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| **Usha T** |  |
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**Professional Summary:**

* Around 5+ years of Experience in Salesforce.com (SFDC) as Senior Developer and Administrator.
* Hands on experience in integration including the SOAP/REST between legacy systems.
* Having hands on experience with FSL (Field Service Lightning Package).
* Experience in Sales Cloud, Service Cloud and FSLwith good knowledge in writing test classes, Mock classes.
* Extensive experience in developing APEX classes, Triggers, Visual Force pages, Controllers, VF components.
* Sound knowledge in developing lighting components.
* Experience working with Force.com IDE, VS Code and ANT migration Tool
* Hands on experience in forming salesforce.com database using SOQL & dynamic SOQL queries.
* Proficiency in administrative tasks like creating Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, and Developed customized Formula fields.
* Strong knowledge on Sharing Settings, OWD (Organization Wide Default)
* Sharing Rules, Roll Up Summary Fields, Email Services, Page Layouts, Validation Rules, and Approval Processes.
* Worked on Record Types, Email to Case, Auto response rules, Auto Assignment Rules
* Highly motivated, result oriented, focused, quick learner has ability to work independently and as a team player.

**Work Experience:**

* Working as Technology Analyst in Infosys from Sep 2016 to till Month.
* Worked as a Software Engineer for Beboin Info Pvt. Ltd. from April 2015 to Sep 2016.

**Educational Qualification:**

M.Tech in CSE fromBapatla Engineering College(Autonomous),Andhra Pradesh 2015.

**Certifications / Professional Awards:**

* Salesforce Certified Platform Developer II
* Salesforce Certified Platform Developer I
* Salesforce Certified App Builder
* Salesforce Certified Administrator
* Recognized as a Certified Agile Developer and Agile adoption in the enterprise within internal organization.
* In 2017 ,2019 and 2020 got INSTA award (Best technical and team leading skills) from Infosys.

**Technical Skills:**

* Programming Languages : APEX (Sales force), Core JAVA.
* Web Technologies : Visual force (Sales force), HTML, CSS.
* Technologies : Salesforce.com
* Database System : SOQL, SOSL.
* IDE : Force.com, Eclipse
* Operating Systems : Windows 7/Xp
* Scripting Language : JavaScript,JQuery.
* Other Tools     :    Import Wizard, Apex Data Loader and

Dataloader.io,ANT,Eclipse IDE.

**Project Summary:**

**Project Name :Agile Pro**

**Duration :APR 2020 -Till Date**

**Role :Technical Lead**

**Environment :Force.com, Apex Lightning, Java script, Data Loader and Eclipse.**

**Description:**

AgilePro is a managed package hosted on AppExchange which will provide project planning and deployment/CICD pipeline process. In this process we can perform user story/sprint-based deployments, risk assessment and predictability.

**Roles & Responsibilities:**

* Involved in regular interaction with business/stake holders on Requirements gathering and designed the solution by customizing various standard objects.
* Responsible for Requirements Analysis, Planning , Release &Development activities.
* As a team lead need to mentor the new joiners for the team and work .Need to review with internal security team on monthly basis for using the shared org wide repositories.
* Responsible for production related support to this product (Package).

**ProjectName:****HR-People Portal**

**Duration :NOV 2017 – APR 2020**

**Role :Senior Developer/ Technical Lead(Production Support)**

**Environment :Force.com, Apex Lightning, Java script, Data Loader and Eclipse.**

**Description:**

Our client is one of the leading multinational drink and brewing company based in Europe. Clickis an existing lightning community of our client that manages employees related activities and information. An employee can able to login and see their details, and the respective team based on their roles (Managers, HR’s Etc.). Employees can change their information and this process involves different approval levels. Data will be maintained in SAP, this information retrieved to SFDC via Mulesoft from SAP.

**Roles & Responsibilities:**

* Worked with Remedy force and JIRA tools to handle tickets and main the SLA.
* Worked on verifying Mule soft and SAP integration logs.
* Responsible for Root Cause Analysis of Lightning components, Estimations, Planning & Execution.
* Involved in Lightning community redesigning.
* Involved in weekly meetings with business, presenting weekly governance on the application status.
* Responsible for functional, technical document preparation and shared with business.
* Actively contributed in Key User and End User Trainings with latest enhancements.

**Project Name : CPT-Central Planning Tool**

**Role : Salesforce Administrator & Developer**

**Duration : Feb 2017 – Nov 2017**

**Environment : Salesforce.com, Apex, FSL Package, Forec.com IDE, Workflows and Data loader**

**Description:**

CPT is an existing application tool to provide scheduled visits for Business Development Representatives (BDR). BDR will plan the visits and activities for the territory based. Using FSL package for all existing visits, it will create new Service Appointments for following weeks as planned visits in FSL Tool. After creating new visits FSL will create work orders and visiting hours for that BDR. FSL will maintain the road map for scheduled appointments and optimize the Beat plan.

**Roles & Responsibilities:**

* Involved in regular interaction with business/stake holders on Requirements gathering and designed the solution by customizing various standard objects.
* Responsible for proactively working on the Analysis, Design and Development.
* Involved in end to end implementation of FSL Package (Field service Lightning)
* Involved in Test case preparation, Unit & SIT Test case execution, Test result analysis, and Test Reporting and closure activity.
* Implemented Batch Apex,Schedule apex for automation.

**Project Name : Ticketing Tool (CDM- Customer Service and Dispute Management)**

**Role : Salesforce Administrator & Developer**

**Duration : Sep 2016 – Feb 2017**

**Environment : Force.com IDE, Apex Data Loader, Visual Force, Apex.**

**Description:**

Ticketing Tool is a console Application to support the specific needs for Customer Service-Dispute Management. This application creates a request for credit limit authorization from the credit manager at each level. For each request it will flows through different level of approvals.At each level of approval Credit Manager will get a notification with credit block details can be shared through public facing URL. After completion of this approval process(es) credit limit will be approved/updated accordingly.

**Roles & Responsibilities:**

* Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Created Page layouts to organize fields, custom links and buttons, related lists, and other components on a record detail and edit pages.
* Worked on Validation Rules, Workflows and Approval Processes.
* Designed Custom Objects and developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Currency conversion based on regions.