

**Monika Dudi**

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**PROFESSIONAL SUMMARY:**

* Having **8** years of IT professional Experience in application software **Designing**, **Development**, **Testing** and Implementation into **Salesforce** **CRM** platform both as Developer and as Administrator.
* Experience in the complete life cycle of project development (**SDLC**) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Strong experience in Salesforce Lightning. Created multiple Lightning components and Apps combining Aura framework ,Lightning Design System, , Lightning Data Service, Application Events, Components Events, Lightning App Builder and Lightning Component features
* Strong experience in developing the Lightning web Components, worked on Salesforce dx, creating devhub and scratch orgs.
* Extensive experience in working with integrations using **REST** and **SOAP** Services.
* Experience with **Service Cloud,** Sales **Cloud, Health Cloud, Salesforce CPQ and Force.com** Functionalities.
* Hands on experience in SFDC development using the APEX classes, Visualforce, Triggers, Collections, Components, Reports, Dashboards, Force.com IDE, Eclipse, lightning flows
* Hands-on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Expertise in using Exception Handling, Helper Class, Batch apex, Schedulable jobs, Asynchronous apex, future apex, Wrapper Class while programming.
* Extensively worked on various **SFDC** standard objects like **Accounts**, **Contacts**, **Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards.**
* Excellent work experience in designing of **custom objects** and **junction objects**, **custom fields,** role-based **page layouts**, **custom Tabs**, **custom reports**, **report folders**, report extractions to various formats, design of **Visualforce Pages**, **Dashboards**, **Apex Classes**, **Controllers & Triggers**, and various other components as per the client and application requirements.
* Experience in developing Salesforce CRM Appexchange applications.
* Experience in using **Process Builders**, **Flow builders** and **Triggers** to achieve complex business logic.
* Handled Deployments to different sandboxes and production using **ANT Tool**, **Copado, Prodly**, **Jenkins** and change Sets.
* Expertise in configuring and administering **Salesforce CRM** environment.
* Experience in Object Oriented Analysis and Design (**OOAD**) methodologies like XP-Agile, Rapid Application Development & Test-Driven Development (TDD) and understanding of the **Force.com** architecture and **SOA** based **EAI** standards in order to provide guidance and direction to the customer.
* Work with Organization & User Setup Created User **Roles** and **Profiles,** **Security controls** and **sharing Settings**, **Page Layouts**, **Role Hierarchy Grant access**, **Permission sets**, **OWD** Settings for Schema Level Security.
* Implemented **security** and **sharing rules** at **object level**, **field level** and **record level**, and system audit trail setup for different users based on Organizational hierarchy.
* 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.
* Experience in building product bundles, product configuration, Quotes, price books, orders, contracts, amendment’s, renewals.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE **Force.com, Visual Studio Plug-in** environments.
* Experience with Managing the complex data Experience in Integrating Appexchange Applications with Salesforce, Informatica on Demand, **Mass EMail** 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, REST, SSI) & web integration with SFDC.
* Working Knowledge on Sales Cloud, Service Cloud, **Custom Cloud** and **Apex** Programming on Force.com Platform.
* Experience with data migration and updates through the tool **AppExchange** Data Loader in Salesforce.com.
* Experience in creating unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages and reviewing the application.
* Superior analytical, troubleshooting, communication and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and interpersonal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, VF pages (Visual force Pages) / Components, Apex Web Services, Apex Custom Controllers and Extension, Agile Methodology, Service Cloud Console, Salesforce.com, Salesforce CRM, customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts.  |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production). |
| **Languages** | C++, C#, Java, JavaScript, SQL, Apex. |
| **Databases** | Oracle 11g/10g/9i, MS SQL Server, MYSQL, DB2  |
| **Web Technologies** | JavaScript, HTML, XHTML, XML, WSDL, AJAX,  |
| **GUI and Tools** | Eclipse, Force.com IDE, Apex Data Loader |

**Education:** Completed Bachelor of Technology in Information Technology & Engineering from Andhra University, India in 2014.

**Certifications:**

* Salesforce.com Certified Administrator
* Salesforce.com Certified Platform Developer-1

**PROFESSIONAL EXPERIENCE**

**Client: Verizon- Atlanta, GA April 2020-Present**

**Role: Sr Salesforce.com Developer**

**Responsibilities:**

* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile apps.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning App.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for a small set of users within the organization.
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the Lightning App.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Implemented configuration-oriented designing as part of plug and play using custom settings and labels.
* Implemented the Job Close Functionality through various validations, callouts and data exchange process through local services.
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Worked on customization like creating objects, fields, Page Layouts, Record Types, Workflow rules, Validation Rules, Approval Process by enhancing the Salesforce applications.
* Designed web services to expose the service and integrate with third party applications to get the engine data and faults.
* Developed Integrations (EDS, QSOL, SRT, INSITE, BMS and Many more) to CSS (Cummins Service System) using REST and SOAP web services.
* Incorporated the visual force pages to support Mobile, Desktop and Tablet view support of the CSS Application.
* Designed and developed Validation Rules to maintain data quantity and data consistency.
* Worked on creating Apex Triggers, Apex Classes, and Visualforce Pages to get custom logic.
* Installing Applications by using AppExchange
* Worked on writing Test Classes for Apex Triggers, Apex classes and Controllers.
* Worked on Schedule Apex Class and Batch Apex Class.
* Worked on JIRA tool and Kanban Board.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Worked with Methods to insert and update records without redirecting users to a new record.
* Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visual force pages.
* Worked with Visual force components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.

**Environment**: SFDC, Apex Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, VisualForce Pages, Triggers, XML, JIRA tool, Kanban.

**Client: Charter Communications - St Louis MO Dec 2018– Mar2020**

**Role: Sr Salesforce Developer**

**Responsibilities:**

* Involved in gathering and documenting requirements and Interaction with BA’s and Project Managers.
* Administering users in (SFDC) Salesforce.com with focus on set up, profiles, roles, and teams.
* Involved in administering and developing the user registration, customer routing in the (SFDC) Salesforce.com environment.
* Created aura-based components, attributes, controllers which can be compatible to access through lightning app builder.
* Developed Lightning pages/components using the AURA Component framework, Lightning Design System, Lightning web components (LWC) for both Desktop and Mobile.
* Implemented complete reservations project in Lightning AURA framework and Lightning Web Components (LWC) development.
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting).
* Exposed APEX classes as Rest APIs and triggered workflows from third party applications.
* Worked on force.com sites.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Developed various Custom Objects, Reports, Tabs, Components and Visual force Pages and Controllers for different user profiles based on the need in the organization.
* Created page layouts, validation rules, email templates, workflows, approval processes and Case assignment rules as per the Business requirements.
* Creating and managing profiles, roles, visibility settings.
* Implemented and used Salesforce.com web services to transfer data from SAP to Salesforce using SAP PI integration.
* Used the sandbox for testing and migrated the code to the deployment instance thereafter.
* Performed user acceptance testing by conducting and leading Surveys.
* Involved in solving the Production issues by fixing the bugs.
* Provide training and support to users on how to login, access and effectively use the System.
* Used Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com objects. Migrated data from Salesforce to SQL Database using Data Loader Command Line
* Designed, developed and deployed Apex Classes, Controller & Extension Classes to support Visual Force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Developed a Salesforce.com custom application using Apex, Visual force and AppExchange.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Exclusively developed Communities and portals for the usage of the end users. Given access to the users to internal Salesforce Tools. Developed out of the box functionalities.
* Developed Apex Test Classes with assurance of maximum code coverage.

**Environment:** Saleforce.com platform, Apex Language, VisualForce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Capital One, Plano, TX April 2016 – Nov 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analysing the information, documenting the functional and non-functional requirements.
* Worked on Eclipse, Developer Console and Anonymous blocks development tools for developing, debugging and testing of Apex classes, Visualforce pages, triggers and test classes.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created Apex REST web service methods to inbound calls to Salesforce and supported responses in JSON and XML format.
* Worked on Salesforce Community (Customer Community).
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit the needs of the application.
* Used Force.com CLI (Command Line Interface) tool for data backup.
* Analysed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Experience in User acceptance testing
* Worked on a mobile application ‘UTI Mobi’ to connect with users for fast and easy service.
* Good Knowledge on GIT technology for data integrity and support the user application.
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects - comma separated values (CSV) files.
* Created Lightning Component Tabs and Visualforce Tabs.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked on building strong communication with the customers using communities and site.com.
* Worked on Accounts. Campaigns, Leads and Opportunity Management in Service Cloud
* Worked on Financial Service Cloud to develop the Application
* Worked with the financial service cloud to integrate the business model and to increase productivity.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit page.
* Interact with Business Analysts and Developers to design better test plans and strategies based on the requirements of the business.
* Deployment of code from Sandbox to production using Force.com IDE tool.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Wrote SOQL, SOSL considering the governor limits Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Environment:** Saleforce.com platform, Sales cloud, APEX Language, VisualForce - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, java, Sandbox, Eclipse IDE Plug-in.

**Client: Ola, India. April 2014 – Mar 2016**

**Role: Salesforce Admin**

**Responsibilities:**

* Communicated with various business team members to collect and document the requirements.
* Participated in preparing the Technical Design Document regarding the client requirement.
* Functional requirements were fulfilled using apex classes, apex triggers, and Visual force pages. Worked with Validation Rules to have the out of box functionality achieved.
* Performed bulkification to trigger using Collections like List, Set and Map without exceeding Governor Limits and wrote the helper classer to support Apex triggers.
* Worked on automation of actions such as creating and updating the custom object records by Process Builder.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Updated, Inserted and Imported data into Salesforce.com using Apex data loader, import wizard.
* Created Custom App and Console App. Worked with Salesforce1 and Appexchange applications.
* Developed analytics on data within and out of organization and created dashboards, reports by Wave Analytics.
* Knowledge on Salesforce CPQ for delivering accurate Sales quotes.
* Responsible for setting up Salesforce knowledge, live agent in service cloud.
* Worked on customer community pages to display necessary objects accordingly for the customers.
* Worked with Automating Case Management (phone, chat, email) and configuring Salesforce Console by implementing Service Cloud.
* Worked with rollup summary fields, lookup relationship, junction objects, master detail relationships, formula fields and other field dependencies.
* Developed workflows and approval process for approving new accounts and business processes.
* Conducted unit testing for every code and wrote the test methods.
* Performed the daily Scrum calls with the Business users and updated them with the project updates.
* Migrated the code from Personal Sandbox to Dev by using GitHub, Jenkins and migrated code from Dev to QA using Force.com IDE and ANT.

 **Environment:** Salesforce.com CRM Application Platform, Apex Language, SOQL, SOSL, Process builder, Workflows, Approval Process, Community Cloud, Lead Management, Jenkins, Wave analytics, GitHub, Eclipse, Scrum, Agile.