**Shilpi Dwivedi**

**Phone: 9936188774,8447412036**

**Email:** [**Shilpithediva@gmail.com**](mailto:Shilpithediva@gmail.com)

**Salesforce Developer**

**Professional Summary:**

* Having 3.11+ years of hands on experience in Salesforce.com Development by developing the presentation layer in Visual force and business logic in the Apex Programming by creating/using the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API.
* Have good working knowledge in querying salesforce.com database using **SOQL** & SOSLqueries using Force.com Explorer.
* Strong experience working with **Apex classes, Triggers, Controllers and Controller Extensions**.
* Experience in implementing **SalesForce Custom objects**, Custom fields, Junction objects, Master-Detail relationships and Look-Up relationships.
* Experience in design of Dashboards, data binding and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant environment.
* Worked on **REST API integrations.**
* Involved in **Data Integration and Migration by using Force.com** data loaders, web-based import wizards.
* Personally exploring **Salesforce Lightning app** builder which enhances UI and drag and drop app building.
* Built interactive wizard-like and Custom GUI using Visualforce page and coded server-side apex scripts (Controllers, helper classes and triggers) implementing complex business rules for multiple users and profiles provided with documentation.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Expert in **SFDC Administrative** skills like creating Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Extensive experience of using declarative features like **Validation rules,** for satisfying complex business process automations
* Experience in **Salesforce Testing and Administration** spanning all facets of package software and SaaS application implementation.
* Experience **in bulk data migration** from Excel, MS outlook and Legacy Systems to Salesforce.com using Apex Data Loader, Import Wizard.
* Maintained the functional areas of **Data management, Sales forecasting, Contacts, Leads, Campaigns, Dashboards and Reports.**
* Hands on experience in designing and developing dynamic web content using HTML, XML, CSS, JavaScript and other web development technologies.
* Expertise in Server side programming/development using Java, JSP, Servlets, and XML and deploying in application servers Jboss and WebLogic.

**Technical Skills:**

**CRM Tools**: Salesforce.com

**SalesForce Technologies**: SalesForce CRM, Apex, Triggers, Apex Classes/ Controllers, Visual force Pages/Components, Workflow & Approvals, Case Management Custom Objects, Dashboards, Reports, SOQL and SOSL.

**Salesforce API Tools:** Apex Explorer, Offline Edition, App Exchange, Data Loader.

**Integration Tools:** Apex Data Loader, Dell Boomi

**WORK HISTORY:**

* ***DXC Technology -Salesforce Developer***

***Noida,U.P .03/2020-Currently***

* ***Kloudrac Software Private Limited-Salesforce Developer***

***Noida,U.P .05/2017-03/2020***

**Professional Summary (Projects):**

**Kloudrac Software Private Limited May 2017 – March 2020**

**CRM Salesforce Developer**

**Arista ( May 2017 to Nov 2018)**

**Responsibilities:**

* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
* Developed Apex classes, Utility classes to use them for multiple functionalities.
* **Used SOQL & SOSL** with consideration to Manage Limits for data manipulation needs of the application using platform database objects.
* Developed **different Visual Force Pages using visual force components** and configured them for great UI experience.
* **Use Change Set** to deploy all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* **Developed various Batch Apex classes** and scheduled those using Apex Schedulable classes on hourly basis.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed **Apex Test Classes** with assurance of **maximum code coverage.**
* Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* **Designed Custom Formula Fields**, **Field Dependencies, Validation Rules, Work Flows**, and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* **Customers with multiple Laptops will also be generated QTC under the Apttus Application.**
* Involved in authoring Business Requirement Documents **(BRD)** into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Used **Agile** methodology and interacted with different stakeholders and participated in the regular meetings.
* **Debug Apex scripts using Debug Logs** and System Log Console to catch Exceptions and execute Governors and Limits.

**Delhivery (Nov 2018 to Mar 2020)**

**Responsibilities**

**Advanced salesforce Activities:**

* **Created Lightning Component Tabs and** Visualforce Tabs.
* Created **Visualforce pages that use the lightning components.**
* Worked on Advance salesforce **authentication salesforce1** for application authentication

**Integration Developer activities:**

* Work on Connecting salesforce to FTP on both ways using Boomi tool

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

* ***DXC Technology*  Mar 2020 – Till now**

**Salesforce Developer**

**Avaya (Mar 2020 to Sept 2020)**

**Responsibilities:**

* Worked on **Unit testing,** for the customizations and developments done during the project.
* Worked on various standard objects like accounts, contacts, leads, opportunities, activities, dashboards.
* Implementation of all functionality included in Service Cloud like case management, activities, service cloud console, live agent chat.
* Involved in HP community cloud process which is sharing of its off shore process.
* Record, track and solve customer issues across sales, services and support. Includes ability to create case from an email and from web form (web to case).
* Activities in Salesforce related to cases as well as standard or custom objects.
* Service cloud console to view related records in different frames to improve agent productivity.
* Involved in maintaining both service cloud as well as community cloud.
* **Developed classes and triggers using Force.com IDE** and Developer Console.
* Implemented **field level tracking and audit trail setup**.
* Implemented Anonymous **Apex, Batch and Scheduled Apex.**
* Developed different Visual Force Pages, Triggers, Components and Controllers to suit to the needs of the application using different Visual force components.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* **Supported data migration activities** for migrating data from various business centers and business center users with the support of Saleforce.com.
* Implemented **Web-to-lead to track and solve leads from the website**.
* Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, and **S Control** to suit to application needs.
* Developed various Custom Objects, **Formula fields, Master-Detail, Lookup relationships**, Tabs, validation rules.
* **Followed/Participated / Conducted Code Review Sessions**.
* Created various Profiles, Roles, Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Uploading of fresh leads, contacts, accounts, tasks, opportunities, referrals, etc. through mass update via **Informatica cloud.**
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed **Apex Test Classes** with assurance of maximum code coverage.
* Used third party tool - **File exporter** for migrating Documents, Attachments objects.
* **Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool**.

**HIS Markit (Sept 2020 to Now)**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* **Using Java application** integrated Salesforce by using SOAP, WSDL and BULK API to retrieve data for different objects, get record count, and generate queries.
* Worked on integrating existing Salesforce with another Salesforce **using REST API** to display Object and field information.
* **Developed Java code to extract data from Salesforce objects.**
* Created stored procedure in SQL Developer, this stored procedure performs the validation against the tables and generate the log files.

**Integration Developer activities:**

* **Salesforce to oracle integration using REST API.**
* **Salesforce to Internal system integration using REST API**
* **Lightning Component**

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

**Education Detail**

MCA(Master in computer application) From MMMUT(Madan Mohan Malviya university of technology) 2014-20