**Priyanka**

**Salesforce Developer**

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**Professional Highlights:**

* Over 8+ years of experience in various fields as Salesforce CRM Developer and Administrator, Software Analyst, Technical Assistant, Account Management, Lead Generation and Customer Service.
* Around 6+ years of IT professional experience in Salesforce CRM platform as Salesforce Tester and QA Analyst.
* Working knowledge on Sales Cloud, Service Cloud and Community Cloud platforms.
* Strong knowledge is implementing data loading process using Command Line Data loader mapping fields, creating build.xml files, setting up config property files.
* Hands-on experience in developing Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers).
* Proficient in Salesforce Administrative tasks like creating and managing Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Experience in Data loading/Migration
* Using Data Import Wizard, Excel Connector, Workbench and other integration tools like Informatica Cloud, Apex Data Loader and version control systems.
* Experience in customizing standard objects such as Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns and Dashboards Analytic Snapshots.
* Experience in creating custom applications, custom objects, tabs, custom fields, also advanced custom fields (Master-Detail, Lookup, Formula, Pick List) and visual force pages, leveraging the Force.com platform and Apex coding, where needed.
* Work with others Developers Architects, Development Managers, Business Teams to ensure timely delivery of a high quality overall solution that meets, business requirements
* Be adaptive &product, to quickly learn to enhance, maintain/build new solutions on platform
* Experience with Steel Brick
* CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience with creating and configuring custom reports (tabular, summary, matrix).
* Created custom dashboards (charts, gauges, tables and metrics) to assist managers to better utilize Salesforce as a sales tool.
* Worked on Heroku connect to build apps. Used Heroku processes for deploying.
* Exposure to Apptus and Steel Brick developed POC’s in Apptus CPQ and steel Brick CPQ.
* Ability to build apps on Heroku and experience using Heroku connect.
* Experience with development of the Heroku based apps
* Reviewed business requirements and prepared data elements mapping.
* Documented data mappings, reports and dataflow diagrams.
* Designs and implements business technology solutions focused on cloud-based business applications, specifically, Salesforce.com, Google, Workday and other custom solutions Steel
* Experience with other Force.com components including security, service cloud, sales cloud, Heroku, and workflows is a plus.
* Salesforce Environment: Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Workflows, Validations & Approvals, Visual force Pages/Components, Lightning Pages, Custom objects, SOAP, REST web services, Process Builder, Reports & Dashboards, Case Management Automation, Lightning, Heroku Connect.
* Experience in Salesforce.com CRM integration, developing and deploying custom integration solutions
* Experienced in Deployment using ANT migration tool, Change Sets.
* Good Experience in web languages like HTML, HTML5, CSS, Java script, XML, jQuery, JSON etc.
* Implemented sandbox testing and migrated code to deployment instance.
* Good understanding of Software Development Life Cycle (SDLC), Agile Methodology with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Experienced in integration of Salesforce.com with external applications by setting up oath authentication between the Client and the Force.com platform and also building bi-directional integration using Metadata API and APEX RESTFUL Services.
* Recognized proficiency in technical analysis, business process mapping, and requirement study and client interaction for resolving issues.
* Experience in web technologies like HTML, HTML5, XML, CSS, JSP, JavaScript, WSDL, J-query, Tool tip & AutoComplete widget, SOAP, REST, BULK & METADATA API.
* Strong experience in Defect Life Cycle in QA.
* Experience working with Communities within the Organization.
* Worked as Cloud Administrator on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
* Experience in using Oracle 8i/9i, SQL Server 2000 and SQL databases and Familiar with Stored Procedures Triggers and Functions using PL/SQL and AJAX.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state
* Design and Develop customer solutions in Vlocity, Visual force, Apex, CSS, JavaScript and other technologies.
* Hands on experience with Omni Script Vlocity Card UI Frame work Data raptor For building various advance layouts, user interface, portals and guided process.
* Good Understanding of Vlocity Data Model.
* Good understanding of Software Development Life Cycle (SDLC), Agile Methodology with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* Good working knowledge on various tools like SQL Management Studio, Oracle 10g, Informatica Cloud, HPALM, Matillion ETL, Snowflake, Postman, Workbench, Quick Test Professional (QTP), Spring Tool Suite (STS) etc
* Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visual force Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.
* Hands on experience using Salesforce Lightning Framework to drive the client-server management and Lightning App builder to build Visual force pages for Lightning Experience.
* Good Experience on **Salesforce Lightning.** Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.

 **Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning ,Vlocity ,Heroku, Apex Triggers, Apex Classes, SOQL, SOSL, Visual Force Pages / Components, Page Layouts, Outbound/Inbound messages, Process Builder, AppExchange, Governor Limits, Custom & Standard Objects, Components & Controllers, Workflows & Approvals, Analytic Snapshots, SIS, SAQL, JSON. |
| **Salesforce Tools**  | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Import Wizard, Apex Explorer, Workbench, Snapshot, Apex API, Migration Tool, Metadata API, SOAP API, REST API, Lightning Components, Event Monitoring, ANT Scripting, Lightning App Builder, Aura Lightning Component Framework, Lightning Web Components, MVC, Excel Connector, SOQL explorer, Wave Labs. Einstein Next Best Action, Einstein Discovery. Steel Brick CPQ. |
| **Reporting**  | Salesforce Einstein Analytics, Tableau, DevOps . |
| **Databases** | MySQL, Oracle |
| **Version Control Systems** | GitHub, Bit bucket, CVS |

 **Education Details:**  Bachelors: Computer Science  Jawaharlal Nehru Technological University India/2011

 **Certifications:**

 [Salesforce Certified](https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=VUqPDoD20LW1VPK8iswGCRRqMChB73+LDLuJAuJRk7y03Cc42169d7p+Fi1HStO9)

**Client: Advent Health Orlando, FL Sep 2018 – Present**

**Role: Salesforce Developer**

#####  Responsibilities:

* Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to call centre executives, which helped them in accessing 360-degree view ofcase related info.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern **Enterprise Lightning Apps**combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analysing logs. Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Implemented SFDC Integration using REST Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Delivered support for continuing salesforce.com maintenance and additional administration services including workflow, approvals and periodic data cleansing.
* Create test scenarios on Sandbox environment and use Force.com component deployment wizard to migrate data between Force.com IDE and Sandbox environment.
* Implemented automation process for loading data using CLI Data loader functionality by creating XML files, field mapping file and config property files by scheduling the ANT script to run every day upon data source file retrieval from external systems.
* Generated several Reports and Report folders to support managers to better utilize Salesforce as a reporting tool and organized various Reports for different user profiles based on the needs of the organization.
* Created lookup relationships, Master-Detail Relationship, Many-to-many relationship, Junction objects, Custom tabs.
* Experience with system integrations involving Salesforce .com web services (JSON,SOAP) as well as Vlocity Integration Procedure
* Experience with Omni Script Vlocity Card UI Frame work Data raptor For building various advance layouts.
* Working predominantly in Agile scrum teams you‘ll be building out complex business process using native vlocity technology and the toolkit of the Force.com platform.
* Designed SQL agent job that triggers the ssis package on a schedule
* Designed SSIS packages to copy data from historical Server (IBM) to SQL server 2008 using like servers and open queries.
* Designing, developing, testing and deploying custom solutions via Heroku.
* Evaluate existing solutions and recommend potential Heroku-enabled enhancements
* Ability to build apps on Heroku and experience using Heroku connect.
* Possessed the domain knowledge on all the platforms of Microsoft Azure Cloud Technology
* Hands on experience using Schema Builder creating Objects and Fields.
* Developed Visual force pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool. Performed various deployment tasks using ANT Migration tool.
* Implemented SMS automation process installing Twilio Salesforce library helper class and created visual force page and controller to send appointment reminders to the patient based on Case Trigger condition.
* Developed community cloud using Napili template to provide access to attributes and permission to the external client and assigned pages respective to the roles defined and level of access allowed to the user.
* Developed Apex Triggers, Apex Classes and Test Methods with code coverage of 80-100%.
* Experience in Project Management methodologies like Agile-Scrum and Waterfall.
* Employed to migrate data from Salesforce to cloud data warehouse “Snowflake” using the ELT tool “Matillion”.
* Created highly interactive and dynamic reports for various business clients on a BI tool by connecting data from various data source like “Salesforce”, “MySQL”, “SQL Server”, “SharePoint” and .CSV files.
* Hands on experience in using JIRA for Sprint Planning, Creating tasks for User Stories and track defects, update documentation to JIRA Confluence.
* Analysed System Requirement Specification (SRS) document and Business Requirement Document.
* Participated in peer review with business analyst, developers and testers.
* Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Have extensive experience in implementation of Custom Objects, Custom Tabs, Custom Metadata, Workflow Rules and Role based Page Layouts and Record Types, Approvals, Assignment Rules.
* Used field level security along with page layouts to manage access to certain fields.
* Design, develop and support AEM components, integrations and applications
* Develop AEM templates and components leveraging current AEM software releases
* Generated Revenue recognition status automatically with Steel Brick CPQ.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.

**Environment**: Saleforce.com platform, Record types, Reports, Dashboards, Triggers, Sharing Rules, Workflows and Approvals, PowerPoint, Excel, Agile and Waterfall, Validation Rules, Messaging, Dashboards, Standard and Custom Objects, HTML, CSS, JavaScript, REST, ANT Migration Tool, Eclipse IDE, SOQL & SOSL Query Language, Apex coding, Apex triggers, Visual force, Sisene, Matillion ETL, Snowflake, SQL Management Studio, Workbench, Steel Brick CPQ.

**Client: JPMC, New York NY Jan 2017 – Aug 2018**

**Role: Salesforce Developer**

#####  Responsibilities:

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Participate on daily scrum call to provide daily update on assigned work.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed Custom Lightning Pages for Standard and Custom Objects.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Created Lightning Components and server-side controllers to meet the business requirements.
* Developed Apex Triggers, Apex Classes and Test Methods with code coverage of 80-100%.
* Worked on converting Salesforce classic VF pages into Lightning using Lightning components and Lightning App builder.
* Possessed the domain knowledge on all the platforms of Microsoft Azure Cloud Technology
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* DevOps pipeline was set to compile and deploy the code through chef using Jenkins as continuous integration, antifactory as a binary’s holder and Red hat Open stack as provisioning cloud servers.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Developed salesforce1 Lightning apps, Components, controllers, handlers and events in the existing organization.
* Developed Visual force pages which rendered based on Salesforce1 App or Web.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Expertise in deploying Jboss, tomcat and apache servers through the DevOps pipeline including tools GitHub, Jenkins, Art factory and CA release automation.
* Developed UI using CSS, XML, HTML tags, and Visual Force components and used JavaScript for front-end validation.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Involved in reviews for functional requirements and Test case scenario and Test case designing.
* Designed, and developed the Custom objects, Custom tabs, Formula Fields, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Wrote batch Classes to delete duplicate Accounts and scheduled it on a weekly basis.
* Developed File and Note so that users can attach files in the form and upload them to Salesforce records.
* Written Apex Triggers to implement business logic.
* Integrated the SOAP/REST API based Web Services and Informatica for extracting the data from external systems.
* Involved in API/Web Service design and developing technical specifications for the Salesforce.com
* Developed various Visual force Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Worked with JIRA for creating Projects, assigning permissions to users and groups for the projects & Created Mail handlers and notification Schemes for JIRA.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Onboarding different applications into Jenkins environment for CI and managing Jenkins server.
* Created data sets using Custom Settings and Custom labels to parameterize the validation rules and also to avoid hard coding in APEX.
* Building the CI/CD process from scratch.
* Deployed components from Sandbox to Sandbox as well as into Production environments using Change Set, Force.com Migration tool
* Created connected apps within the Salesforce orgs for OAuth settings and assigned the Permission sets.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Worked on SOQL & SOSL query editor and Rest explorer using Translation Workbench and also performed insert, update, upsert and delete actions on records.
* Used Snapshot tool and STS for Comparing Sandbox and Production environments.
* Performed salesforce.com configuration activities Creating Users, Roles, Profiles, Permission Set, Public Groups and Queues.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users. Developed Workflow Rules and Approval Process and performed some field updates, submit approval requests, automate e-mail alerts.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Worked on Informatica Tool (Data Replication), Created Source table to target table mappings to replicate from old to new Environments.
* Provide production support on defects, new features and development on new user stories.

**Environment:**

Salesforce Enterprise Edition, Apex, Visual Force (Pages, Component & Controllers), Subversion, STS, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Escalation rules, Security controls, Email Services, Sandbox data loading, chatter, Eclipse, Unit testing, Apex Exchange

**Client: CIT Bank New York, NY. Dec 2015-Dec 2016 Role: Salesforce Administrator**

 **Responsibilities:**

* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects
* Designed, created and maintained user roles, profiles, permission sets, hierarchies, public groups and sharing rules.
* Deactivated users-either due to their departing from the company or transferring to a new job that does not require SFDC access.
* Constructed junction objects and enabled various progressive fields like Validation Rules, Field Dependencies, Custom Formula Fields, Work Flows, Picklist, Field Updates, Email Generation and Approval Processes for automated alerts.
* Worked on creating Lead Assignment rules, setting up queues and implementing round robin lead assignments.
* Reassigned roles and profiles as needed to reflect organization changes or user's new duties.
* Involved in field & page layout customization for the standard objects like Account, Contact and Leads as well as for custom objects.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* 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.
* Imported leads, contacts and custom objects.
* Holds extensive experience in Bootstrap, Angular JS, Node JSand jQuery
* Created reports and dashboards for sales and marketing managers to track key business information for stakeholders.
* Created new record types and its corresponding page layouts.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Looked at the login history table to spot any user lockouts, excessive login errors, and unexpected IP addresses.
* Assisted on Record Types, Validation Rules, Triggers and Page Layouts.
* Expanded or refined sharing rules and access privileges so records can be properly viewed and manipulated.
* Managed ongoing support request and administrative needs of users.
* Documented company processes and workflows.

**Environment**: Saleforce.com CRM, Chatter, Apex Language, Sandbox, Visual Force (Pages, Component & Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Windows.

**Client: United Health Group-India Mar 2013 – Nov 2015 Role: SalesforceAdministrator / Developer**

 ***Job Profile***

* Attended meetings and interacted with various business team members to gather the requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Experience in Lead Generation and Conversion, supporting cases, developed workflows and triggers for automated case resolutions.
* Maintained the Products sync with the external application.
* Implemented Web-to-lead, Web-to-Case and Email-to-Case to generate new Leads and Cases.
* Defined Apex triggers in SOQL to make complex validations possible.
* Developed Visual Force Pages and used standard, Custom Controller and controller extensions.
* Developed various Custom Objects, Web Tabs, Visual force Tabs, and Visual force Components.
* Defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many relationship among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Worked on Custom Settings and Email Services for automation using Apex Classes
* Experience in using Dynamic SOQL, SOSL and DMLs.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application by pre-processing records and generating Sets and maps to avoid hitting the Governor Limits.
* Worked on test classes to achieve deployment at 90%.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Performed the sandbox refreshes and maintained all post refresh activities.
* Uploaded about close to a million records using the Data loader and experienced in cleansing and De-duplicating bulk loads.
* Effective employment of Apex Data Loader, Import Wizard and Work Bench for data migration and management.
* Supported the data migration activities for migration of the data from various business sources with the support of Salesforce CRM.
* Migrated data from legacy system to salesforce.com using Data loader & SQL server.
* Involved in Data validations and Data migration from its legacy systems by mapping the company information using the backed database SQL Server.
* Created the workflows for automated lead routing, lead escalation, alerts and action items.
* Worked on various AppExchange products according to the needs of the organization.
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Customized the Reports & Dashboards to track usage for productivity and performance of business centres’ and their sales teams.
* Agile product owner for a SaaS law management system, managed product backlog and oversaw local development engineers along with an offshore development team. Spearheaded effort to bring developers into the Agile fold, and lead the effort to stabilize and innovate the application.

**Environment**: SalesForce.com Platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP, Heroku.

**Client: KNOAH – India May 2011– Feb 2013**

**Role: Software Analyst**

 ***Job Profile:***

* Developed SOAP and Java based web services
* Updated documentation for each release
* Resolved change requests and defects in SOAP/Restful Java based web services
* Acted as liaison between client and off-shore teams. Provided guidance regarding the data to be used during UAT phase by running queries in database.
* Eliminated 30% of UAT data issues and go-live phases defects, accelerating the performance of the application by recording critical defects in early stage of testing.
* Analysed client requirements, developed and executed test cases and test scenarios based on client requirement for each release.
* Reduced rework by 5% by updating Regression suite to include the requirements of all the releases.
* Mentored juniors and newly joined employees. Awarded Star of the month by Client for Test and Defect Management.
* Developed test cases/scripts for each release
* Performed system administration tasks such as troubleshooting and patching hardware
* Supported system operations by means of resolving incidents and QA of system products
* Involved in design and maintain of Test Plans, Test Cases and Test Scripts using Test Director, Test Manager.
* Involved Unit Testing, System Integration Testing, System/Black Box Testing, and Regression Testing with QA team.
* Strong experience in conducting User Acceptance Testing (UAT).
* Ensures operation by training client personnel; providing support.
* Interacted with potential clients in demonstrating the technology services.
* Provided extensive knowledge and training to the client in the use of application and services offered.