**JYOTHSNA BANDI**

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**Professional Summary:**

* PD1 certified Salesforce Developer with 7+years of IT experience in various stages of Software Development which includes 4 years of experience as a Salesforce CRM Developer which involves Administrator, Development, Integration, lightning like classic to lightning migration and lightning component development and Aura components. 3 Years of experience on Software Testing.
* Proficient in all phases of Software Development Life Cycle (SDLC) like analysis, requirement gathering, design, development and testing.
* Thorough understanding of all SDLC models like Agile.
* Specialized in deploying different SDLC models.
* Expertise with salesforce.com administrative activities: Creating Profiles, Roles, Users, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Outbound Messaging, Tasks, Events and Actions, Creating Flows, Process Builders, Workflows, Approval Process, Reports and Dashboards.
* Implemented Security and Sharing Rules at Object, Field, and Record Level for different users at different levels.
* Implemented various fields such as Picklist, Dependent Picklist, Multi-Picklist& Custom Formula Fields, Lookups, Junction Objects, and Master-Detail Relationships.
* Good development experience with Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class &amp; Apex Web Service, Visual Force (Page, Component &amp; Controllers, Controller Extensions), Testing Methods.
* Prepared Unit Test Cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.  Experienced in handling Production releases.
* Implemented Configuration, Customization and Development with Salesforce.com on Sales Cloud and Service Cloud.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Developed salesforce Lightening applications using Lightening components, controllers, and events and used custom CSS in the components.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience developing Custom UI with AJAX functionality using Visual force pages, Visual force Tags.
* Extensive experience in data migration and integration using Apex Data Loader and Salesforce Workbench.
* Wide exposure to Test Management tools such as Jira, and Rally.
* Hands on Experience of Salesforce Web Services API like REST.
* Experience in writing SOQL, SOSL queries.
* Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool, and Change Set.

**Technical Skills:**

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| **Salesforce Technologies** | Sales Cloud, Service cloud |
| **Business Processes** | Service Requests and Activities, Opportunities, Case Management, Approval, Data Cleansing and De-duplication. |
| **Salesforce Concepts** | Lightning, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Apex Web Services, Integration, Salesforce.com API, Deployment, Triggers, Batch Apex, Scheduled Apex, Future Methods, Data Loader, Validation rules, Workflow rules, Approval Process, Lightning Process builder. |
| **Salesforce Tools** | Data loader, Workbench, change set (inbound and outbound) |
| **Configuration Skills** | Standard Object Configuration, Custom Object development, Page Layout creation/editing, Record Types, Field Level and Object level security, Role hierarchies, Security and Sharing Model, Reports, Dashboards, Formula Fields and Cross Object Formula Fields, Overall User Management, Web to Lead, Web to Case, Customer Portal, Email and Document Templates |
| **Integration** | Third-party integration using Web services such as REST  |
| **Software Methodologies** | Agile, Scrum  |
| **Programming Languages** | Lightning, APEX, Apex Triggers and Visual Force Pages. |
| **Database Languages** | SOQL, MYSQL. |
| **Web Development** |  XML, HTML, CSS, Visualforce, JavaScript. |

**Education& Certifications:**

* **Master’s in engineering management**- Northumbria University-UK-2010
* **Bachelor’s in technology - Production Engineering**- Kakatiya University-2007

**Certifications:**

* Salesforce Certified Platform Developer I

## Employment Chronicle

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| **Company** | **Designation** | **Duration** |
| **9Logic Technologies Pvt Ltd** | Software Engineer  | March 2017 to Till Date |
| **Rockline Solutions Pvt Ltd**  | Software Engineer | Nov 2012 to March 2016 |

**Experience:**

**Client Project: Integra Partners Aug 2019 – Till Date.**

**Role: Salesforce Lightning Developer / Admin**

**DESCRIPTION:** Since 2005, Integra has been recognized as the thought leader on Durable Medical Equipment, Prosthetics/Orthotics & Supplies (DMEPOS services). Whether you are a provider looking to work with more health plans, an insurer is looking to provide broader access to your membership, or a patient searching for local, quality care you can trust, Integra provides unparalleled access to a greater network.

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator / Implementer in the organization.
* Interacted with various business team members to gather and document the requirements. Implemented the requirements on Salesforce.com platform.
* Performed the detail analysis of functional and technical requirements, designed & deployed the custom objects. Created Many to Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Development work is done using AGILE methodology with strict budget and time lines.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Opportunity, Campaigns, Reports, and Dashboards.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules. Managed migration and release of Service Cloud.
* Build applications using the Eclipse IDE. Loaded the JQuery JS file as a Static Resource in Salesforce.
* Customized the objects, Tabs using the Salesforce Lightening Experience as per the requirement
* Customized existing Visualforce to align with Salesforce new Lightening UI experience.
* Upgraded some Apps from Salesforce Classic to Lightning, experience to develop rich user interface and better interaction of pages.
* Involved in creating and customizing Apps, Objects, Tabs, Workflows, Reports, and Dashboards using lightening experience. Created Visual Force Pages using Lightening experience
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Integration of Sales Cloud with external information systems using REST API web services.
* Used GitHub for code migration from Personal Sandbox to Dev and used ANT tool to migrate from Dev to QA.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Deployed Salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tool Change Set.

**Environment**: Salesforce.com, Apex Language, Triggers, SOQL, Visual Force, Change Set, Service cloud, Sales cloud, Data Loader, Custom Objects, Workflows & Approvals, Email Services, Custom Tabs, HTML, CSS, Java Script, Web Services, Sandbox, Sharing Rules.

**Client Project: Aetna Insurance March 2017 – July 2019**

**Role: Salesforce Administrator**

Aetna is an American managed health care company, which sells traditional and consumer directed health care insurance plans and related services, such as medical, pharmaceutical, dental, behavioral health, long-term care, and disability plans.

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user Roles and Profiles.
* Created Objects, Fields, Page layouts and maintaining Relationships between objects.
* Created relationships between the objects using Lookup and Master Detail relationship.
* Created Validation Rules on Standard and custom fields and Configuring Workflows.
* Implemented security and sharing rules at object, field, and record level for different users.
* Interacted with various business team members to gather requirements and documented the same
* Worked on advanced workflow rules & Approval processes.
* Assisted my project manager and performed a major role on the implementations on Salesforce.com.
* Created auto assignment rules using the workflow process to route tasks.
* Implemented mass data loads and pre-deployment testing.
* Customized page & search layouts to organize fields, custom links, lists, & components on record pages.
* Handled administration, maintenance and support of Salesforce modules for 60 users.
* Used Data loader for updating data and to Upsert data relations between standard and custom objects.

**Environment**: Force.com Platform, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Service Cloud, Sales Cloud, SalesForce.com Sandbox, Security Controls, Sandbox data loading, HTML, Java Script, CSS.

**Client Project: GAP INC Dec 2014 - March 2016**

**QA Engineer**

**DESCRIPTION:** GAP Inc is an American multinational Clothing and accessories retailer. It is a leading global specialty retailer offering clothing, accessories and personal care for men, women, children and babies. The Project is based on customers prospective which involved starting with testing the compatibility of GAP web application with all the browsers to secure payment of customers selected items.

**Responsibilities:**

* Proactive participant in weekly agile team meetings and updated team lead and manager on status of testing.
* Involved in analyzing and understanding Business Requirement Document written in JIRA and Use cases from SharePoint to design test cases.
* Developed the Test Scripts, Test Conditions, Expected Results for one or more Test Plans, Including the Product, Regression, End to End, System Integration Testing. Develop, update and maintain the Testing Standards and Procedures.
* Involved in the Execution of the Test Scripts.
* Performed manual testing through all phases of development life cycle (Usability, Functional, and Regression Testing) using black box testing methods.
* Created automation test framework with the help of Selenium WebDriver and Maven with TestNG, XPath, Log4j, Apache POI, Data Driven and Page Object Model principles.
* Validated Ajax controls, pop-ups and various form controls using Selenium WebDriver.
* Used Firebug and Fire Path to identify the elements in the web application.
* Used TestNG test suite to run the group of test classes and test cases.
* Integrated the test suites with Jenkins continuous integration tool and helped build engineer to resolve the issues during integration with the build process.
* Used SoapUI and POSTMAN for testing SOAP and Restful web services of the application.
* Developed test cases and suites of the web services using Data Driven approach.
* Coordinated with development team closely for issue resolution.
* Managed Requirement Change Requests and implementing procedures for test changes.
* Developed Test Cases for Backend testing, integrating SQL queries to be used in running test cases.
* Involved in informing the test lead of any issues that may affect the schedule, budget, or quality of the product or the testing process.
* Used Test Director for communicating between developers, product support and test team members.
* Provided guidance to development and project teams on appropriate approaches to testing delivered products, including test tool sets.
* Worked on functional, regression and system testing.

**Environment**: Selenium WebDriver, Apache POI, Maven, Eclipse, Web Services, REST API, Apache HTTP client, TestNG, JAXB, GSON, XML, JSON, SOAP, WSDL, SoapUI, SQL, GIT, Linux, Test Director.

**Client Project: Mark-It Services Nov 2012 - Oct 2014**

**Software Test Engineer**

**DESCRIPTION:** Mark-It Services is a leading logistics company that provides Web based monitoring and protective services for refrigerated containers and related assets. Mark-It Services (MIS) continues to be the number one choice of all major shipping lines for all their monitoring needs across North America. Reefer-Watch application is built to meet the expanding demands and expectations of the customers and vendors.

**Responsibilities:**

* Involved in requirements gathering, analysis, design, implementation and testing.
* Responsible for understanding the existing product and new changes or requirement from system analyst
* Involved in bug fixing and functionality enhancements.
* Responsible for Front-end testing and smoke testing.
* Participated in regular project team meetings to discuss testing procedure and assignments.
* Responsible in maintaining high quality of code through peer code reviews and having 100% test coverage for code.
* Involved in Analysis, preparing design docs, Use cases and test cases.
* Extensively participated in Internationalization and localization of the application.
* Involved in the delivery of multilingual site.