SWAPNIKA   

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 **PROFESSIONAL SUMMARY**

* Enthusiastic Salesforce Developer/Administrator with over 6 years of experience with a demonstrated history of working in the **cloud computing software industry**. Proactively **investigates**, **learns**, and **incorporates new releases** in salesforce and emerging technologies and methods, leading to more efficient work.
* Expertise in **developing**, **customizing,** and **configuring**, Salesforce CRM applications using Apex Classes, Apex Triggers, Visualforce Pages & Components, Standard & Custom Controllers, Controller Extensions, Test Classes, SOQL & SOSL Queries and Apex Web Services through Developer Console & Visual Studio Code.
* Expertise in performing **Salesforce Administrative Tasks**: Organization Setup, User Management, Lead/Contact/Opportunity Management; creating or customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, User Queues, Quick texts, Quick Actions, Page Layouts, Reports & Dashboards and achieving **Process Automation** through Workflows, Lightning Flows, Approvals and Process Builder.
* Experience working with **Data Management** tools like Data Loader, Workbench; Release Management tools like Copado and **Migration/Deployment** tools like Salesforce CLI, SalesforceDX, ANT Migration Tool and Git.
* Integrated external ERP Systems like SAP and Oracle with Salesforce using **Salesforce Connect** by mapping **data tables** to **External Objects** for enhanced customer service and higher data accuracy.
* Good understanding of **Lightning Component Library** and **SLDS classes** **(Lightning Design System)**; integrated custom-built Lightning Web Components and replaced existing Aura Components on the Salesforce platform using Lightning Component Framework, modern web stack (modern JavaScript, HTML, CSS) and native web browser engine.
* Implemented **two-way Integrations** using **REST & SOAP** based **web service APIs** to allow external Java based applications invoke Apex classes & methods.
* Well versed with setting up and fully implementing **Service and Community Clouds** including deploying Service Cloud functionalities like Telephony.
* Designed **Test classes** to meet code coverage requirements then deployed components/code from **Sandbox to Staging** and **Production environments** using **Change sets, Visual Studio Code** and **Salesforce CLI.**
* Adhered to **Apex coding best practices** like bulkifying code & helper methods, implementing null checks, using collectionsand streamlining multiple triggers on the same sObject.
* Successfully achieved project goals using **SDLC Methodologies** like **Waterfall** and **Agile**; took active initiative in backlog grooming meetings, daily stand-ups, retrospective meetings and helped other developers, testers and programmers with troubleshooting and recovery.

# Technical Skills

* **SFDC Technologies** – Salesforce Mobile App, Sales Cloud, Service Cloud, Community Cloud, Lightning App Builder, Field Service Lightning, AppExchange, Visualforce pages, Visual force Components and Controllers.
* **Programming Languages** -- Apex, C, C#, Java
* **Scripting Languages** -- JavaScript, Unix Shell scripts- csh, bash
* **Development Tools** – Developer Console, Visual Studio Code, Salesforce CLI, Eclipse IDE, Force.com IDE, Force.com ANT Migration Tool, Workbench, Data Loader, Data Import Wizard
* **Web Technologies** -- HTML, CSS, JavaScript, XML, jQuery
* **Database Technologies** -- PL/SQL, MS SQL Server, MySQL
* **Version Control & Management** -- GitHub, Sandbox

**Certifications**

* **Salesforce Certified Administrator** **Credential ID** – 21615986
* **Salesforce Certified Platform Developer I**  **Credential ID** – 21703032
* **Salesforce** **Certified CPQ Specialist Credential ID** – 21647169
* **Copado Certified Administrator** **Credential ID** – 010795

**Work History**

**Salesforce Developer**  November’19 - Present

## Truist, Atlanta, GA

* + Interacted directly with **clients**, **managers,** and **end users** as necessary to analyze **project objectives** and capability requirements, including specifications for **user interfaces**, **customized applications,** and interactions with internal Salesforce instances.
	+ Worked on Salesforce Lightning Process Builder to effortlessly automate Business Processes. Developed reusable UI Components with **Lightning Component Framework.**
	+ Used Salesforce Lightning Inspector to debug the lightning components during the development process.
	+ Loaded data with **Apex Data Loader** and prevented data corruption and solved localization issues during the data loading process.
	+ Retrieved external data in real time with **Lightning Connect** to integrate with legacy systems like SAP, Microsoft, and Oracle.
	+ Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
	+ Involved in QA and UAT testing and validation of **CPQ** including Products, Pricing, quoting etc.
	+ Expertise in **advanced APEX/Visualforce development**, including high volume **data processing**, **managed packages**, **community portals** and **metadata API**.
	+ Designed various **Apex Triggers**, **Apex Classes**, **Controllers** and **Extensions** for various business needs; worked on **Page Layouts**, **Record types**, **Lightning Record Pages**, **Validation rules**, **Workflow rules** and **Process Builder** to accomplish business automation.
	+ Written Sharing rules for data security on various Objects, for records visibility across various users in the organization based on **role hierarchy** using Criteria-Based, Owner-Based and Apex Managed Share.
	+ Data migration and updates through the tool provided by Salesforce.com and Copado.
	+ Hands on experience in **sandbox refreshes** and **user story deployments** using **Copado**.
	+ Extended the sales cloud with Salesforce **CPQ** to automate the proposal and quote process.
	+ Widely used **Agile Scrum method** to reach our business team goal by gathering day to day requirements and re- prioritized them into different **sprint cycles** and building them using Force.com platform.
	+ Controlled different environments of the Salesforce org by creating sandboxes like Developer, Developer Pro, Partial copy and Full; extensively used **Change Sets**, **Force.com IDE**, **ANT Migration tool** and Managed Packages to deploy the configuration and Meta-data from Sandboxes to Production Org.
	+ Used **Bitbucket**, **JIRA** for setting up code repository and **version controlling**; collaborated with the team through Outlook and GoToMeeting.
	+ Employed Salesforce Lightning Inspector to **debug** the **lightning components** during the development process; executed **User Acceptance testing** (UAT) process using **UAT scripts** for assessing the functionality and reliability of component based on real-world scenarios.

**Environment**: Salesforce.com IDE, Service Cloud, Sales Cloud, SOAP, SOQL and SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data Loader, Data Import wizard, Migration Tool, Web services API, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production, Jenkins and Bitbucket.

**Salesforce Developer** October’18 - September’19

## AccelerED, College Park, MD

* + Participated in a complete **application development life cycle** which included processes like **gathering client requirements**, **analyzing**, **designing,** and **testing** the functionality with respect to client’s requirements.
	+ Worked with **functional leads**, **business analysts**, **developers,** and **project managers** to gather requirements and use the full functionality of the Salesforce.com CRM solution.
	+ Part of Application Development team responsible for **implementing**, **developing**, **customizing**, **testing**, **deploying,**

and **integrating** Salesforce applications to Service Cloud.

* + Configured **Single Sign-On SSO** for user authentication using SAML 2.0; set up **service cloud**, **service console**, configured **Email-to- Case** and enabled **communities** in cases.
	+ Integrated **Salesforce with Outlook** to synchronize contacts, events, and tasks between desktop-based

version of Outlook and Salesforce; this integration eases adding Outlook emails, attachments, events, and tasks to multiple Salesforce contact records.

* + Involved in creating and customizing **Email templates** and configuring them to **email alert** within a workflow rule for standard/custom objects.
	+ Implemented **Chatter Communities** functionality to post updates on sales and receive feedback on requests; streamlined registration process using **Web-to-Leads** with **Approval Processes** and **Workflow Automations**.
	+ **Re-factored** and **Bulkified Apex triggers** to improve performance while practicing **Apex coding best** practices using Lists, Sets and Maps.
	+ Worked on Salesforce **Lightning Process Builder** to automate Business Processes; developed **reusable UI components** with **Lightning Component Framework**; used **Visual Flows** to automate certain key business processes
	+ Tracked changes and validated functionality of developments using management software- **JIRA**.
	+ Used **Scrum** frameworks and **Sprint Cycles** to break down the project into distinct phases and to effectively carry out all project goals systematically.
	+ Worked with **SOQL**, **SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
	+ Spearheaded projects involving **migration** of **existing applications**, VisualForce pages and users from Salesforce Classic Org to Lightning Experience, trained end-users on Lightning Experience.

**Environment**: Salesforce.com, Service Cloud, Sales Cloud, Apex, Visualforce, Lightning Component Framework, Standard and Custom Controllers, Workflows, Process Builder, Web Services, SOAP API, REST API, Reports & Dashboards, Data Loader, HTML, CSS, JavaScript, jQuery, VisualForce (Pages, Component & Controllers), Workbench, Force.com IDE, Custom Tabs, Email Services, Security Controls.

 **Salesforce Administrator/Developer** January’16 - July’18

## UnitedHealth Group, Hyderabad, India

* Performed SFDC Administrative tasks like creating **Custom Objects**, **Tabs**, **Fields**, **Users**, **Profiles**, **Permission Sets**, **Page Layouts**, **Sharing Rules**, **Email Templates** and **Automation Processes** like Validation/Workflow/Assignment/Escalation rules and **Approval Processes**.
* Facilitated the **requirement gathering** phase by interacting with different user groups and **documented** the software and **functional** requirements of several use-cases.
* Developed **customized solutions** within the Salesforce Platform to support critical business functions and meet

## project objectives, client requirements and company goals.

* Proactively documented and maintained **self-learning documents** for internal departments connected within Salesforce, reviewed, and **updated role hierarchies**, **managed sharing access** among different users.
* Collaborated with various internal departments including **marketing**, **product development** and **operations**, to ensure the Salesforce environment supports internal needs relating to **functionality** and **performance**.
* Managed **daily support** and **maintenance** of internal Salesforce instance and conducted long-term

**improvement operations** to ensure compatibility with evolving mission requirements.

* Developed **Apex Triggers**, **Apex Classes** and **Visualforce pages** with various customizations requested by business users; validated functionality for **client-side validations** and **rendering sections/components** based on user options.
* Created custom **page layouts**, **search layouts** to organize fields, custom links, related lists, and other components on record pages
* Designed **Custom Formula Fields**, **Validation rules**, **Dependent Fields**, **Workflow rules**, **Approval Processes** and automated alerts, fields update and email generation using **Process Builder**.
* Responsible for all the activities related to **Data Loader**, uploading data in CSV files into Salesforce org while checking the correctness, format, and quality of entered data.
* Controlled **access** of the users into Salesforce org through **Security and Sharing Control features** like **Sharing Settings**, Login Access Policies, **Network Access**, **Permission sets**; reviewed **user profiles**, **role hierarchies** and **organization wide default settings**.
* Involved in setting up **queues**, **Web-to-Lead** setup**, lead conversion** mappings, **assignment rules** and **auto response**

rules.

* Managed Customer and Partner Cases by implementing **Case Assignment Rules**, **Case Auto-Response Rules**, **Escalation Rules**, **Web-to-Case** and **Email-to-Case** features for effective **Case Management**.
* Implemented **Salesforce Chatter** for internal users to share the deal information and status updated on various activities.

**Environment**: Salesforce.com platform, Sales cloud, Service cloud, Apex classes, Triggers, Visualforce pages, Controllers, Data loader, Demand tool, Workflows, Approvals, Custom Objects, Tabs, Page Layouts, CSS, HTML, Java Script, Reports, Dashboards, Eclipse IDE Plug-in.

**Salesforce Administrator** July’14 - December’15

## Karvy Financial Services, Hyderabad, India

* Involved in Salesforce.com **Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Developed **prototypes** on SFDC environment for **Proof-of-Concept demo** and for customer endorsement.
* Developed **business use cases** and **user requirements** by working closely with the Sales team and business analysts.
* Involved in Salesforce business processes like **Lead management**, **Case management**, **Campaign management**, **Forecasting**, **Pipeline management**, **Order management** and **Opportunity Management**.
* Created relationships among objects with **Lookup**, **Self**, **Master-detail** relationship and used **Junction objects** for many- to-many relationships.
* Created Security Settings for **Roles** and **Profiles** and managed other **security sharing settings**.
* Created **Workflow rules**, **Approval processes** on various objects to **automate actions** Email Alert, Field Update, Creating task, outbound messaging, and time-dependent actions.
* Developed **Custom Formula Fields**, **Field Dependencies**, **Workflow Rules**, and **Process Builder** for automated alerts, field updates and email generation based on functional requirement.
* Migrated data to and from data sources like spreadsheets, emails, and databases with tools like **Data Import Wizard**, **DML Statements** and **Batch Apex**.
* Created **Reports & Dashboards** using tabular, summary and matrix formats for Reports and **Visualforce Pages** for Dashboards.
* Regularly monitored various components like **Login History**, **Data and Storage Resources**, **Setup Changes** and

## Debug Logs.

* Maintained clean and accurate data by **merging duplicate records** and developing custom validation rules and formulae.
* Assisted in the implementation of security practices by monitoring **login and user activity**, de-activating unused users and auditing field and profiles access and **security permissions** on service cloud.

**Environment**: Saleforce.com, Profiles, Workflows, Approvals, Data Migration, Salesforce Standard Objects, Custom tabs, Email service, Html, Web service, Roll-up Summary, Visualforce, Email Templates, Data Loader, Reports & Dashboards, Change Sets, Sharing rules and Permission Sets.