**Rachana Kolan**

**Salesforce Developer/Admin**

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**PROFESSIONAL SUMMARY:**

* Around 7+ years of experience in IT industry with extensive experience in **Salesforce.com CRM**, **Force.com platform** related technologies.
* **5** years of experience working on Salesforce.com CRM Platform including **Apex Coding** Language, **Visualforce**, **Sales cloud**, **Service cloud**, **Marketing cloud** and almost **2** years of experience working on the **Lightning** **platform** using **Lightning components**, **Lightning App Builder** and **Lightning Design System**.
* Participated in Scope, design, development, testing, training, development, implementation and follow up on multitude of strategic projects within Salesforce.com as a **Salesforce.com Developer** and **Administrator**.
* Good understanding of different SDLC methodologies like **Agile**, **Scrum** and **Waterfall**.
* Expertise working on various SFDC implementations including Sales cloud, Service cloud, Marketing cloud, **Call center**,and **App-Exchange applications**.
* Profound experience using Apex, Visualforce, **Force.com IDE SOQL**, **SOSL** for developing custom applications and solutions.
* Worked on Salesforce **Import and Export wizard**, **Work bench**, **Force.com Migration tool**, **Pentaho**, **Apex data Loader**, **Mass Delete**, **Excel connector** etc.
* Good knowledge on **Email-Case, Web-case, Web-lead,** Setting up the audit trial, the logging history, Tracking field history, Assignment rules, Customer and Partner portals, Community, **App Exchange**.
* Developed various **Apex classes, Apex Triggers, Apex Web Services**, Visualforce pages and components, Custom and standard **Controllers and Controller extensions** depending on various functional needs in the application.
* Worked extensively on various **SFDC standard objects** like Accounts, Contacts, Products, Price Books, Cases, campaigns, reports, opportunities, Leads and Dashboards.
* Proficient in designing Custom objects, custom fields, custom Tabs, custom reports, picklist, **role-based Page Layouts**, Email Services, Automated alerts, Approval processes for field updates, Workflow rules, Validation rules**, Reports, Dashboards, Record Types**, Tasks and Actions depending on the requirement.
* Extensive knowledge implementing security/sharing rules, Permission sets, **Org wide settings**, **object level security, field level security, record level security** and resource monitoring at different hierarchical level of organization.
* Working experience on Sales cloud, Service cloud and **ExactTarget** Marketing Cloud.
* Good knowledge in using **Lightning components** and **Lightning builder** for **Salesforce1**.
* Experience writing **SOQL**, **SOSL queries** in Apex classes and triggers, and turning SOQL queries.
* Worked **on Lightning components ,Ligthning Web Components** and **Lightning App Builder.**
* Experience in working with **Force.com web services API** for application implementation to access data from different users.
* Experience using **App Exchange applications** for integrating with Third Party Applications.
* Experience in creating and maintaining various profiles and feeds on **SFDC chatter plus**.
* Experience in deploying various salesforce components across sandbox and production instances by using different migration methods like **Changesets** and **ANT**.
* Experienced with **Salesforce.com Web Services APIs Force.com SOAP** and **REST based Web Services APIs**, the **Bulk API** and the **Metadata API**.
* Experience in scripting languages like **HTML5**, **DHTML**, **XML**, **jQuery**, **ASP.Net 1.0/2.0**, **Ajax**, **Java Script** and software applications like Microsoft Word, Excel, PowerPoint, SharePoint.

**PROFESSIONAL CERTIFICATION:**

* Certified **Salesforce.com Salesforce Developer Platform1.**
* Certified **Salesforce.com Salesforce Administrator.**

**EDUCATION:**

* Master’s in computer science from Texas A&M University Commerce.
* Bachelor’s in information technology from Jawaharlal Nehru Technological University, Hyderabad, India.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies:** | Apex Language, Salesforce CRM, Classes/Controllers, SOSL, SOQL, Dashboards, Salesforce Security Model, Custom Objects, Apex Data Loader, Record Type, Role Hierarchy, Visualforce Pages/ Components, Workflow & Approvals, S Controls, Service Cloud, Lightning Components, Chatter, Apex Web Services, AJAX, Analytic Snapshots Case Management Automation. |
| **Salesforce Tools:** | Apex Data loader, Web services APIs like SOAP, Force.com Explorer, Force.com Eclipse IDE Plug-in, Force.com Platform (Sandbox and Production). |
| **Programming Languages:** |  C, C++, Java, Apex, Python. |
| **Web Technologies:** | JavaScript, ASP.NET, CSS, XML, Ajax, HTML, JSP, JSF, JSON, Servlets. |
| **Operating Systems:** | MS Windows, Vista, Linux, Unix, MVS. |
| **Data Bases:** | MS SQL server, MY SQL, SOQL, MS Access, Oracle 11g /12c. |
| **Other Tools:** | Software as a Service (SaaS), File Manager, **Data Migrator**, **Continuous Integration(CI**), **IBM Debug Tool, Informatica**, Microsoft Visio, Workbench, Tableau. |

**PROFESSIONAL EXPERIENCE:**

**CLIENT: Salesforce.com Dec 2019 to Present**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Extensively worked on Agile methodology and attended **Daily status/standup meetings**.
* Created **Profiles, Roles based on Organization role hierarchy** and implemented **Record-Level and Field-Level security and configured their sharing settings.**
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.**
* Created the workflows for automated **lead routing,** **lead escalation and email alerts.**
* Experience with **Workbench and Salesforce Data Loader** required along **with expertise in Microsoft Excel**.
* Worked with **profiles, permission sets and permission set groups.**
* Worked on **lightning pages using Lightning App Developer.**
* Provided **Production Support after access changes.**
* Customized page layouts for **Opportunity, Contacts, and Accounts depending upon user roles, and groups**.
* Worked **with Page layouts** and assigned Page layouts to the corresponding Record types.
* Worked on **Report types and** **Custom report types** and generated Reports using the Report types Work closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** in the organization.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Involved in the **maintenance of the previous versions of the product by addressing** **bugs and client issues**.
* Responsibilities include defining integration **architecture, documenting technical requirements, and identifying success criteria.**
* Involved in integrating web service with SalesForce.com to load **Leads back and forth from Salesforce.com to Legacy and vice versa.**
* Developed and configured various **Reports and Report Folders for different user profiles** based on the need in the organization.
* Responsible for creating **Sharing rules among all the users in Different Roles and Subordinates**.
* Responsible for creating **Queues, Workflows rules and tasks to share and automate work to the users in the Queue.**
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.

**Environment**: Saleforce.com platform, Data Loader, Workbench, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Communities, HTML, Web Services, Reports, Dashboards, Sandbox, Windows XP

**CLIENT: Genworth Financials, Richmond, VA Feb 2019 to Nov2019**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Worked on **Sales cloud** and **service cloud** implementations.
* Worked on various **Salesforce objects like Accounts, contacts, Leads, Opportunities and dashboards**.
* Created **page layouts, search layouts to organize fields, custom links, related lists and other components** on record detail pages and edit pages.
* **Defined** Pick lists, Dependent pick lists, **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* **Created profiles and roles** in the organization and **implemented Record-Level and Field-Level security** by configuring their sharing settings based on the organization role hierarchy.
* Created **Workflow rules** and defined related Tasks, Email alerts, and Field updates.
* Worked on querying salesforce.com database using **SOQL & SOSL** queries using Force.com explorer.
* Worked on **Conga composer for auto generating the documents**.
* Created **whole Conga Solutions** for auto generating documents **on one click for the business users**.
* Based on Conga solutions created **SOQL queries, reports and templates with customizing different conga parameters.**
* Developed **UI/UX** changes for better user interface using Salesforce **Lightning Design System**.
* Worked on **Lightning App pages** using Lightning App builder.
* Created various **Validation rules** to validate the data.
* Created and used **email templates** in HTML.
* Created the records using **Lightning Process Builder and Triggers**.
* Created **Record types and Page layouts** and assigned Page layouts to the corresponding Record types.
* Created **Custom report types** and generated Reports using the Report types.
* Migrated code from **Sandboxes to Production using Change Sets.**
* Involved in **the deployment of the code during the releases**.
* Coordinated both **onshore and offshore** teams.

**Environment:** Saleforce.com platform, Apex Language, Lightning Components, Classes, Triggers, Custom Component, Workflow & Approvals, Data Loader, Custom Objects, Sales Cloud, Custom Tabs, Page Layouts, Email Services, Security Controls, Communities, HTML, Web Services, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in.

**CLIENT: Aetna-Hartford, CT May2018 to Jan2019**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Worked on **Sales cloud** and **service cloud** implementations.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning Applications**.
* Utilized the **Lightning Connect** to obtain real time data from external system.
* Experience in creating and maintaining Automations & Data Extensions in developing and maintaining email templates within.
* Created the whole **search based functionality** including **designing the UI part** and calling up **the data from backend calling out multiple API’s using REST web services.**
* Experience in **developing Lightning pages** using Aura, implemented **Lightning controllers**, components using **lightning Design system** for **Lightning builder**.
* Used **Lightning process builder** for visualizing and creating automated business processes.
* Created and developed **Lightning components** and added Design parameters from **Lightning Design System** to give a better look.
* Performed data analysis for data migration, integration to Salesforce from other data bases and performed Data migration using **Data Loader, Import/ Export Wizard**.
* **Created profiles and roles** in the organization and **implemented Record-Level and Field-Level security** by configuring their sharing settings based on the organization role hierarchy.
* Worked on various **Salesforce objects like Accounts, contacts, Leads, Opportunities and dashboards**.
* Modified various existing codes inside salesforce and followed the **governor limits** before deployment into production.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning Applications**.
* Experience in **developing Lightning pages** using Aura, implemented **Lightning controllers**, components using **lightning Design system** for **Lightning builder.**
* **Used SOQL & SOSL** considering the **Governor Limits for data manipulation** needs of the application using Force.com Explorer.
* Created **page layouts, search layouts to organize fields, custom links, related lists and other components** on record detail pages and edit pages.
* **Defined lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created the records using **Lightning Process Builder and Triggers**.
* Developed **UI/UX** changes for better user interface using Salesforce **Lightning Design System**.
* Worked on querying salesforce.com database using **SOQL & SOSL** queries using Force.com explorer.
* Implemented **Marketing cloud** integration with **Service cloud** to manage cases.
* Designed and developed the Application on Force.com Platform in Salesforce.com environment.
* Familiarity with recent launch features by Salesforce like **Lightning Experience Migration Assistant**, **Einstein** High Velocity Sales, Einstein Lead scoring, Lightning Voice, Surface duplicates across objects, Sales console
* Used **Data Loader** for bulk insert and update of data into Salesforce Objects.
* Written the **test classes and covered the code coverage** and worked out for the efficiency of the code.
* Involved in **the deployment of the code during the releases**.

**Environment:** Saleforce.com platform, Apex Language, Lightning Components, Classes, Triggers, Custom Component, Custom Controllers, Workflow & Approvals, Data Loader, Custom Objects, Sales Cloud,Custom Tabs, Page Layouts, Email Services, Security Controls, Communities, HTML, Web Services, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in.

**CLIENT: AT&T, Richardson, TX Oct 2017 to Mar2018**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Performed administration activities for **SFDC** including **System configuration, Analytics Reporting, Data Migration, user Acceptance testing, and End User Training Development & Delivery**.
* Involved in Salesforce.com Application Setup activities, based on the requirement of the organization customized the apps.
* Worked with **Visualforce pages, custom controllers, Extension controllers, Apex Coding, Apex classes** and **Triggers.**
* Actively participated in deployment activities from **Sandbox** to Production.
* Created Custom Objects and defined lookupand master-detail relationships on the objects along with creating junction objects to establish connectivity among objects.
* Supported and improved sales cycles by implementing **CPQ** solutions effectively.
* Worked on **service cloud and Sales cloud** implementations.
* Experience in creating and maintaining Automations & Data Extensions in developing and maintaining email templates within.
* Worked in creating **Lightning components** using the UI in Enterprise, Performance, Developer editions or sandbox. Customized the objects, Tabs using the **salesforce Lightning Experience** as per the requirement.
* Modified various existing codes inside salesforce and followed the **governor limits** before deployment into production.
* **Used SOQL & SOSL** considering the **Governor Limits for data manipulation** needs of the application using Force.com Explorer.
* Created **page layouts, search layouts to organize fields, custom links, related lists and other components** on record detail pages and edit pages.
* Worked **on improving the code coverage** by maintaining the code quality.
* Used **workflows to govern** data flow across various objects.
* Used **process builder** for visualizing and creating automated business processes.
* Designed and **developed Visualforce pages** based on the requirement.
* **Created profiles and roles** in the organization and **implemented Record-Level and Field-Level security** by configuring their sharing settings based on the organization role hierarchy.
* Worked on various **Salesforce objects like Accounts, contacts, Leads, Opportunities and dashboards**.
* Modified various existing codes inside salesforce and followed the **governor limits** before deployment into production.
* Worked on querying salesforce.com database using **SOQL & SOSL** queries using Force.com explorer.
* Implemented **Marketing cloud** integration with **Service cloud** to manage cases.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment.
* Familiarity with recent launch features by Salesforce like **Lightning Experience Migration Assistant**, **Einstein** High Velocity Sales, Einstein Lead scoring, Lightning Voice, Surface duplicates across objects, Sales console
* Used **Data Loader** for bulk insert and update of data into Salesforce Objects.

**Environment:** Saleforce.com platform, Apex Language, Lightning Components, Classes, Triggers, Visualforce (Pages & components), Custom Component, Custom Controllers, Workflow & Approvals, Data Loader, Custom Objects, Sales Cloud, Service Cloud, Custom Tabs, Apttus CPQ, Page Layouts, Email Services, Security Controls, Communities, HTML, Web Services, SOAP, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in.

**CLIENT: AmerisourceBergen, Frisco, TX May 2016 to July 2017**

**ROLE: Salesforce Developer**

**RESPONSIBILITIES:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Developed **APEX Classes, Visualforce pages and APEX Triggers** to develop the custom functionality as per the requirements.
* Created **Visualforce pages** which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Implemented Marketing cloud from scratch and successfully implemented Sales cloud with marketing cloud.
* Developed custom Visualforce pages to automate Approval processes that used Email Approvals and Parallel Approval steps.
* Experience working across various SFDC implementations covering **Sales Cloud and Service Cloud**.
* Worked on various Salesforce.com Standard objects **like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.**
* Created data Extensions and lists to load data into **Marketing cloud**.
* Worked on Salesforce1 mobile app, Communities, and Customer Portals.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications**.
* Implemented Service cloud for handling Users/customers in real time, remotely.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.**
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on Service Cloud Communities sharing Business Process Extend them across offices and departments and outward to Customers and Partners.
* Used **field level security** along with page layouts to manage access to certain fields.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships** and formula fields to the custom objects.
* Upgraded from Salesforce classic to Lightning.
* Wrote Apex Test classes to Unit Test Apex classes before moving to Production.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems.
* Involved in deploying applications from Sandbox to Production.

**Environment:** Saleforce.com platform, Sales cloud, Visualforce (Pages, Component & Controllers), Apex Language, Classes, Triggers, Data Loader, HTML, Apttus CPQ, jQuery, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, SOAP, Security Controls, Sandbox data loading, Service cloud, Eclipse IDE Plug-in and JIRA.

**CLIENT: Broadbridge, Hyderabad, India July 2014 to Dec2015**

**ROLE: Salesforce Administrator/ Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Admin in the organization.
* Experienced in deploying the CRM tool Salesforce.com to include: business requirement development, dashboard development, report & list view development, process flows and documentation.
* Developed **Apex Classes, Visualforce pages, Triggers** (with HTML, XML) to meet business requirements.
* Creating HTML **Email Templates, Visualforce Templates**. Implemented app-exchange applications
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com
* Used SOQL, SOSL for data manipulation needs of the application using platform database objects.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Implemented Salesforce **Service cloud** and Opportunity Management for business support and technical support for its channel customers.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created Custom Objects and fields for transnational and contractual information.
* Designed and **deployed Custom tabs, validation rules, Approval Processes, and Auto-Response Rules for automating business logic**.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects**.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* **Experienced in Unit Testing**, for the customization's and developments done during the project

**Environment:** Saleforce.com platform, Apex, Service cloud, Sales cloud, Marketing cloud, Wave analytics, Visualforce, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL, Java Script and Eclipse IDE Plug-in.

**CLIENT: IVY Comptech, Hyderabad, India Jun2013 to June2014**

**ROLE: Java/J2EE Developer**

**Responsibilities:**

* Participated in day-to-day meetings, status meetings, strong reporting and effective communication with project manager and developers.
* Attending daily Scrum meetings as part of agile practice.
* Translated visual designs into meaningful user experiences using various presentation layer technologies including **HTML, JavaScript** and **Servlets**.
* Involved in developing presentation tier as HTML, Java Server Pages using Struts MVC Framework implementing Struts validator, Tiles and Struts Internationalization.
* Developed the application using **Struts Framework** which is based on the MVC design pattern.
* Created GUIs for applications and applets using **SWING** components and **Applets**.
* Implemented the project using **JSP** and **Servlets** based tag libraries.
* Created and consumed **SOAP** Web Services using **JAX-WS**.
* Performed unit and integration testing on all java classes.
* Worked with GIT for version control.
* Deployed applications on Linux client machines.

**Environment**: Java, Servlets, Struts, EJB, JSP, HTML, CSSs, SWING, APPLET, SQL Server 2000, Ant, WSDL, REST, Eclipse, SVN, Linux