**Swati r**

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**Professional Summary:**

* Overall, **6+ years** of IT experience and **5** years of experience as a **Salesforce** **developer/administrator** and **force.com platform**. Having extensive knowledge in implementing, customizing, and maintaining Salesforce solutions.
* Salesforce **Certified** **Force.com Developer and Administrator**.
* Experience in creating **custom objects** and integrating existing desktop and web apps with legacy mainframe systems.
* Well-established experience working with **lightning components**, **Aura Framework**.
* Hands-on experience in writing **Apex Classes, Apex Triggers**, developing **Visual Force pages** using standard and custom **controllers**.
* Experience in realizing the business requirements to design on **salesforce.com** platform by designing the required entities like **custom** **objects**, **custom fields,** **custom page layouts**, **custom reports**, **custom tabs**, **work flow alerts**, **validation rules**, **approval processes**, **report folders**, **designing Visual Force pages,** **workflows, Visual Workflows**, **Process Builder**, **relationships**, look-ups, dependent pick lists, role based **page layouts**, **record types,** formula fields and email generation according to application requirements.
* Implement dependentpicklists, lookups, junction objects, **master** **detail relationships**, validation and formula fields to the custom objects.
* Experience in **Sales cloud**, **Service cloud, Custom cloud, Chatter** and **App Exchange** applications.
* Have good working knowledge in querying salesforce.com database using **SOQL** &**SOSL** queries and **Governor Limits.**
* Experienced customizing **standard objects** like **Accounts**, **Contacts,** **Opportunities,** **Products**, **Price books**, **Cases, Leads,** **Campaigns**, **Reports** and **Dashboards** and in creating the **Custom Objects** with various field types.
* Familiarity with instrumentation and monitoring tools such as **New Relic. Auto Rabbit** based deployment experience.
* Hands on experience in writing **batch classes**, **Schedule Apex**, **HTTP callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes**.
* Extensive experience in SFDC administrative tasks like creating **Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals** and **Tasks**.
* Proficiency in **data migration** and **integration** using **data loader** and hands on experience in using **ETL tools** for handling large data volumes.
* Experience in **Data management** like Data Cleansing, Data loading using data.com and various tools.
* Modified standard community layout using lightning components. Modified standard **community** **layout** using **lightning components.**
* Experience in working on **Eclipse IDE** with **Force.com** **plug-in**, command line interface.
* Experienced in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Experience in creating various **Reports** (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders.
* Experience in **integration** of **Salesforce.com** with external applications by using **Web Services API, SOAP** and **REST.**
* Hands on experience working with **HTML**, **XML, CSS.**
* **Education & Certifications:**
* **Bachelor’s in computer science from JNTU 2011**
* **Certified Salesforce Administrator.**
* **Certified Salesforce Developer.**
* **Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Apex, Apex classes/controllers and extensions, Visual Force Page, Triggers, SOQL, SOSL and Web Services Integration using SOAP & HTTPs.  |
| **Salesforce Tools & Integration** | Force.com IDE (Eclipse), ANT, GitHub, Apex Data Loader, Apttus CPQ and Workbench.  |
| **Languages** | Apex, Java, C, C++, SQL |
| **Operating Systems** | Windows XP/Vista/Windows 10, IOS and Unix |
| **Documentation tools** | MS Office, Microsoft Visio |
| **Web Technologies** | HTML5, CSS3, XML, JavaScript, JQuery |
| **Database** | Microsoft SQL Server, MySQL, Oracle andMS Access |
| **Web Services** | SOAP, REST |

* **Professional Experience:**

**Client: W.W. Grainger, Lake Forest, IL Nov 2019 – Till Date**

**Role: Salesforce Developer/Admin**

* **Responsibilities:**
* Performed the role of **Salesforce Developer/Admin** in the organization.
* Responsible **for requirements gathering from business users and prepare technical requirement** specification document, Implemented **Agile Methodologies in developing SDLC**.
* Creating a Sync of **contacts**, **Email alerts**, **Events**, and tasks between **Salesforce** to **Outlook** and Outlook to Salesforce successfully.
* Design **UI screens** using **JSP,** **CSS,** **Java Script**, and **HTML.**
* Developing **Lightning Component** Framework and **List views.**
* Writing **Apex Test classes** to **Unit Test Apex classes** before moving to **Production.**
* Involve in **UNIT testing** and **Integration testing.**
* Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on **Account**, **Contact**, **Opportunity** and **Custom Objects**.
* Experience on **Salesforce DX based migrations.**
* Extensively worked on Agile methodology and attended **Daily status/standup meetings**
* Worked on **communities**, involved in migrating **classic community** to **lightning** from scratch.
* Worked on **Salesforce Lightning Components for building customized components** according to business
* requirement.
* Experience in **modifying Visualforce pages using SLDS** to be supported in Lightning Experience and
* good understanding of lightning mode and its features.
* Responsible for setting up **web service integrations**.
* Triggered **interface events by user interactions,** which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Implementation of **Batch Classes**, **Scheduled Classes** as part of the business requirement.
* Enhanced **Communities** by adding new fields, field sets using **Salesforce lightning**.
* Developed various **Apex Classes, Triggers, Controller classes and methods for functional** needs in the application compatible with lightning.
* Used the sandbox **for testing and migrated the code to the deployment instance** after testing.
* Created **Salesforce 1 mobile apps** using **Apex and Visual force**.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected
* contacts or clients.
* Integrated **Salesforce.com** with external systems like **Oracle** using **SOAP API** and **REST API.**
* **Visual Force** Pages using **Standard Controllers**, **Custom Controllers**, **Extension Controllers**& **Web Services API**.
* Created Objects, **Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process**.
* Using **Data Loader and Import Wizard for Data Export, Updates and Backup** for the organization.
* Working with **administration activities like Users, Profiles, Permission Set Role, approval process, process builder, lightning app builder, OWD settings and Sharing Rules.**
* **Created Reports and Dashboards** according to the business user’s requirement.
* Created **Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy**.
* **Implemented Salesforce Service Cloud & Opportunity** for business support and technical support for its channel customers.
* Worked **with SOQL, SOSL queries with Governor Limitations to store and download** the data from Salesforce.com platform database.
* Experienced **in designing UI using Visual Force Pages. Wrote Test Scripts** for various scenarios.
* **Migrating Metadata** from one sandbox to another sandbox using **Bitbucket**.
* Used Web Services like **SOAP API** and **Rest API** to integrate with external systems.
* Experience in using CI/CD process for deployments using **SourceTree** and **Bitbucket**.
* Performed **Unit, Integration, Regression and User Acceptance Testing.**
* **Environment:** SalesForce.com CRM Application Platform, Salesforce lightning, Sales cloud, Service Cloud, Apex Language, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Sandbox, SSO.
* **Client: Verizon, AZ Aug 2018 – Oct 2019**
* **Role: Salesforce Developer/Admin**
* **Responsibilities:**
* Worked with the Business Stake holders in **designing** the requirements and documenting the same using various tools like **Microsoft Visio, Power point**, **Visual Paradigm,** and many other tools.
* Developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application. **Migrated data** from external sources and performed insert, delete, upset, export operations on millions of records.
* Generated **SOQL, SOSL Queries** for maintenance of multiple objects to select the data from SFDC.
* Developed **Visualforce Pages** to customize the view and functionality of the Knowledge Articles that were required by the Organization.
* Experience in code check-ins daily using **SVN and GIT version control.**
* Used **JIRA, ALM** and **Rally** for issue tracking and project management.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.**
* Customized **page layouts**, **search layouts** to organize fields, **custom links, related lists**, and other components on record pages.
* Developed **Workflow Rules**, **Time-Dependent Workflow Actions**, **Email Alerts** and **Field Updates**.
* Created and maintained **User Roles**, **Security**, and Profiles that was required for the **Salesforce** Knowledge implementation.
* Developed **Cast Iron** orchestrations that are used to synchronize data between **Salesforce.com** and web service endpoints.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Involved in **data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database objects.
* Implemented Salesforce **Lightning Components** for small set of users within the organization as a **POC**. Successfully **migrated from Salesforce classic to Lightning** and developed the complete **lightning** project**.**
* Used Salesforce **Lightning Component**s for building customized components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce **Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com** Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Extracted the data from **Salesforce.com** application into the external databases (Oracle 10g) for generating large data reports using the **Informatica on Demand.**
* Integrated the **Web Services** using both **SOAP and REST API** for extracting the data from external systems to display in the pages of **Salesforce.com**.
* As a Salesforce Developer from Onsite, I used to write **Test Cases**, **Check the Code Coverage**, make sure the **salesforce best practices** are followed, run the Force.com Security Scanner, and direct the team to make necessary Changes.
* Conducted training sessions to the UAT users to use the Sales force Knowledge application and developed a feedback custom report.
* Involved with **Salesforce.com** Premier Support and handled the support cases with the help of Salesforce.com support.
* **Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visualforce, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Cast Iron, Data Loader, Data Migration, Dashboard, HP ALM, Informatica, Oracle, JIRA, Rally Windows.
* **Client: T- Mobile, Bothell, WA Sep 2016 – July 2017**
* **Role: Salesforce Developer/Admin (Offshore Project)**
* **Responsibilities:**
* Designed and deployed the **Custom objects**, **Entity-Relationship** data model, **Formulas, Validation rules** on the objects, **Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings** and Labels to suit to the needs of the application.
* Created **Lightning apps** with Lightning Design System, **Lightning Component** feature.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern **Enterprise Lightning**Apps combining **Lightning Design System**, Lightning App Builder and Lightning Component features.
* Visualforce Pages for **Lightning Experien**ce, Alternates for Java Script Codes, **Sharing Visualforce pages between Classic and Lightning**.
* Worked on **Lightning Process builder flows**, Connect API, Chatter, and quick Action.
* **Maintenance** of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Workedon the **mass email** to the contacts on the **Marketing cloud**.
* Approval process on the customer meet the requirement.
* **Designed the Wave Dashboards and wave Carousel app, Configured Email to case.**
* Created **Users, Roles, Public groups** and implemented **Role Hierarchies**, sharing rules and **Record Level Permissions** to manage sharing access among different users.
* Designed **Complex Logic** involving **Apex Controllers** (**Standard and Custom Controllers**) and Triggers to Support the **Forecasting Application** confined to **Governor Limits**.
* Designed a **Batch Class** to handle bulk logic and invoked the batch Class from Trigger Context Asynchronously.
* Performed **Asynchronous Callouts** using the **Future Annotation** and executed the future methods from a Trigger.
* Implemented the **Single and Mass Email Messaging** feature to automate the Emails based on **Business logic**.
* Implemented **Test classes** to support **Code Coverage** for deployment to production and performed **Smoke tests** before **QE Validation**.
* Involved in **Data Migration** Activities to handle bulk loads using **APEX Data Loader**.
* Performed **IDE**, Change Sets and **ANT Script** deployments as needed and validated the components before deployment to ensure a smooth process.
* Designed and deployed Workflows, **Validation rules, Formulas and Approval Processes** for **Automating Business Logic.**
* Created test scenarios on **Sandbox Environment** and migrated code to deployment upon successful testing.
* Implemented **Pick lists, Dependent Pick Lists, Lookups, Master Detail Relationships, Validation and Formula Fields** to the custom objects
* Created Page Layouts, Record Types, and Search **Layouts to Organize Fields**, custom links, **Related Lists**, and other components on record pages.
* **Environment:** SalesForce.com, Apttus CPQ, Salesforce (SFDC), JavaScript Apex Language Salesforce.com Custom Objects, Visual Force (Pages, Component & Controllers), Page Layouts, Force.com IDE HTML, ETL tool, CSS, Java Script, Workflows, Reports, Eclipse, SalesForce.com sandbox implementation.
* **Client: ACG Prorelsys Pvt. Ltd, India Sep 2015 – Aug 2016**
* **Role: Salesforce Developer/Admin**
* **Responsibilities:**
* Worked as enhancement team member and performed the roles of **Salesforce.com** **Administrator** and **Developer** in the organization.
* Worked in **administering**, **configuring**, maintaining **Salesforce.com** application **user profiles**, **roles**, **Permissions**, generating **security tokens**, **validation Rule**, **upgrade installation.**
* Developed various **Custom Objects**, **Tabs,** **Components**, **Visualforce Pages,** and **Controllers**.
* Working Knowledge on **Sales Cloud**, **Service Cloud**, **Custom Cloud** and **Apex Programming** on **Force.com Platform.**
* Experience working with **Salesforce.com** **sandbox** and **production environments.**
* Developed **Apex Classes** & **Triggers** and linked them to manage the **workflows** developed in the system.
* Create various profiles and configured the permissions based on the organization requirements.
* Customized **tabs** for among different business user’s groups and business centers.
* Designed junction objects and implemented various advanced fields like **Pick list,** **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows**, and Approval Processes for **automated alerts**, **field updates**, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Integrated data with enterprise integration tools and **Informatica** (ETL) tools.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Worked with **SOQL** & **SOSL** queries to store and download the data from **Salesforce.com** platform database.
* Developed **Force.com** **AppExchange** packages using **S-controls.**
* Enabled Chatter for the Organization and to communicate with the users in the Organization.
* Demonstrated ability to effectively work in team environment with varying skill set levels.
* Ability to deploy code using **Force.com IDE** and **Change Sets.**
* Designed and built custom applications using **Force.com** and **Visualforce.com**
* Provided ongoing **Salesforce.com** maintenance and **administration services**, Including **custom objects** and **workflows.**
* Implemented sublime and integrated with maven for continuous integration with **Sandbox environments.**
* 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.
* **Environment:** SalesForce.com, Apex Language Salesforce.com, S-Controls, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, Force.com IDE HTML, ETL tool, CSS, Java Script, Workflows, Reports, Eclipse, SalesForce.com sandbox implementation.
* **Client:** [**Foray Software Pvt Ltd**](https://www.naukri.com/foray-jobs-careers-922288?src=jddesktop)**, India March 2014 – Aug 2015**
* **Role: Salesforce Administrator**
* **Responsibilities:**
* Involved in **Salesforce.com Development, Customization, and Integration, Support, Testing and Training** for First Data Poland, Germany, US, and Vision Plus teams
* Interacted with the business, users, and other stakeholders for Requirements Gathering, Analysis, planning and implementation
* Worked on Salesforce.com **Standard Objects like Accounts, Contacts, Leads, Campaigns, Reports** and Opportunities
* Designed, implemented, and deployed the **Custom Apps, Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application
* Worked extensively on **Workflow Rules, Validation Rules, Approval Processes, Flows, Process Builder, web-to-lead, web-to-case.**
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Queried salesforce.com database with **SOQL & SOSL** using Force.com Explorer or Workbench
* Used **Data Loader** and Import Wizard to deal with legacy data and scheduled timely data backup operations using **Apex Scheduler**
* Involved in handling data migration for the objects like **Users, Accounts, Leads, Contacts, Campaigns, Campaign Members, and Quotes**
* Used multiple Sandboxes for testing and migrated the code to the Production instance after all the test cases were cleared
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams
* Stays current on new **Salesforce features, new releases and functionality** and provide
Worked with Lightning and UI components
* Customized salesforce layout & functions to best suit employer's needs.
* Tracked and performed daily routine necessary applications such as **merging duplicates, task assignments, maintaining and upgrading security permissions**.
* **Client: CMC PVT LTD, Hyderabad, India Oct 2011 – Dec 2013**
* **Role: UI Developer**
* **Responsibilities:**
* Designed the Web application layout and forms using **HTML**, **CSS**, and **JavaScript.**
* Worked with business analysts to understand their business models and goals and help define strategy, content, and features.
* Converted **PSD mockups** into pure hand-written **HTML** and **CSS pages.**
* Handled all the **client-side validations**, **slide show**, **hide** and **show controls**, **dropdown menus** and tab navigation using **JQUERY.**
* Responsible for transforming design mock-ups to **W3C standards** compliant **HTML pages** using **HTML, XHTML, CSS.**
* Wrote code to fetch data from **Web services** using **JQUERY** **AJAX** via **JSON** response and updating the **HTML pages.**
* Participated in day-to-day meeting, status meeting, strong reporting and effective communication with project manager and developers.
* Participated with **SQA team** in bug thrashing sessions to discuss and resolve bugs that were reported in **JIRA**.
* Used **JavaScript** libraries to create slider and page-turning animations on calendar widgets.
* Designed web pages and used applications that meet business and user goals through a positive user experience.
* Responsible for creating the screens with table less design following W3C standards.
* **Environment:** HTML, Java, XHTML, CSS, JavaScript, JQUERY, AJAX, XML, JSON, SVN and Eclipse.