**Name: Archana**

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**Professional Summary:**

* **7 years** of experience in the Salesforce CRM Developer/ Administrator
* Involved in various stages of Software Development Life Cycle (**SDLC**) including analysis, requirement gathering, architecture design, development, enhancements, testing, **deployment**, **and** **maintenance**.
* Experience in working various SFDC implementations covering Sales Cloud, Service Cloud and **App-exchange applications**.
* **Strong Knowledge in AppExchange** Applications and experience in integrating Applications.
* Experience in creating custom applications on force.com using Apex classes, Triggers, Batch Apex, **Visual force pages, and Components**.
* Strong expertise using VisualForce, **SOQL, SOSL, XML, Web-services, JSON, Workflow**, SSO
* Experience in **GUI** was designing using **HTML, CSS, JavaScript, Angular.JS and JQuery**.
* Involved in migrating data from legacy systems to Salesforce using Data Loader and **Dataloader.io**
* Proficient in dealing with the functionalities related to the **Service cloud**, **Marketing cloud**, **Sales Cloud**, **Community** **cloud** **App-exchange** applications & Salesforce knowledge
* Experience in creating dashboards for Opportunity, **Accounts and Cases**.
* Experience with version control software like **CVS**, **GIT** **and** **JIRA**.
* Experience in implementing **SOAP**, **REST** based web services to integrate Salesforce with various third-party applications.
* Experience with UI **design** and **VisualForce** **pages**.
* Hands on experience in leveraging Change sets, **Force**.**com** **IDE** for deploying the metadata components between different Salesforce organizations.
* Proficiency in SFDC Administrative tasks like creating Profiles, Permission Sets, Roles, sharing rules, Page Layouts, Record Types, **Email Services, Workflows, Validation rules** and Approvals as required.
* **Experience in creating Reports**, Dashboards, and Custom report types as per business need.
* Involved in customizing standard objects like Accounts, Contacts, Opportunities, **Products, Cases, Leads, and Campaigns** as per requirement.
* Experienced in assisting users with **Chatter** **teams** and follow applications.
* **Implemented security and sharing rules** at object, field, and record level for different users at various levels of an organization.
* Experience in setting up Sales console, Service Console, web-to-lead**, web-to-case, email-to-case, etc.**
* Experience in creating and maintaining various sandboxes according to release dates and **organization norms.**
* Extensive experience working in an **AGILE and SCRUM** development environment.
* Expertise in moving datafrom a variety of systems and transforming it into Salesforce objects by using different tools in the agile environment.
* **Developed Salesforce Custom Web Services** for handling inbound requests and outbound calls to external Web Services.
* Knowledge in customizing Lightning Applications, **Components, and Aura Frame Work**.
* Worked on projects which had globalized APPs with all the custom translations loaded into Salesforce.
* **Capability to adapt and learn new tools**, techniques, and approaches quickly.
* **Ability to handle** multiple tasks and work independently as well as in a team.
* Superior communication and interpersonal skills, accustomed to working in both large and **little team circumstances**.
* A team player with a **strong work ethic**, a positive attitude and the ability to make the best use of individual resources.

**TECHNICAL SKILLS:**

**Salesforce.com:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**SFDC Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:**  Oracle, Microsoft SQL Server, SQL & PL/SQL

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Unix

**Languages:** C, C++, JAVA, J2EE, Apex, C, SQL, HTML

**IDE:** Eclipse, Net Beans, Visual Studio

**Professional Experience:**

**Davita Inc, Denver, CO April 2019 to Present**

**Sr. SalesForce Developer/admin**

**Description:** The company's revenues came from [Medicare](https://en.wikipedia.org/wiki/Medicare_(United_States)) and other government-based health insurance programs. In 2019, 90% of the company's patients were covered by government-based health insurance programs. Commercial payers, which accounted for 31% of revenues in 2019, generate all of the company's profit as they reimburse at a much higher rate than government-based health insurance programs.

**Responsibilities:**

* To implement Sales Cloud to sell their products using **Lead**, **Account**, **Opportunities**.
* **Interacted with different lines of business users** for gathering requirements and prepared Technical Design Document for the business use cases.
* Created Data flow diagrams, flow charts using MS Visio and **created project plan**.
* **Worked as Salesforce. Com** Developer and Administrator in the organization.
* Involved in Salesforce point and click configuration activities like creating custom fields, formula, roll-up summary fields, **dependent pick lists, page payouts**.
* **Customized Lightning component for Look up**, pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Performed data migration activities using Data Loader to insert, update and export of data from **Salesforce.com objects**.
* Implementing the REST call outs via **Triggers on the standard objects**.
* Integrated the Web Services (**REST/SOAP**) for extracting the data from external systems to display in the pages of Salesforce.com and facilitate bi directional flow of data.
* Maintained Sandbox environments and deployed components across different sandbox to production instances using Change Sets and **Force.com migration tool, Git Hub**.
* Used Jenkins continuous integration tool to do the deployments and to get feedback if the test fails.
* **Created Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* **Used SOQL/SOSL** with consideration to Governor Limits for manipulation needs of the application using platform database objects from Salesforce.com objects.
* Designed, and developed **Apex Classes and Apex Triggers** for functional needs in the application.
* Implemented best practices and coding standards in developing Apex Controllers (**Custom, Extension**) and Apex triggers.
* **Supported around 1000 users** in the implementation of the Service cloud and Sales cloud.
* Worked with **Sales & Marketing Cloud** for supporting Consumer Sales.
* Developed rich UI visual force pages using **HTML5, CSS, JavaScript and JQuery/Ajax**.
* Written apex test classes for code coverage of all apex controllers**, triggers and web services**.
* **Created and configured custom report types**, custom Reports - Tabular, Summary, Matrix, and Joined using Salesforce Report Builder based on the business requirements from the business users.
* Assisted end users with administrative tasks - creating Users, changing permissions on Profiles, creating Permission Sets, **Groups and creating Reports, Dashboards**.
* Expert in Salesforce Sales and **Service** **cloud implementation**.

**Environment:** Saleforce.com platform, Force.com, Apex, JavaScript, Mavens mate IDE, Controllers, VisualForce Pages, XML, Triggers

**DIRECTV - Los Angeles, CA Oct 2018 to March 2019**

**Sr. SalesForce Consultant**

**Description:** DirecTV is an American direct broadcast satellite service provider and broad caster. It provides television and audio services to subscribers through satellite transmissions. Services include the equivalent of many local television stations, broadcast television networks, subscription television services.

**Responsibilities:**

* **Developed and Customizing salesforce.com** application based on the user needs.
* Created Users, Created Roles, Created Profiles, Customized Page Layouts, **implemented Security etc.**
* Configured various standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, **Quotes, Reports, Products, and Cases**.
* Designed, maintained Salesforce standard objects, custom objects and **junction objects**
* Implemented data security using **OWD and sharing rules** as per business needs.
* **Created multiple profiles, roles, page layouts**, record types and configured permissions and permission sets based on the Organization requirements.
* Created profiles and implemented Object level, **field-level and record-level security.**
* Worked on Record Types, **Validation Rules, Triggers, DML** Events and Page Layouts.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to **establish many-to-many relationship among objects**.
* **Created various profiles and configured** the permissions based on the organizational hierarchy requirements
* **Customized tabs for** **different** business user's groups and business centers.
* Created custom Reports based on business need and **associated them to Dashboard**.
* Provided ongoing support to internal users helping them getting used to the application
* **Worked with SOQL, SOSL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Designed, and developed the **Custom objects, Page layouts, Custom tabs, Components**, Visual force Pages to suit to the needs of the application.
* **Designed, setup and maintained Salesforce standard objects**, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Designed Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created profiles and implemented Organization level, object level, field-level and **record-level security.**
* **Created various profiles and configured** the permissions based on the organizational hierarchy requirements
* Customized tabs for different business **user's groups and business centers**.
* Implemented minor enhancements on standard objects including campaigns, leads, **accounts, contacts, opportunities, cases etc**.
* Created page layouts to organize fields, related lists, and other components on a **record detail and edit pages.**
* **Used data loader and import wizard** for migrating data into salesforce from external files.
* Used data loader for insert, update, and bulk import /export of data from **salesforce.com objects.**
* Customized page layouts for **opportunity, contacts, accounts depending** upon user roles, and groups.
* **Created various custom reports** for standard objects as well as custom objects to give complete detail overview of account.
* **Created validation rules, approval processes** and auto-response for automating business logic.
* Created workflow rules and defined related tasks, **time** **triggered** **tasks, email alerts, field updates** to implement business logic.
* Created the workflows for automated lead routing, **lead escalation and email alerts**.
* **Designed, developed apex classes**, controller classes and apex triggers, for various functional needs in the application.

Environment: Salesforce.com Platform, Data Security, Custom Objects, Custom Tabs, Sharing Rules, Apex Classes, Apex Triggers, Visual force pages, Validation Rules, Reports and Dashboards, Workflow Approvals etc.

**Anthem Inc- Atlanta, GA Jan 2018 to Sep 2018**

**Salesforce Developer**

**Description:** Anthem Inc. is an American largest for-profit managed health care insurance company in the Blue Cross and Blue Shield Association. The project was an Internal Application, Customer Insurance Catalog. The employees can access Customer information and update the customer information on various types of insurance policies provided by the company. Employees can process claims and authorize payments for the customers, provides various functionalities such as generating different types of quotes based on medical history of customers.

**Responsibilities:**

* Involved in gathering business requirements with other team members from various business teams spread over **Sales, Marketing and Customer service**.
* **Interacted with various business team members** to gather the requirements and documented them.
* Worked extensively on Accounts, Contacts, Opportunities, Leads, Campaigns, Activities and Customized Objects for Layouts based on Role hierarchy, **record types and validation rules**.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* **Created data validation rules** and formulas as per business requirement.
* **Designed & Developed Apex Classes, Apex Triggers**, Visualforce pages, SOAP & Rest APIs.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* **Consolidate multiple Lead sources** for easy tracking by marketing/Sales department throughout the process.
* Worked and maintained the front-end functionality of the Website from scratch Using **HTML, CSS and JavaScript.**
* Worked with objects like **Accounts, Contacts, Leads, Campaigns, Cases**, Opportunity, Reports, and Dashboards.
* **Developed Custom Objects, Custom Reports and configured** the Analytic Snapshots to dump the data on regular basis for the sales performance **and lead generation statistics**.
* **Developed Visualforce Pages to include** extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Worked with Dynamic Apex to access Objects and Field values based on user inputs, **execute dynamic SOQL, SOSL and DML queries.**
* **Used SOQL & SOSL with consideration** to Governor Limits for data manipulation needs of the application using platform database objects.
* Co-ordinate and helped tester and users to **complete testing and UAT**.
* **Worked on integration team for the Salesforce.com** based Veeva CRM implementation project.
* Used Mule Soft for integrating with salesforce helps to build some applications on CRM and **ERP Platforms, Force.com Web Services API** to connect your salesforce environment to Mulesoft.
* Responsible for Unit testing and performance **testing** **of SFDC API/Web Service**.
* **Worked with Dell Boomi atmosphere** to integrate salesforce with Oracle data base and Oracle ERP systems.
* Managing Sandboxes and moving metadata between sandboxes using Change Sets.
* Perform mass update to update the data in SFDC using Demand Excel spreadsheets using **Apex Data Loader.**
* **Implemented pick lists, dependent pick lists, lookups**, master detail relationships, validation and formula fields to the custom objects.
* **Developed Apex Classes, Controller Classes, Apex Triggers**, Visual force pages for various functional needs in the application.
* Worked in all phases of Software Development Life Cycle, quality management systems and **Agile (Scrum) project life cycle processes**.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, JavaScript, Jitterbit, Service cloud, Informatica, Veeva, GitHub, Mule soft, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**MetLife Insurance - Tampa, FL Dec 2016 to Dec2017**

**Salesforce Developer**

**Description:** MetLife is one of the largest insurance and financial services companies in the world, focusing on domestic property and casualty insurance, life insurance and retirement savings, asset management, and strategic investments.

**Responsibilities:**

* **Maintain and enhance workflows** and functionality within Salesforce Lightning.
* Excellent practice in working with administrative tasks like, creating **Users, Profiles, Roles, Permission Sets, Page Layouts**, Record Types and configured sharing rules based on Organization role hierarchy.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in using Eclipse.**
* **Developed Apex Triggers, Apex Classes** and Test Methods.
* **Configured & developed the triggers, workflows**, validation rules & having hands on the deployment process from one sandbox to other.
* Advanced some Apps from Salesforce Classic to Lightning Experience to develop rich user **interface and better interaction of pages**.
* Worked on Lightning Process builder flows**, Connect API, Chatter and quick Action**.
* **Worked on Salesforce Wave analytics** for optimizing the mobile access and data visualization.
* Cooperated with organization users for requirements **gathering, analysis and development**.
* **Created relationships among objects using Lookup**, Master-detail and Junction Object relationships.
* **Worked on Sales Cloud and Service Cloud** with functionalities like Opportunity Management and Case Management.
* Working experience on developing **APEX, VF and Service Cloud**.
* **Designed custom formulae fields, field dependencies**, validation rules, work flows, and approval process for automated alert, field updates and email generation according to application requirements.
* Implemented customizations using Apex Custom controller classes, Extension**, Triggers and Visual force pages.**
* Developed excellent UI using custom **Cascading Style Sheets (CSS)** in Visual force pages and used Java Script for client-side validations.
* **Written SOQL, SOSL, Aggregate, Relationship** queries in apex classes, triggers to retrieve optimized data from objects.
* Developed custom Objects, Fields, Dependent pick list values, and validation rules, **Page Layouts, Search Layouts and Tabs.**
* Created workflow rules, approval process and defined actions like Tasks, **Email alerts, outbound message and Field updates.**
* Performed Sales Cloud configurations and used its features such as Lead Management, **Email integration, and Sales Forecasting.**
* Deployed applications from **sandbox to sandbox/production** using migration tool Eclipse and Change set.

**Environment:** Salesforce.com CRM, Apex Classes, Controllers, Triggers, Visual force pages, Custom Objects, Tabs, Email Templates, Workflow Approvals, Sharing rules, Reports, Dashboards, Eclipse, Force.com IDE, Sales force outlook connector, Web service, SOAP, REST, HTML, CSS, Java script, Windows 10.

**Sonata - India**

**Software Engineer Jan 2013 to November 2016**

**Responsibilities:**

* **Worked on maintaining the functional areas** of accounts, contacts, leads, campaigns, opportunities, quotes, activities, and dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, **Page layouts, Custom tabs, Components.**
* Manage users, Public Groups, Profiles, and Roles within the **Salesforce CRM**; this involved designating access to the applicable user within the user **hierarchy**.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Written SOQL queries against **force.com API.**
* Used Force.com Eclipse **IDE plug to develop the classes and triggers**.
* **Developed different Visual Force** Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into **Call Center application**.
* **Designed, developed and deployed Apex Classes**, Controller Classes and Apex Triggers for various functional needs in the application.
* **Coded APEX triggers** and **S-controls**, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Assignment Rules, Workflow and Approvals for the flexibility and **functionality of force platform application**.
* **Generated different Reports like standard**, summary and matrix for quarterly and half yearly sales.
* **Used the sandbox for testing** and migrated the code to the deployment instance after testing.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.