**Jayanti**

**Salesforce Developer**

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**Salesforce.com Certified Developer and Administrator** with around 7+ years of Professional experience in **Software Development**, **System Administration**, **Integration** and **Implementation**. Very strong communication and interpersonal skills and experienced with working in both large and small team environments.

**PROFESSIONAL SUMMARY**

* Experience in all phases of **Software Development Life Cycle (SDLC)**, quality management systems, **AGILE/Scrum methodologies** and **project life cycle processes**.
* Hands on experience in Administration setup like manage Users, **Security Controls** and **Data Management**.
* Proficiency in Administrative tasks like creating **Profiles**, **Roles, Users**, **Page layouts**, **Email services**, **Approvals**, **Workflows**, **Visual workflows**, **Reports, Dashboards**, **Tasks** and **Actions**.
* Experience in **developing** and designing business logic for **Salesforce.com** using **Force.com** **Apex Triggers** and **Apex Classes**.
* Strong in creating various **Page Layouts** profiles and configured the User permissions based on the organizational hierarchy.
* Experience in Requirements **Gathering & BRD**.
* Experience in preparing and executing **Test Plan** and **Test Cases**.
* Expertise in **SOQL, SOSL, Visual Force, Apex, Force.com, Workbench**.
* Expertise in **Sales, Service Cloud, Community Cloud, Financial Services Cloud and Marketing Cloud, Lightning Components, App Exchange Packages**.
* Excellent Experience in **SQL Development**, performance tuning of **Queries**, writing queries.
* Extensive experience of using declarative features like **validation rules**, **workflows**, approval process, **dynamic approval process**, sharing rules automation for satisfying complex business process automations.
* Mastered in web integration of **Salesforce.com** Applications with Other applications with an emphasis of the **Web Services/XML** and other **Integration Tools**.
* Setting up external **data integration** with **Salesforce Connect** involves on Creation external **data source**, **external objects** and their fields, **Indirect Lookups**.
* Used Data loader for data management in **force.com** platform.
* Experience in **Integrating App Exchange Applications with Salesforce**, Mass E-Mail Management, Application management using **Force.com** Plug-in & **Eclipse IDE in Sandbox** and **Production Environments**, Working with different aspects of **Web Services (XML, WSDL, SOAP and REST).**
* Experienced in **Lightning Experience** which includes the **Lightning Component Framework** and also involved in **building lightning component** using the **Aura framework**.
* Experience in building **Lightning Web Components**.
* Experience working with **Lightning Design System** (LDS) to enhance the **Visual force** pages.
* Used Version One and **JIRA** for story and defects tracking.
* Experienced in **JavaScript, JQuery, CSS and HTML**.
* Hands on experience in **Salesforce.com CRM integration, Salesforce IM, developing** and **deploying custom integration** solutions and extensible **Lightning Components** for the **Salesforce App Exchange**.
* Experience with **DocuSign**.
* Worked on implementing **Salesforce DX**.
* Experience on **integrating Salesforce with MuleSoft**.
* Have Hands on experience with **APTTUS CPQ**.
* Experience in working with **Salesforce CPQ API** and **CPQ data models.**
* Worked with **DevOps** teams using **Copado/Azure** during **Deployments and in migration**.
* Experience in using **Salesforce.com** **Administration** in Creating Roles, Profiles and **Web Integration of customer** and commerce activities with **Salesforce Web Services**.
* Very good in implementing **Design Patterns** and File Handling for **Application Development**
* Experience in **Oracle, SQL and PL/SQL programming**.
* Excellent Interpersonal, communication, and presentation skills.

**CERTIFICATIONS**

* Salesforce Certified **Platform Developer 1**

Salesforce Certified **Administrator**

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, S-Controls, S-Objects, Apex Web services, AJAX, Workflow & Approvals, Dashboards, Custom Objects, E-mail Templates, Email alerts, Validation rules, Static resources, Reports & Dashboards, Batch Apex, Governor limits, Communities, AppExchange, Salesforce.com, Chatter, roles & Profiles, Lightning Components, Lightning Process Builder, User Management, Case management, Data management, Opportunity management, Campaign management, Change set and Continuous Integration Deployment. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), VS Code, Copado. |
| **Databases** | MySQL, Oracle, Microsoft SQL Server. |
| **Web service** | WSDL, SOAP, REST |
| **Migration Tools** | Eclipse Force.com IDE, Force.com migration tool (ANT), Copado. |
| **Web Design Tools** | Visual Studio, SQL Query Analyzer |
| **Languages** | Apex, Java, Java Script, UML, HTML, XML |

**PROFESSIONAL EXPERIENCE:**

**Client: DXC, Austin, TX. Oct 2019 - Till Date**

**Role: Sr. Salesforce Developer/ Admin**

**Responsibilities:**

* Developed Customer Community for different operating companies.
* Working on Communities to support 200,000 plus Community users, Building Lightning components for communities for Job Search, Refer A Friend, My Profile searches.
* Designed and developed centralized code to control each and every component in communities to use effectively when creating community to new operating company.
* Worked on Marketing Cloud to setup Welcome Journey Emails for the community users.
* Developed Complex Visual force email templates for different operating companies.
* Created a custom login flow to marketing automation team to send branded emails from outside Salesforce.
* Designed and developed generic Apex class to get Geolocation information based on the address fields on any SObject.
* Developed code to get Latitude and longitude values from google maps using google API and store in salesforce.
* Developed all the REST APIs for the Mobile App to display the data that is stored in Salesforce on the external App end.
* Developed REST APIs to get Data from Career Builder and pass to and from to the Mobile App.
* Automated User provisioning in salesforce.
* Created endpoints to get Job search details from salesforce using REST API.
* Developed Apex classes for entire Job search logic to get records from salesforce or Elastic search.
* Administrator experience in Marketing Salesforce Cloud using both Classic and Lightning versions.
* Implemented entire Job Search functionality from Classic to Lightning.
* Used Lightning Design System (LDS) to enhance the look and feel of the application.
* To store shared job information in salesforce created a rest endpoint.
* Provided candidate information in a HTML format to external system using SOAP API.
* Consolidated entire Process Builder into one process builder per SObjects.
* Created Objects, fields, page layouts, validation rules, workflow rules, process builders, visual flows, triggers and apex class.
* Created complex Batch classes to update work history in system.
* Developed Apex Batch classes which runs parallel and invoke Http callouts to get data from external systems and update records belong to different SObjects.
* Developed JSON parse classes for responses from HTTP call outs.
* Effectively used Custom Metadata Component to map SObjects fields to avoid code editing.
* Performed steel brick CPQ related configuration for product setup, approval rules, approval matrices, process builders and flows.
* Designed and created Data Categories in salesforce.
* Wrote multiple scripts to execute in developer console for admins to do bulk updates without using Dataloader.
* Wrote Scripts for the Automation team to create candidates and REQ’s.
* Build Lightning Components and Lightning Web Components using Java, JavaScript for REQ Search and Candidate Search that is used by end users.
* Built new Communities on complete LWC (Lightning Web Components) Framework.
* Build Integration Strategies between RWS and Search Team with Salesforce in the organization.
* Creating the API products to get Data from Search and SOA into Salesforce.
* Worked with Devops team using Copado during deployments.
* Developed elegant code to meet design specifications using Apex, Visual Force and Lightning.
* Fixing defects for the planned releases and production.

**Environment:** Salesforce Classic, SalesforceLightning**,** Sales Cloud, Service Cloud, Marketing Cloud, Salesforce Communities, Workbench, VisualForce, SalesforceLightning**,** LWCFramework Custom/Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Process Builders, Reports, Security Controls, Eclipse, Force.com Eclipse Plug-in, GIT, Bitbucket, SourceTree, MavensMate, VS Code.

**Client: Citigroup | Warren, NJ Aug 2017 – July 2019**

**Role: Salesforce Developer / Admin**

**Responsibilities:**

* Performed the role of Salesforce.com Administrator and Developer in the organization.
* Involved in identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Interacted with various business user groups for gathering the requirements for CRM implementation.
* Analysed and implemented the Security model (Object level, Field level and Record level) using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
* Managing Users, Public Groups, Profiles and Role Hierarchies within the Salesforce CRM.
* Maintaining the Sandboxes (also includes Sandbox Refresh) required for Testing, deploying code to Production.
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Customized Reports to track usage for productivity and performance of our sales teams.
* Modified and Implemented Approval processes and created Approval steps, which used Email Alerts, Field Updates, Related Tasks, Time - based Triggered Tasks to implement Business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Involved in developing Visual Force Pages, Controllers, Triggers, Custom Objects and UI Testing& Test Coverage.
* Used field level security along with page layouts to manage access to certain fields.
* Worked on Setting up the business user access so they can login to Salesforce using SSO (Single Sign On).
* Used the Java Ant for testing and migrated the code to the deployment instance after Testing.
* Worked with scheduling Apex batch jobs for processing large records. Performed IDE, change sets and ANT script deployment as needed and validated the components before deployment to ensure a smooth process.
* Deployed Code from Sandbox to Production using Jenkins and Change Sets.
* Interacted with Salesforce.com organizations using Workbench via the Force.com APIs.
* Worked with the Financial Service Cloud to integrate the business model and to increase the productivity.
* Defined Lead Assignment rules based on Territory Management rules, Granted Access to Accounts based on the Characteristics of Accounts using Territory Management.
* Involved in using Lightning, Process Builder and Workflows.
* Data Integrity, Monitor and Maintain the Data within CPQ (Configure Price Quote) shopping cart.
* Extracted Data using My SQL Developer and Toad from PeopleSoft to get Employee information.
* Responsible for all activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for correctness of Data.
* Created Training Documents for users to better understand our Application.
* Supported End users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Working knowledge using integration methodologies and design patterns, preferably using MuleSoft tooling.
* Created REST based service interfaces using MuleSoft ESB platform to deliver fast, reliable and scalable integration API code
* Working on CMIS Trouble Tickets, ACSR’s with the users and help them resolving their issues.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.

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

**Client: Lexmark International Inc., Lexington, KY Oct 2015 – July 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the role of Salesforce.com Administrator and Developer.
* Interacted with various business user groups for gathering the requirements for CRM implementation
* Implemented the Web-to-Lead functionality for the Marketing Campaigns.
* Implemented Email Marketing, Mobile Marketing and Web Marketing.
* On Marketing Cloud Personalized and automated email, mobile, and web journeys for every customer at scale.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs and Components to suit to the needs of the application
* Experience in integration of trchange application with Salesforce.
* Developed assignment rules to automatically redirect leads to Salesforce and assign leads to different users and queues according to the requirements
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns
* Integrated with SAP to maintain a record of customer communications and to keep contact information up to date using Cast iron
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting
* Created multiple Approval processes using Workflows to approve, reject
* Installed and deployed Organization View, a Force.com AppExchange tool that allows users to create visual org charts and update them in Sales force CRM using drag-and-drop functionality
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Handling tickets, Organized Go-No-Go meeting, Designed tracker sheets for the tracking of tickets in Prod and Non-Prod Issues.
* Customized Reports to track usage for productivity and performance of business centres and their sales teams.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

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

**Client: Walgreens Co, Deerfield IL June 2014 -Sept 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed prototypes on SFDC environment for Proof-of-Concept demo and for customer endorsement.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products.
* Worked on Data cleanliness & accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles and groups.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules. And, also monitor standard analysis and reporting for marketing campaigns.
* Involved in Agile development following SCRUM process and daily stand-up meetings. Mainly worked on Managed package and released new updates to end users after every sprint.
* Developed Lightening components and used them in in-line visual force pages for good look and feel in Lightning experience.
* Customized the standard objects as per the business requirements by using Visual force components.
* Deploying applications from Sandbox to Production using Change Sets.
* Worked on customization, implementation and update focusing on Sales, Service and Marketing Cloud.
* 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.
* Implemented Service Cloud including Service Console, Customer Portal Communities, Case Feed, Knowledge Base& Entitlements.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Saleforce.com platform, Sales cloud, Service cloud Force.com IDE, Apex, Visual Force, VF Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Batch Apex, Schedulable classes, Sandbox data loading, SQL.