**Ramya V**

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**Professional Summary:**

* **Over 7+ Years of IT experience** that includes 4+ years of experience in **Salesforce.com CRM Platform** and 3 years of experience with Java technologies. Involved in various stages of **Software Development Life Cycle (SDLC**) including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications.
* Extensive experience in designing of Custom Fields, Role Based Page Layouts, Workflow Approval, **Profiles, Users, Tasks, actions, Validation Rules, Approval Processes, Custom Tabs, Custom Reports,** Report Folders, Report Extractions to various formats, Design of Visual Force Pages, Dashboards and Email generation according to application requirements.
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, **REST, SOAP based Web Services, Force.com API,** SOQL and SOSL, Sales force AppExchange and JAVA.
* Experience in **Marketing Cloud, Sales Cloud, Service Cloud, Call Center, Force.Com and Chatter in Salesforce platform.**
* Experience in creating the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Hands on experience in **Administration setup like Manage Users, Security Controls and Data Management.**
* Good work experience in **designing various Webpages in Visualforce**.
* Worked on Security Controls **(Profiles, Roles, OWD, Sharing Rules, Groups, Permission Sets).**
* Possess knowledge of **CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes** and recommended solutions to improve their processes using **Salesforce.com.**
* Good Experience on **SalesForce Lightning Aura Component and Lightning web Component**.
* Experience working with Force.com IDE, Data Loader, Apex Explorer and Salesforce.com Sandbox environments.
* Experience in using different data tools like **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete.**
* Good knowledge in Unit Testing, Test Coverage and Code Review.
* Good Experience **Schedule Apex and Batch Apex.**
* Experience with **Collections like List, Set and Map.**
* Good working knowledge in **implementing the many-to-many, Look-up and Master-Detail relationships** and Automating the business Processes using Approval Process, Workflows, Process Builders, Escalation Rules and Auto-Response Rules.
* Experience in managing Full sandbox, developer sandbox and Configuration-only sandbox.
* Have extensive experience in deploying code from Sandbox to Sandbox and Sandbox to Production using change sets and using eclipse and **ANT** tools.
* Experience of working with excellent understanding of the **MVC (Model View Controller)** design pattern.
* Excellent knowledge on **Workbench to export** and import the data and to test, troubleshoot the Force.com API’s.
* Excellent in customizing **standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards** as per the application requirements.
* Experience in AJAX, Java Script and CSS, HTML, DHTML, Adobe ColdFusion.
* Experience in writing SQL and PL/SQL programming with DB2, Oracle and MySQLServer.
* Worked with various **SDLC like Agile and Waterfall methodologies.**
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

**Technical Skills:**

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| Salesforce Technologies | Apex Language, Salesforce Lightning ,Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages, Visual Force Component and Controllers, SOQL, SOSL, DML, Batch Jobs, Schema Builder, App Exchange, Service cloud, sales cloud, Marketing cloud. |
| Force.com Tools | Force.com Eclipse IDE, Apex Data Loader, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector and AJAX Toolkit, Force.com Platform (Sandbox and Production) , Workbench, Force.com Explorer. |
| Integration Tools | Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports. |
| Languages | Apex, C, C++, Java. |
| Web Technologies | HTML,DHTML, CSS, XML, Java Script, Bootstrap, PHP |
| Platforms | UNIX/Linux, Windows NT / 2000 / XP Pro / Vista / 2003/ 2008. |
| Office Tools | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office. |
| IDE and Editors | Eclipse, My Eclipse and Force.com Eclipse IDE. |
| Databases | Oracle, SQL Server and MYSQL |

**Certifications:**

* Salesforce Certified Administrator (SP20)
* Salesforce Certified Platform Developer I (SP20)
* Salesforce Certified Platform Developer II (SP20)

**Education:**

* **Master of Science** in Computer Science from Texas A & M University - Kingsville, Texas.
* **Bachelor of Technology** in Computer Science from Kakatiya Institute of technology and Science, India.

**Professional Experience:**

**Client:** Humana Inc **Location:** Louisville, KY

**Role:** Salesforce Developer/Admin **Duration:** Oct 2019 to Present

**Description:** Humana Inc. is a for-profit American [health insurance](https://en.wikipedia.org/wiki/Health_insurance_in_the_United_States) company based in [Louisville](https://en.wikipedia.org/wiki/Louisville%2C_Kentucky), Kentucky. It has been the third largest health insurance in the nation.

Our current project is a migration from classic platform to lightning based on service cloud a migration from existing classic application to Field Service Lightning platform. This application is a package of several service events integrated into a single sign-on interface providing quick answers to customer service needs.

**Responsibilities:**

* Several business process automations- record updates, tasks, email alerts were done through process builders in addition to invoking flows, triggering apex code.
* Created different workflow rules and Approvals to run the Assignment rules and defined related tasks, time triggered tasks, filed updates to implement logic.
* Design and implementation of business logic-based User Interface entities like custom objects, creating the relationships/ junction objects like **Master-Child, lookups, Entity Relationship data model.**
* Created modern Enterprise Lightning application feasible for different users by combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented **Visualforce Pages** for Lightning Experience using Iframe, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Used the standard related lists to display several data records using lightning record pages.
* Usage of tools like postman for Integration API’s and Data Loader – data **Migration tool** and **Workbench** for several SOQL, SOSL operations.
* Developed and configured various Custom Reports and Report Folders for different user profiles.
* Created **Reports and Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Doing **bulkification of the trigger** using Collections like list, set and Map.
* Building Batch Classes and Schedule class according to the business requirement, building wrapper classes to improve the work efficiency and developed the batch process to load data from external system to salesforce
* Used **SOQL** and **SOSL** queries within custom controllers, extensions and triggers.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* Worked on **Service cloud** in opportunity management, account management.

**Environment:** Salesforce.com Platform, Salesforce.com Custom Objects, Java Script, Workflows, Dashboards, Reports, Import Wizard, Apex, SOQL, SOSL, Sharing Rules, Visualforce Pages, Approval Builder, Triggers, Batch Apex, Schedule Apex, Lightning Component features.

**Client:** DISH Network **Location**: Denver, CO

**Role**: Salesforce Developer/Admin  **Duration**: Aug 2018 to Sep 2019

**Description:** Dish Network Corporation is an American [television provider](https://en.wikipedia.org/wiki/Multichannel_television) based in [Englewood, Colorado](https://en.wikipedia.org/wiki/Englewood%2C_Colorado). This project is to provide the worldwide sales team with the integrated process necessary for them to complete a successful sales call. From target tracking to sales-based compensation tracking, all business processes were to be integrated into the SFDC Sales Cloud. Additional customizations were made to Opportunities to be able to customize revenue and quantity scheduling using Agile development. First time setup of Service cloud with third party software.

**Responsibilities:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions to meet business requirements.
* Developed **batch interfaces** and processes to integrate Salesforce.com with external systems.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks**, Time-triggered tasks**, email alerts, field updates to implement business logic.
* Implemented testing and segmentation strategies into **email marketing** campaigns to drive optimized open rates and increased leads.
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Developed **Java Script methods** for doing two actions on a single button click, to overcome the Salesforce limitations.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE** Plug-in using Eclipse.
* Created Email Templates and Mail Merging Templates and was involved in doing the mail merge for different standard and custom objects.
* Worked on **CRM-Salesforce.com** (SFDC both Sales cloud & Service Cloud)
* Good Experience in Sales cloud, Service cloud, Partner portal and Customer portal.
* Experience in **Data Migration** using Import Wizard and other integration tools like Infosphere, Apex Data Loader.
* Experience in writing Flows and Process builder for a perfect CPQ functionality of sales process.
* Design Implementation of **GUI** using **HTML, JSP, AJAX** and **CSS.**
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visual force**, MVC architecture and **Apex (Classes, Controllers & Triggers)**
* Experienced customizing Standard Objects Accounts, Contacts, opportunities, Products, Price Books, Cases, Leads, Campaigns.
* Proficiency in Object Oriented Languages like Java and web technologies like **HTML, XML, CSS, jQuery and JavaScript.**
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Complete **bulk imports** of data using Apex Data Loader.

**Environment:** Salesforce.com Platform, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox, Import Wizard, Apex, SOQL, SOSL, Sharing Rules, Visualforce Pages.

**Client:** Epicor **Location:** Austin, TX

**Role:** Salesforce Developer/Admin **Duration:** Jan 2016 to Jun 2018

**Description**: Epicor provides enterprise resource planning (ERP). Epicor also provides customer relationship management (CRM), supply chain management (SCM), and human capital management (HCM) software to business customers in both Software as a Service (SaaS) and On-Premises deployment models.

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports** and **Dashboards.**
* Interacted with various business user groups for gathering the requirements.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads, and Campaigns, Cases.
* Developed Visualforce pages, controllers for goal setting and performance evaluation.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity
* Developed applications that connect using **Web Services** to download data from external data providers.
* Customized standard objects to better suit the requirements of the client, adding new fields, relationships, validation rules and Triggers wherever needed.
* Created Custom Applications and developed Custom Objects for the same.
* Created Custom Fields, Relationships, Field Dependencies, Validation Rules, Lookup Filters and Record Types for the Applications.
* Defined Workflows and set up **Workflow Rules,** Tasks and Alerts and created Approval Processes.
* Customized Page Layouts, Standard Related Lists, Tabs, and defined dependent Pick Lists.
* Experience working on community cloud enabling members to create and update records and processes from within the community.
* Updated **opportunities** so that customers can provide product feedback and employees can escalate customer support cases.
* Used Apex classes and Visual force pages to implement highly customized requirements.
* Strong Experience in ETL activities like data migration using **APEX Data Loader**, Excel Connector, Import Wizard.
* Used Data Loader for insert, update, upsert, and bulk import or export of data from Sales force Objects. Used it to read, extract and load data from comma separated value (CSV) files.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Customized **Dashboards** to track project status and performance of business centers.
* Integrated the Web Services for extracting the data from external systems.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Excellent writing skills in preparing **business requirement documents (BRD), system requirement specifications (SRC), System Design Specification (SDS)** &Use Cases.
* Comprehensive understanding& experience of SWOT, Risk & Cost/Benefit analysis.

**Environment:** Salesforce.com, Cast Iron, Apex Language, Visual Force (Pages, Component & Controllers), Workflow& Approvals, Custom Objects, Custom Tabs, Email Services, Page Layouts, Outlook Integration, Data Loader, Force.com IDE, Cast Iron, Sandbox data loading, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Client:** Prodapt Solutions **Location:** Hyderabad, India
**Role:** Java Developer **Duration:** June 2014 to Dec 2015

**Description:** Prodapt Solutions Private Limited is an Indian multinational software services, products, and operations company headquartered in Chennai, India.

The application was a highly secured, multilingual online transaction system, which had an intranet and internet module. The Internet serves as the front end to the clients (debtors and creditors of the enterprise), and the employees of the firm access the Intranet. The system is also integrated with the already existing legacy applications in the enterprise.

**Responsibilities:**

* Developed the database and **UI design** for the web module.
* Built prototypes of complex modules and analyzed the performance.
* Developed **EJBs, JSPs** and **Java Components** for the application using Eclipse.
* Prepared the Unit test plans and the integrated test plans.
* Implemented Version control for the Project using **Microsoft Visual Source Safe**.
* Coordinated and supported the team during implementation.
* Involved in design, development and testing phases of the application.
* Involved in the understanding and designing of the complex back-end middleware framework.
* Used **Java Servlets, JSPs, AJAX, HTML** and **CSS** for developing the Web component of the application.
* Planned and implemented various Oracle Tables, stored Procedure, triggers, views, cursors.
* Involved in the analysis, definition, design, implementation and deployment of full **software development life cycle (SDLC)** of the project.
* Participated in the technical code reviews, prepared unit test cases, detailed time estimation, impact analysis and code review documents.

**Environment:** Java 1.4, Hibernate, EJB, HTML, CSS, JSP, Servlets, Oracle 9i, Windows XP, MVC Pattern, SVN, Log4J.

**Client**: Avental Soft Tech Ltd  **Location:** India

**Role:** Java Developer **Duration:** Jun 2013 to Apr 2014

**Description:** Avantel soft tech Ltd was a telecommunications company based in Mexico City.Initially a long distance phone company, Avantel has increased it services to provide internet services becoming the first company of its kind in Mexico that built a network exclusively for Internet traffic.

**Responsibilities:**

* Contributed in all phases of software development life cycle.
* Involved in designing the application in various design patterns were used in the design of the Application.
* Designed the application page flow using struts actions and forms.
* Extensively used **XSL** to style **XML** data.
* Also supported building front end for existing processes using **HTML, XML** and **CSS.**
* Worked in a team of 2 people as a developer.
* Developed **HTML** and **JSP** pages for user interaction and data presentation.
* Involved in writing application level code to interact with APIs, Web Services using, **AJAX, and JSON and XML.**
* Responsible for developing various static and dynamic modules, which are displayed in different, web pages according to the specifications.
* Used **AJAX** for the development of the application.
* Responsible for complete coding of the application.
* Participated in design reviews and code reviews.

**Environment:** Java 6.0, JavaScript, HTML, CSS Eclipse, XML, Oracle, Ajax and Apache Tomcat.