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| Bhargavi SFDC Developer/AdministratorPhone No: 517-505-2350 Email Id: bagi358@gmail.com | C:\Users\vijay.y\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\6B76B186.tmp  |

**Professional Summary**

* Experienced Salesforce Developer with **6 year** experience and familiar with user support and root cause analysis. Advanced knowledge with strong Object-Oriented Analysis, designing and programming technical skills and extensive experience in **Salesforce.com** platform with proficiency as developer and administrator.
* Proficient in all phases of **SDLC** like requirements gathering, analysis, design, development, troubleshooting issues, testing and deployment and expertized in preparing documentations like Technical documents.
* Experience on Sales features like **force.com Sites, Sales Cloud, Service Cloud, Community Cloud and Wave Analytics**.
* Experience in SFDC development using **APEX Classes** and Triggers, VisualForce Pages, S-Controls, Force.com **IDE, SOQL, SOSL**.
* Experience in creating Profiles, Roles, Permission Sets, **OWD’s, FLS, Sharing rules**, Page Layouts, Record Types, Reports and Dashboards as per the client requirements.
* Experience building Lightning Components and Process Builder.
* Experience in Data Migration using Data Loader and Informatics.
* Experience in capturing, analysing and documenting requirements.
* Releasing the developed code to different sandboxes and production by using Change sets and **ANT migration tool**.
* Experience in developing Apex Classes, Triggers, **Visualforce pages**, Creating Rules like workflows, Validation, assignment, auto response rules, CSS, HTML and JavaScript, jQuery.
* Proficient with Salesforce tools like Workbench.
* Proficient with Salesforce Outlook Configuration.
* Experience in customizing the standard objects, creating the custom objects, Interfaces, Relationships, Workflow rules, triggers, Data Validations, force.com Approval Processes Visual force pages, Apex classes and business logic according to the business requirements.
* Developed Business process document and Application process document.
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE**, Eclipse IDE**, SOQL and various production environments.
* Hands on experience implementing Security/Sharing rules, Configured permission sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization.
* Implementation & Integration experience on SalesForce.com using Apex Language (Classes, Controllers & Triggers), Visualforce Pages, Custom Tabs, Custom Objects, S-Controls, Reports, **Analytic Snapshots** and Dashboards
* Expertise in analyzing and documenting the workflows and functionality of existing systems, preparing presentation materials to all levels of management.
* Experience in migrating code using **ANT**, Eclipse IDE and Change Sets
* Giving techno functional training to Users, preparing training documents for users.
* Giving Salesforce training to new Team members.

**Technical Skills**

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| **Salesforce.com Technologies** | Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Workflow rule, Approvals, Case Management Automation.  |
| **Programming Language** | C#.Net, T-SQL, APEX  |
| **Application Design/IDE**  | Data Migration Wizard, Force.com Explorer and Data Loader, Eclipse, Jitter Bit, DocuSign, Marketing Platform, Wave Platform  |
| **Design Methodologies**  | HTML, CSS, Bootstrap, Jscript, JQuery, JSon, XML, WSDL  |
| **Version Controls**  | TFS, SVN |
| **Operating Systems** | Windows 9x/NT/XP/2003/VISTA/7/8, Linux, Unix |
| **Project Methodologies**  | Portal, Microsoft Word 2014 and Excel 2014 |
| **Conceptual knowledge** | Web Services |

**Professional Experience**

**Client: Juniper Networks Dec’19-Till Date**

**Project Location: Sunnyvale, CA**

**Role : Salesforce Developer/Administrator**

**Responsibilities:**

* Created objects and schema & designed an effective User interfaces using **CSS**. Provided the role-based permissions for visualforce pages Created pages using **Kendo UI**
* Developed Approval process for tracking model status and maintaining the finance line item for projects
* Customized several **Formula Fields, Validation Rules, Tasks, Workflow rules, Triggers, Apex** classes to achieve the complex business functionality
* Setup Case Management process, Email to Case**, Escalation Rules**, Inbound Email Handler
* Worked closely with business analysts to gather requirements and develop the application
* Add Filters & Edit Columns, Related List Columns, Enhanced lookup Filters
* Write a Validation rule to select Shipping Company whenever status is Routing.
* To Calculate Load Date using **PO Load Dates**
* Popup on saving order if the ordered product is available in inventory.
* Calculate tax after discount.
* Provide a provision to Sales Representative to give a discount up to some margin.
* Give discount through promo code to certain products if promo code is valid.
* Write Apex class to make **API calls with PayPal**
* Write Apex class and triggers to make API calls with Authorize.net
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Performed testing in different sandboxes.

**Environment:** Salesforce.com Platform, Data Loader, Apex classes and Triggers, VisualForce Pages, **HTML, CSS, Jscript, JQuery, JSon, Kendo UI**.

**Client Sunnova**

**Project Location : Houston, TX Apr’18 – Mar’19**

**Role : Salesforce Administrator**

**Responsibilities:**

* Working on Lightning components that convert the Salesforce Classic to Lightning
* Working on Salesforce Knowledge. Converting those Knowledge articles to lightning. (Created Proof of concept, waiting for Lightning Migration Tool, it’s still in Beta version)
* Working on community pages for Knowledge articles. Developing the communities for customers, partners and guest users
* Testing the developed components using the **test Apex Classes**. Creating the ChangeSets (Inbound) for production
* Assisted with use case and test case development and **worked with project manager** and/or business manager to test and accept new functionality.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com.
* Used the sandbox for testing and migration of code to the deployment instance after testing.
* implemented **SKUID** for building user friendly interface **(UI)** for both standard and custom objects and to add custom functionalities in Force.com.
* Conducted interviews with key business users to collect requirement and business process information.

**Environment**: Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkin, Translation Workbench, Sandbox, Ant scripts, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning Components, CTI integration and Email Services.

**Client: Openlogix Jun’16 – Mar’17
Location: Hyderabd**

**Role: Salesforce CRM Administrator**

**Responsibilitie**s:

* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com
* Created test scenarios on **Sandbox environment**, created packages and moved it between Sandboxes and Production environments to place final implementations
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com and Force.com platform
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application
* Extracted data from Salesforce.com application into large databases (**Oracle 10g**) for generating large data reports.
* Implemented web based case management, automatic - **Web to case (on Case Object) to track and solve customer's issues**.
* Worked closely with sales team and business analysts, trained internal business users to use applications, performed detailed analysis of business and user requirements, and designed the solution by customizing various standard objects of Salesforce.com.
* Worked on making minor enhancements of SFDC application required by business users from time to time.
* Developed estimates for the project and implemented Salesforce.com customizations and drove **User Acceptance Testing (UAT)**.
* Created various Reports (summary reports, matrix reports, dashboards, pie charts and graphics) and folders to assist managers to properly utilize Salesforce as a sales tool and configured test scenarios in Sandbox environment toimplement QA testing.

 **Environment:** Apex Classes, Apex Triggers, Visual force, Security Management, Workflows and Approval processes, HTML, Web services, SOQL, SOSL, JavaScript, Sandbox testing environment, Force.com Eclipse IDE Plug-in, Apex Data loader, Sales Cloud.

**Sundaram Engineering, Coimbatore Jun’15 – May’16**

**Salesforce Administrator**

**Responsibilities:**

* Created objects and schema & designed an effective User Interfaces using CSS
* Defined Lookup and **Master-Detail relationships** on the objects and created junction objects to establish connectivity among objects
* Worked on Page Layouts, Templates, Custom Links, Related Lists, and other components on a record detail and edit pages
* Worked on Formula fields, Validation rules, Custom fields and objects. Worked with data import, export and delete operations using **APEX Data Loader** and Work Bench for bulk data
* Good hands on experience on Visual force pages, apex classes and **Test class, Rest API, SOAP API.**
* Created Salesforce communities for customers and partner users.
* Hands on experience on creating Reports and Dashboards and Report folders for Managers depending on Reports accessibility.
* Hands on experience in documenting the developments and also documenting Salesforce fundamentals and reporting for easy understanding and navigation for business users.
* Created training materials and power points for Business users and have done many presentations on new developments and training users.
* Used **TaskRay** to assign tasks to internal users**. Worked on Borads, Filters etc on TaskRay**.
* Used QUIP to maintain documents and added it as related list on Standard and Custom Objects to maintain the documents in an organized way.
* Experience in creating permission sets based on users and profiles depending on their roles.
* Experience in performing new release evolutions with Business owner and managing functionality roll outs.
* Maintained three production instances and several sandbox instances.
* Worked on automating command prompt **Apex data loader** for loading . CSV files into salesforce.com.
* Experience working on creating Knowledge Articles. Worked on Knowledge, Ideas and People.

**Environment:** Salesforce.com Platform, APEX Classes & Triggers, VisualForce Pages, JavaScript, JQuery, HTML, JS, CSS.

**Clinet 24X7 Technology Apr’14 – Apr’15**

**Location Hyderabad**

**Salesforce Business Analyst**

**Responsibilities:**

* Responsible for **collecting, understanding, and transmitting** the business requirements for the project, and translating these into functional specifications and detailed test plans.
* Setup meetings with the business to gather functional and non-functional requirements based on the clients Salesforce project Initiatives.
* Provided support to **50 Salesforce users** and acted as the primary point of contact for end-user support.
* Designed and deployed the **Custom tabs, Custom objects & Fields, Triggers, Entity-Relationship data model, Page layouts**, Components to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-types and **Field-Level security** and configured their sharing settings.
* Created Approval processes to send record for approval based on conditions and defined approval actions on them to automate the processes.
* Responsible for tasks ranging from helping users develop reports and reset passwords to maintaining data quality, adding fields, and running backups.
* Implemented & maintained reports and dashboards.
* Maintained system **security and integrity** by granting/removing user licenses and sharing rules.
* Created formula field to retrieve field value from one object to other and worked on validation rules for specific value based on requirement.
* Involved in creating and customizing Email template and configuring them to the Email alert within the workflow rule for object.
* Worked on configuring **Profiles, Permission Sets, Roles, Users, sharing rules, Record Types, Public groups and Queues** for the organization and setting up Field-level, Object-level security rules for each profile.
* Used Data Loader to bulk load data into Salesforce from traditional application databases and **CSV files**.
* Involved in data mapping and migration of data from legacy systems to Salesforce Objects and fields.
* Worked with support phase of this project, handling ticket bucket and resolving tickets.
* Closing high priority Incident Management tickets daily.
* Assisted in the production & maintenance of end user documentation.
* Identified & reported training issues to the CRM Manager.

**Environment**: Salesforce.com platform, Service Cloud, Chatter, APEX, Visual Studio, MS Office (MS Word, MS Excel, MS Project, MS Visio), UML, JIRA ALM, Agile SDLC.

**Certifications:**

* Salesforce Certified Administrator.