and levels, assigned it to different users according to the business logic.
* Implementation of Salesforce including Field Service Lightning, Service Cloud.
* Created templates, page layouts, and record types according to the business process requirements.
* Created custom reports to track the cases, asset to be available to different levels in the organization based on their profiles.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Created Change Sets and deployed it in Production organizations.
* Experience with Agile software development methodologies

**Environment**:Saleforce.com platform, Apex, Visual force, Eclipse IDE, Workflow & Approvals, Reports, Dashboards, Custom Objects, Data Loader, S-Controls, AppExchange, Custom Tabs, Windows XP

## Wells Fargo Home Mortgage, Des Monies, IA Oct 17 – Mar18

**Salesforce admin/Developer**

**Responsibilities:**

* Performed the roles of Salesforce Administrator/Developer in the organization
* Customized sales cloud and service cloud modules as per the business requirements.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE
* Involved in Design, development, planning, testing and integration of salesforce cloudservices.
* UsedSOQL&SOSLwithconsiderationtoGovernorLimitsfordatamanipulationneedsoftheapplicationusingplatformdatabase objects
* Certified Salesforce professional with hand - on-experience in DevOps and AWS, seeking junior to mid-level opportunities.
* Good experience in writing SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers and batch classes and customized queries to avoid governor limits.
* Good experience with Credentials Vault (Secure Property Placeholder), a critical piece in application development in MuleSoft.
* ExperiencedinUnitTesting,forthecustomizationsanddevelopmentsdoneduringtheprojectandalsowasinvolvedinthe
* Integration Testing
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Implementing Web Services (REST API) between three salesforce organizations to send and retrieve information based on criteria
* Experience on Marketing Cloud with Exact Target Implementation.
* Developed Einstein Analytics Apps,Dashboards
* ImplementedConfiguration,CustomizationandDevelopmentwithSalesforce.comonCommerceCloud,SalesCloud,Marketing Cloud.
* Experience on working with Cloud craze and Commerce cloud.
* Experience in managing DevOps pipeline and also in AWS services.
* Developed MuleSoft batch applications to import Transfer Evaluation and GPA data from UAchieve into PeopleSoft system.
* Worked with development Tools like Visual Studio Code, Bitbucket, Jenkins, Source Tree, Git, SFDX for Feature Development Process.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Understanding Commerce cloud application, web services and requirements for automating webservices
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura frame work.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Integration of Applications with Salesforce.com using SOAP, REST web servicesAPI.
* Performed Data Migration from legacy system to Force.com with knowledge of Data Mapping.

**Environment**:Salesforce.com platform, Salesforce CRM, Salesforce Lightning, Apex Language, Workflow and Approvals, Visual force, Reports, Custom Objects, Tabs, Email Services Apex, Data Loader.

**T-Mobil, Delosys Info Pvt Ltd, Hyderabad, India Jan 2008 to Sep 2015**

**Salesforce Developer**

**Responsibilities:**

* Worked as a Salesforce Administrator.
* 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.
* Worked on Steel brick and Salesforce integration for automating, quoting, contracting and billing process.
* SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules.
* Worked on Salesforce integration and Steel brick for automation quoting, contracting and billing process.
* Extensive experience over creating workflows, approval processes, validation rules and sharing & security rules.
* Worked on Informatica Powercenter and ETL.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience with gap analysis and blueprint development.
* Used Force.com platform for developing feature-rich and user-friendly VisualForce 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. APEX/Trigger development.
* 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.
* Coordinated and maintained Off shore team
* **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.