**Praneetha V**

**Salesforce Developer**

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**Professional Summary:**

* Over 5 years of IT experience, working in Salesforce CRM platform as a Developer.
* Well versed with CRM processes like Sales, Marketing, Customer service, Customer support, Business processes and recommended solutions to improve using SFDC.
* Experience in maintaining and supporting various Functional areas like Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities and Activities.
* Experience in Development, Configuration, Customization, Administration and support on Salesforce.com Platform.
* Highly proficient in designing Apex Classes, Custom Visual Force Pages, Custom Controllers, Triggers, Custom and Visual force Tabs, Custom Objects, Standard and Custom Reports and Dashboards.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating relationships/junction objects like Master-Child, Lookup, Workflows, Process Builder and Visual Flows.
* Excellent knowledge in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns.
* Experience in configuring of Custom Objects, Custom Formula Fields, Field Dependencies, Pick List, Search Layouts and Role Based Page Layouts.
* Experience in Administrative tasks like Creating Profiles, Roles, Users, Permission Sets, Email Services, Approvals and Activities.
* Hands on experience in querying the SFDC database using SOQL and SOSL queries and Governor Limits.
* Expertise in creating and executing suite of Test classes and Apex Test Triggers and creating Test data for Apex Class Testing and worked on achieving high code coverage based on organizations.
* Excellent understanding of Org hierarchy, object level security, field level security, record level security and sharing rules.
* Experience in Realizing the Business Requirements to Design on Salesforce.com Platform by Designing Required Entities like Creating Relationships/Junction Objects like Master-Detail, Lookups, Entity Relationship Data Model, Pages, Classes, Interfaces, Workflow rules, Triggers, Email Alerts and Business Logic.
* Experience in development and maintenance of Sales & Service clouds.
* Experience in Force.com Web Services API for implementing web services in the application to provide access to Salesforce data from external systems.
* Good knowledge in migrating Salesforce Classic to Salesforce Lightning to support business process with new environment and hands on Experience with Salesforce lightning components, Salesforce Lightning Builder and used Salesforce LDS to develop UI.
* Experience with tools for deploying projects using standard Change Sets and Force.com Migration Tool
* Good knowledge in Java and in developing presentation and business layers with MVC design pattern.
* Good experience in interacting with business users, business analysts for requirements capturing, analyzing and documenting and letting business users know constraints with the Salesforce limitations.
* Effective team player with good communication, interpersonal and presentation skills.

**Technical Skills**

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| SalesforceTechnologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Custom Objects, Work flows and Approvals, Analytic Snapshots, Dashboard, Apex Triggers, SOQL, SOSL, Visual force pages/Components, Lightning, Apex Web Services, Batch and Schedule classes, SOAP and REST API. |
| Salesforce Tools | Eclipse IDE, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Production and Sand box testing. |
| Microsoft Tools  | Microsoft Project, Microsoft Visio, Import Wizard  |
| Web Technologies | HTML, CSS, JavaScript, jQuery, XML, GIT, REST, SOAP. |
| Database | SQL, MySQL. |
| ETL/Integration Tools | Force.com, Data loader, Force.com Workbench, Data Loader |
| Methodologies | Waterfall, Agile. |

**Certification:**

Salesforce Certified Platform Developer I

**Professional Experience:**

**Odyssey Logistics & Technology Corporation, Danbury, CT Sep 2019 to Present**

**Salesforce Developer**

* Performing the roles of Salesforce.com Administrator and Developer.
* Customizing Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, and page layout customization to support daily business functions.
* Creating various Custom objects Validation Rules, Case Assignment Rules, Workflow Rules.
* Customizing Page layouts for standard and custom objects and assigned record types.
* Customizing existing apex code as per requirement specifically on Opportunity and Leads objects.
* Designing Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Creating the company profile, set up new users, defined roles and set up public groups, involved in setting up field level access for each custom object created based on the user's role within the Organization.
* Creating workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Deploying components to sandbox and production instances using Change Sets.
* Developing standard and custom reports (summary & matrix reports, pie charts, dashboards and graphics)
* Collaborating with the QA team in reviewing and validating test plans and test cases and ensure that the application meets user requirements.
* Creating profiles, roles and implemented object level, field level and record level security.
* Developing and deployed workflow rules, approval processes, email templates, and assignment rules.
* Using Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com subjects. Used it to read, extract and load data from CSV files.
* Working on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Reports and developed the Custom objects, Page layouts, Custom tabs, Components and user Dashboards.
* Working in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
* Designing, setting up and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rule.
* Working on Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Creating Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Creating page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Participating in solving day to day production issues and training sessions provided by Team.

**Environment:** Salesforce.com platform, Database.com, Apex Script, Visual Force Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, Lightning Component, HTML, Reports, Dashboards

**S&P Global Inc., New York, NY Apr 2018 to Aug 2019**

**Salesforce Developer**

* Worked as a Salesforce.com Developer and Administrator.
* Worked on building Lightning Components by applying SLDS (Salesforce Lightning Design System) and embed these components in Visualforce pages.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Creating Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visualforce pages to lightning components.
* Developed Lightning apps using Lightning Components with compatibility with salesforce1 mobile app.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in Lightning experience.
* Created various Reports (Summary reports, Matrix reports, pie charts, Dashboards, and Graphics).
* Developed Visualforce Pages.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using the Visual Studio Code.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Worked on Community cloud to connect with customers and employees with each other.
* Followed Agile & Scrum methodology for the execution of day to day work related activities.
* Maintained and customized Salesforce.com scopes users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support business functions.
* Written Apex REST API Web Service classes to automate the end to end flow.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
* Performed Bulk Data Migration from Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Apex Data Loader utility and ETL tools.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.

**Environment:** Salesforce CRM, Force.com, Apex Language, Visualforce, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Workflow & Approvals, Custom Objects &Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench.

**Shift7 Digital, New York, NY Jul 2016 to Mar 2018**

**Salesforce Developer**

* Participated in requirements grooming sessions with business users, developers and created technical design documents with coding standards and pseudo code.
* Designed and developed VisualForce Pages to meet various functional needs.
* Utilized Apex Classes, Controllers and Apex Triggers for company specific functional needs in application.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps.
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Worked in development and maintenance of Sales & Service clouds.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with Salesforce.com consultants for implementing the business solutions for client requirements.
* Strong knowledge of sales, marketing, service and support automation.
* Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Built package.xml and deployed components to sandbox and production instances using Force.com ant migration tool, Workbench and Change Sets.
* Worked on SOQL and SOSL for querying required data sets from different custom objects and performed DML operations with consideration of Governor Limits.
* Written Apex web services to for inbound calls to Salesforce and developed Apex callouts to consume data from external services by consuming Partner WSDL.
* Implemented Email-to- Case, Case Escalation rules, Case Assignment rules for service request automation.
* Worked with Data Loader for data migration and performed Insert, Update, Import and Export operations.
* Developed various Custom Reports, Report Types, Dashboards and Analytic snapshot for different line of business on Standard and Custom objects.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.

**Environment:** Salesforce.com, Escalation rules, Assignment rules, Record types, Custom objects, Visualforce Pages, Sandbox, Workbench, Eclipse IDE.

**Educational Qualification:**

Bachelor of Engineering in Computer Science and Engineering