

**SHWETA BHURIA**

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CAREER OBJECTIVE:

Highly seasoned and accomplished **Salesforce** **Developer** with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker independent worker and team player.

PROFESSIONAL SUMMARY:

* Over 11 years of professional experience in Software Development with strong technical skills also extensive experience of around 6 years in **Salesforce.com** and **Force.com** platform both as a developer and an administrator.
* Used **AGILE methodology** during all the phases of System Development Life Cycle (SDLC), and analysis artifacts such as use cases.
* Interacted with various Business users to gather enhancement requirements and involved in scrum meetings.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, tasks and actions.
* Design **workflow rules** and specify related tasks, time triggered tasks, email alerts, filed updates to enable business logic.
* Involved in management, planning, scheduling, and controlling of an entire software build through every stage and environment involved, including testing and deploying software releases.
* Possess knowledge of CRM processes like **Sales Cloud, Marketing Cloud**, Service Cloud, Business processes and recommended solutions to improve their processes using salesforce.com.
* Build and manage technical SFMC infrastructure for supporting the client's growing consumer marketing practice.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Expertise in **Visual Force**, **APEX Database**, **APEX Triggers** and **APEX Testing**.
* Experience in APEX Programming by creating Custom Triggers and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used **SOQL** and **SOSL Queries** within Governor limits for data fetching and manipulation needs of the application.
* Developed **Reports**, **Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Responsible for setting up **Salesforce DX** for development activities through Scratch Orgs.
* Extensively used Visual Studio code as source code editor for debugging and migrating the meta data components between various orgs using **VS code, GIT** **Bash and Bamboo.** (CI/CD POINT)
* Expertise in **APIs**, **REST API**, **SOAP API** and **BULK API** and also Experience working withF**orce.com IDE Eclipse, sublime**.
* Expertise with various Salesforce deployment methodologies including change sets, force.com plug-in environment, Ant migration tool kit and eclipse.
* Have worked on moving data from external legacy system into Salesforce application using **Apex Data loader &amp; CSV files** and was part of debugging using when scheduled job run fails.

CERTIFICATION:

* Salesforce Certified Developer 401 Certification
* Salesforce Certified Platform Developer -1
* Salesforce Certified Administrator

TECHNICAL SKILLS:

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| LGHTNING EXPERIENCE DEVELOPMENT | Salesforce Lightning Design System and Lightning Components, Aura Framework,  |
| SALESFORCE.COM DEVELOPMENT | Apex Triggers & Visual Force (Page, Component & Controllers),Apex REST and SOAP Web Services, SOQL, SOSL,Asynchronous Call. |
| TOOLS / UTILITIES | Copa do, Bit Bucket, JIRA, CPQ, Git, Force.com Data Loader, Folsom, Visual Studio Code, POSTMAN, SOAP UI,Salesforce Inspector. |
| OPTIONAL DOMAIN SKILLS | Banking, Financial Services, Government Administration. |
| LINGUISTIC SKILLS | English |

EDUCATION QUALIFICATION:

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| SN | DEGREE / CLASS | BOARD/UNIVERSITY | YEAR OF PASSING |
| 1 | Master of Science | MLSU, Udaipur, Rajasthan | 2008 |
| 2 | Bachelor of Science | MLSU, Udaipur, Rajasthan | 2006 |

WORK EXPERIENCE:

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| Client | Horizon Blue |
| Project Domain | Health Care |
| Role | Sr. Salesforce Developer |
| Location | Newark, NJ |
| Duration | Feb 2020 – Till Date  |

KEY RESPONSIBILITY

* Interacted with various Business users to gather requirements and involved in **scrum meetings**.
* Worked on concepts on component/application events for managing the communication between **lightning components**.
* Worked on communities to help internal and external users engaged with salesforce platform.
* Experience working on decorators in Lightning web components and gained skills on mapping concept from Aura Components to Lightning Web components.
* Responsible for Direct Interaction and Communication with the clients, requirement gathering, analysis, work delegation, development and deployment of the software projects.
* Expertise with various Salesforce deployment methodologies including change sets, force.com plug-in environment, Ant migration tool kit and eclipse
* Used the sandbox for Testing and Migrated the code to the Deployment instance after the Testing.
* Experience in release management through streamlined deployments, reporting, and compliance.
* Responsible for giving the demos to the business teams on successful completion of Sprint developments.
* Extensively used Visual Studio code as source code editor for debugging and migrating the meta data components between various orgs using VS code, GIT Bash and Bamboo. ( CI/CD POINT)
* Worked on Conga workflow to create custom documents using conga templates and conga queries.
* Worked on Salesforce 1 Platform to build Mobile App by enabling lightning components for use for salesforce1 mobile platform.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed reusable Salesforce aura Lightning components.
* Worked on custom implementations of lightning components, quick actions along with lightning components and lightning compatible **VF pages.**
* Implemented **SharinPix** for uploading the pictures on salesforce and customized logic to make it adaptable through communities/lightning components.
* Created various sharing rules and handled records sharing through Apex sharing for scenarios that could not be handled through declarative development.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Responsible for setting up **Salesforce DX** for client and delivered **POC** for implementing scratch orgs.
* Worked on refactoring the existing code to make sure the code follows salesforce provided core standards.
* Created Security settings for Roles and Profiles and managed Security Sharing Settings.
* Extensive experience writing **test classes** to achieve **80% code coverage** and made sure to include both positive and negative test cases.
* Experience building Custom Lightning App Home Pages, App Pages and Record Pages.
* Worked on **dynamic apex, single e-mail methods, mass e-mail methods, test** **classes, wrapper classes** as per the requirements.
* Implemented new asynchronous apex triggers to help reducing the apex transaction time.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Worked on deploying and performing code reviews through **Flosum tool** as per the sprint cycle.
* Articulated the **LWC Experience** value proposition for admins, and users.
* Strong understanding on data structures to ensure appropriate use of de-duping, loading and exporting tools for bulk data.

Environment: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, change sets, force.com plug-in environment, Ant migration tool kit and eclipse Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning (Components), Workflow &amp; Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows

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| Client | Freedom Mortgage |
| Project Domain | Mortgage  |
| Role | Sr. Salesforce Developer |
| Location | New Jersey |
| Duration | Nov 2018 – Jan 2020 |

KEY RESPOSIBILITY

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Implemented Case Management for assigning cases on production through various **queues** and developed customized solutions for resolving the cases accordingly.
* Responsible for writing Apex classes, **Triggers**, Visualforce code containing business functions, Test classes for unit testing and code coverage.
* Integrated Salesforce with DocuSign for allowing end customers to sign and give acceptance on various loan forms.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Supported the Data Migration activities for migrating the data from various business sources with the support
* Experience working on **POSTMAN** and **SOAP UI** tool for testing the integration and end point URL’s.
* Responsible for setting up DocuSign merge fields along with custom fields and handle connect object settings for write backs to salesforce.
* Created Custom Web Services through Apex for handling the requests coming through third party system.
* Worked on displaying data on salesforce through **SOAP Integration** by extracting apex classes through WSDL’s.
* Developed lightning components using the lightning data service, lightning design system and effectively used lightning app builder to manipulate the record pages.
* Created various named credentials, custom setting, custom metadata and custom labels as needed.
* To implement Data configuration stage, worked with **nCino project** management team to maintain custom nCino-Salesforce objects and setup records specific to nCino.
* Experience with **Batch apex and schedule apex** for handling records through batches at particular intervals.
* Efficiently used **Data Loader** for performing data corrections across the sandboxes and production.
* Worked on **Workspace API** to open lightning components in tabs and subtabs.
* Worked on automating logic through lightning pages, lightning flows and screen components.
* Implemented Salesforce Shield for encrypting the standard and custom fields.
* Hands on experience with Salesforce lightning Inspector to debug the lightning component during development activities.
* Worked on Optimization of **SOQL Queries** and efficiently used Query Plan Tool under Developer Console to speed up queries done against large volume data.
* Performed various asynchronous call outs within apex through using batch classes, queueable classes and future annotated methods.
* Worked on web technologies **like HTML, CSS, JavaScript, WSDL and BULK API**.
* Migrated external data on to Salesforce.com using Jitterbit and Apex Data Loader as part of data management functions.
* Involved in organizing meetings with offshore team to support ongoing development tasks and address technical challenges.

Environment: Saleforce.com platform, Lightning, Service cloud, Apex Language, SOQL, SOSL, Bulk API, Postman, Rest API, Soap API Visual Force, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Email Services, Security Controls, Sandbox data loading, Agile.

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| Client | MASSDOT |
| Project Domain | Government Services |
| Role | Salesforce Developer  |
| Location | Boston MA |
| Duration | July 2017 – October 2018 |

KEY RESPONSIBILITY

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Experience in analyzing business requirements, converting them to Salesforce **Custom Objects, Junction Objects, Master-Detail Relationships and Lookup** Relationships and worked on customizing the standard objects and page layouts.
* Developing Core Components and common functions for integration services that will be used across the Salesforce application on Force.com cloud based platform.
* Worked on creating customs apps, record pages along with **Lightning App Builder.**
* Gained knowledge on concepts as **Lightning out, component events, application events.**
* Developed various Custom Reports, Dashboard track usage for productivity and performance of business centers and their sales teams and deployed them for different business user levels.
* Executed Data Migration from different Applications to Salesforce using Data Loader Utility, Apex Data Loader and Informatica.
* Configured sharing and security using **sharing rules, territory management,** Account teams, opportunity teams, Role hierarchy, apex sharing.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Involved in day-to- day SCRUM meetings to review and update them with the project updates to have a thorough flow of the functionality of the project.
* Used the **ServiceMax** to solve the tickets which are raised by customers and Salesforce Chatter to provide real time notifications.
* Created **summary reports, matrix reports, pie charts and dashboards** and setup report folders to authenticate users based on profiles permissions; created objects screen that compares databases and schema change.
* Involved in mapping the fields between the current reporting system and Salesforce using data loader.
* Responsible for giving the demos to the business teams on successful completion of Sprint developments.
* **Customized the Dashboards** to the track usage for productivity and performance of business centers and their sales teams.

Environment: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning (Components), Workflow &amp; Approvals, Java Ant, .

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| Client | TATA CONSULTING SERVICES  |
| Project Domain | Consulting Services |
| Role | Salesforce Consultant/Developer |
| Location | Edison, New Jersey |
| Duration | Aug 2016 -- June 2017 |

KEY RESPONSIBILITY

* Served as daily monitor for the internal Salesforce Support inbox researching and diagnosing user issues.
* Created various email templates based on various stages of case progression.
* Created triggers to send out emails to the case owner and case team along with the attachments after the case record is created.
* Performed occasional light development **of triggers, apex classes, apex sharing** under guidance of developers.
* Created relationships between objects, rollup summary fields and converted master detail to look up and vice versa for requirement changes.
* Performed daily data updates in Production through data loader.
* Managed Access-oriented problems such as resetting passwords, managing two-factor authentication, addressing certificate issues, white-listing IP addresses.
* Worked with Data Integrity teams and performed **Duplicate Management** for a functioning database.
* Assist with building of test plans, scenarios, and scripts to support QA/ UAT efforts.
* Performed customizations of reports, dashboards, workflows, process builder, flows, approval processes, outbound messages, knowledge.
* Performed record ownership transfers and record-sharing rule modifications.
* Participated in monthly development sprint including design documentation and testing.
* Interacted with various business team members and conducted meetings with offshore development team for requirement questions.

Environment: Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow &amp; Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls. Apex Language, Triggers, Visual Force (Pages, Component &amp; Controllers), Sandbox Data loading, Windows XP.

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| Client | Cure Technologies |
| Project Domain | Consulting Services |
| Role | Salesforce Admin/Dev |
| Location | Hyderabad, India |
| Duration | Jan 2015 – July 2016 |

KEY RESPONSIBILITY

* Performed the role of SFDC Administrator
* Experienced in Customizing records with Approvals, Automating Business Processes with process Builder and Delayed actions with workflow by collecting data from users and operating on it.
* Supported the Data Migration activities for migrating the data from various business sources with the support
* Configured Profiled-based IP address restrictions, Organization-wide IP address restrictions and Profile-based login hour restrictions.
* Managed tasks like unlocking/resetting passwords, modifying data and creating ad hoc reports.
* Maintained language settings and advanced currency management.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Build Custom Classic App Home Pages, App Pages and Record Pages.
* Set up chatter for faster communication between organization and maintained security of sharing documents or information.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Wrote Custom Formula fields and Validation rules
* Wrote Escalation rules to escalate the cases.

Environment: Salesforce.com SFA &amp; Force.com Platform, Validation Rules, Messaging, Dashboards, Standard and Custom Objects, Salesforce Data Loader, Escalation rules, Workflows, Data Loader.

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| Client | Cure Technologies |
| Project Domain | Consulting Services |
| Role | Java Developer |
| Location | Hyderabad, India |
| Duration | May 2013 – Jan 2015 |

 KEY Responsibilities

* Developed the PUBLISHING and SUBSCRIBING mechanism in Java for the downstream and upstream systems.
* Performed mappings according to the client requirement using the ETL tool Mapping Composer.
* Developed the various PL/SQL components like MATURITY ADM, Audit Trigger which keeps the track of the daily matured bonds and the transactions happening with in the bank.
* Using Java, developed various rules for Business Rule Engine
* Implemented various parts of FI GUI (Graphical user interface) using XML and used hibernate API for transaction handling, storing, retrieving and updating from MySQL database.
* Implemented the Scrum model and provided the deliverables to the customer.
* Maintaining the environment defect free for smooth flow of data from upstream to downstream systems.
* Involved in Testing - unit testing & integration testing
* Designed XML Schema in XSD files.
* Played a key role in the Release Management activities and ensure timely project deliveries as per release plan.

Environment: Java, J2EE, PL/SQL, XML Concepts, Oracle, MySQL.

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| Client | Core Ed Pvt Limited |
| Role | Business Analyst - Training Engineer |
| Location | New Delhi, India |
| Duration | Feb 2010 -March 2013 |

KEY Responsibilities

* Supported the project manager by creating detailed project plans, assisting in developing, scheduling, and tracking project timeliness.
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs.
* Assisted in creating and presenting informational business reports for management based on SQL data and ad hoc tools and coordinated with business owners for translation of reporting requirements.
* Used XML and FTP for file transfer WellCare system to the vendor system and Vice-versa.
* Administer and analyze the reporting and analysis development, implementation, and changes according to the enterprise objectives.
* Developed prospective customers using lead generating methods and performing an average of 45 provider calls/day.
* Identified business needs and issues, captured market intelligence and Healthcare provider portal adoption trends, nurtured, and delivered opportunities that generated sales.
* Conducted peer-level conversations with senior executives in Finance, Sales.
* Collaborated with an onsite development team to configure and implement the solution for the Prospect to Acquisition Sales cycle.
* Breakthrough into new client accounts for organizations new provider Credentialing and Onboarding solution offering.

Environment: XML, SQL, Reporting, gathered requirements, skill assessment.