Vijaya

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**PROFESSIONAL SUMMARY:**

* Over 8 years of IT experience in the Salesforce.com CRM Platform both as Sales force Developer and Sales force administrator. Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Strong experience working with Apex classes, Triggers, Controllers and Controller Extensions.
* Experience in implementing Sales Force Custom objects, Custom fields, Junction objects, Master-Detail relationships and Look-Up relationships.
* Experience in design of Dashboards, data binding and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant environment.
* Worked on SOAP API and REST API integrations.
* Involved in Data Integration and Migration by using Force.com data loaders, web based import wizards and Informatics cloud and Jitter bit.
* Good knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions
* Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Work lows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Developed Visualforce pages, Visualflow and Custom Objects using Apex Programming on Force.com Platform
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
* Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM web sphere
* Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML5, CSS 3, JavaScript, JQuery, Bootstrap, Media Queries
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Worked with SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.
* Expert in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools like JIRA. Strong knowledge of SDLC process and experience working in Agile Scrum Methodologies
* Experience in integration of salesforce with ETL.
* Experienced on working with Confluence and Jira for team Collaboration, tracing the user stories and tasks assigned required for the Project
* Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, and views in Oracle, SQL, PL/SQL and MS Access.
* Experience with Adobe Flash, Service Cloud, Sales Cloud, Lightning and Chatter.
* Experience in Sales Cloud and Marketing Cloud Applications, Automation of Lead and campaign Management
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

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| **Salesforce.com Technologies and API tools** | Sales Force CRM, Lightning Application, 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 Languages**  | Java, Apex, C#.Net, PL/SQL, Perl |
| **Business Processing**  | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing, and De-duplication, Agreements and Entitlements. |
| **Scripting Languages**  | HTML, XML, Java script, CSS Web Services WSDL, SOAP/REST API |
| **Databases**  | Oracle 10g, 11g, MySQL, Microsoft Access, SQL Server 2000/2005/2008 |
| **Packages**  | MS Word, MS PowerPoint, MS Excel, MS Project, MS Visio, Macromedia Dreamweaver, Rational Rose, Google Drive |
| **ETL/Integration Tools**  | Apex Data Loader, Informatica, Cast Iron, Force.com Workbench, TIBCO. |

**PROFESSIONAL EXPERIENCE:**

**Client: Ellie Mae, SFO, CA Nov 2019 – Present**

**Role: SFDC Lightning Developer**

**Responsibilities:**

* Performed the role of Salesforce developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader, Admin Garage and Lexi Loader.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* 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.
* Working on Sales Cloud, i.e. Account, Account Team, contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Working on Service Cloud i.e. Case, Approval Processes, Milestones, OmniChannel Routing Configurations, Skill based routing, Public Groups and Queues management.
* Developed dynamic Salesforce.com Visualforce pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Build Lightening controllers with the AURA framework.
* Involved in developing salesforce Lightening Apps, Components, Controllers and Events.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Utilized Lightning Connect to get real time data from external system.
* Involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Worked in Administration, Configuration, Implementation and Support of service max and Salesforce applications.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked with Genesys gplus adaptor for CTI integration, so agents can click-to-dial and screen pop capabilities.
* Created Batch Apex classes for batch execution and updating of related fields.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems and used the Sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Expertise in using Eclipse IDE, Force.com and site.com, communities. Implementation of Salesforce.com Sales Cloud and Marketing Cloud.
* Customized Marketing Cloud Objects and Scheduled and managed marketing email sends with Salesforce Marketing Cloud.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Support the Email Marketing Manager in the development of new business requirements.
* Experience working with the Financial Services Cloud to provide personalized service to the client and increase the productivity.
* Involved in the Pardot Campaign setup.
* Used Pardot to automate the marketing and sales process for lead generation.
* Involved in developing the Pardot forms, form handlers and Pardot landing pages.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Implemented the Web-to-Lead functionality for the Marketing Campaign.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data cleanup and mapping in data migration project.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.

**Environment**: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Components and Controller, Data Loader, Apex classes, Apex triggers, JavaScript.

**Sam's club, Irving, TX May 2018 – Oct 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed Apex classes, Controller classes and Apex Triggers on Force.com platform to customize application according to the functional needs.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the Aura framework.
* Embedded Lightning Components in Visual force Page by using new Lightning out feature by event-Driven Programming.
* Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1mobile platform to make Lightning application to mobile
* Created Lightning page with some customizations based on the components used and created the Lightning app.
* Implemented Aura based event model to communicate among different Aura components.
* Added Lightning Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Worked on supporting service cloud like case, Entitlements, and creating case escalation rules for customer support.
* Created complex workflow rules criteria for field updates and email alerts and used field level Security along with the page layouts in lightning to manage access to certain fields
* Developed Custom Objects, Custom Reports Tabs and Components and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Steel-brick CPQ.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio, and Automation Studio.
* Built and integrated third-party CTI systems with Salesforce Call Center using a browser which is based on JavaScript API.
* Worked with different Salesforce deployment tools to deploy the components and metadata into different orgs.
* During every new platform release from Salesforce.com, discussing the new release features with teammates and BA team to effectively improve the features on current environment.
* Used agile methodology of development for all the project requirements given by the BA Team. Also have regular scrum meeting between BA and Developer team to discuss issues and goals fulfilled.
* Worked on different AppExchange applications to build and automate simple or complex repetitive process.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Salesforce.com Platform, Apex Language, Field Service Lightning, Steel-brick CPQ, Congo Composer, Sales Cloud, Service Cloud HTML, Java Script, Commerce Cloud, Flosum tool, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in, Windows XP.

**Client: NYS – ITS, Albany, NY Jan 2017 – Apr 2018**

**Project: NYS OASAS**

**Role: Salesforce Developer/Admin**

**Roles & Responsibilities:**

* Performed the role of SFDC Developer and Administrator.
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports.
* As SFDC administrator interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Designed various HTML Email templates for Auto-Response to customers
* Developed a web-to-lead functionality which directs leads to Salesforce CRM.
* Wrote Custom Formula fields and Validation rules. Wrote Escalation rules to escalate the cases.
* Developed Workflow Rules and Approval Process for some fields.
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using Data Loader.
* Created and deployed several Reports for different user profiles based on the need in the organization.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams
* Involved in building an application using Lightning Components, Lightning Events, Lightning Application.
* Developed various Apex classes, Controller classes and Apex triggers for various functional needs in the application.
* Implemented several common lightning components which can used in Lightning App Builder flexi pages and Community Builder within the application.
* Integrated applications using Web services by consuming the WSDL files for extracting the data from the external systems.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed time dependent workflows as per the requirement.
* Evaluated Data entry, import processes and ensure proper Data quality standards exist for the
* Salesforce.com application.
* Created multiple visual force pages for various requirement needs.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Health cloud, Components and controller, WSDL, Web Services, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in.

**Client: FCCI Insurance Location: Richardson, TX Oct 2015 to Dec 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Designed, Developed & deployed various APEX Classes, Triggers, Test methods, Visualforce pages & also various Schedule, Batch and Future based Apex classes to implement the custom functionality.
* Developed triggers which added automatic templates to fire to the respective users.
* Involved in deploying the AppExchange applications and integrating with third party applications.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Imported data from excel sheets in to Leads, Accounts, Contacts, and Opportunities using Data Loader and Import Wizard.
* Implemented Web to Case, Email to Case functionalities to provide better customer support to the customers.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
* Implemented SFDC Sales Cloud, Service Cloud, Web Services, Created Group, Deal Rooms provisioning, and marketing teams.
* Used the Java Ant for testing and migrated the code to the deployment instance after testing.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Workflows, SOSL, SOQL, Sales Cloud, Service Cloud, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

**Juiced Technologies, Ronkonkoma, NY Apr 2014 – Sep 2015**

**Salesforce Developer**

**Responsibilities:**

* Used Process Builder to automate business process for minor customizations.
* Implementing SaaS delivery for new software products, including network topology analysis, evaluating and testing various third-party products, infrastructure provisioning, installation, configuration and integration.
* Developed communities to collaborate with the customers to meet the business needs for using the company branding.
* Implemented Service Cloud including: Service Console, Communities, Case Feed Knowledge Base and Entitlements. Created Workflow rules and defined related tasks, Time triggered tasks, Email alerts and Filed updates to implement business logic.
* Migrated data from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Developed Visualforce Pages, Apex Classes, Apex Triggers, Apex Controllers (standard, custom and extension), schedulable Apex classes, and Batch Apex to meet various functional needs in the application and schema builder for development.
* Created various Reports and Dashboards to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different users based on the needs of the organization.
* Integrated the application with in house legacy systems using REST API Web services.
* Technical Knowledge about salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Configure, administer and develop within Salesforce using Visualforce, Apex, API, SOQL, and workflows
* Customized existing Visualforce to align with salesforce new lightning UI experience.
* Involved in setting up lead management, case management to web-to-lead, Web-to case, Email-to-case.
* Managed multiple sandbox environments and migrated the code/ components from sandbox to production using change set. Created email templates, formatted them and created a pattern for the future purpose.
* Assisted in designing, building, and maintaining database to analyze life cycle of checking and debit transactions.
* Responsible for analyzing repercussions of check fraud, primarily ramifications of stolen checks on banking account fees and transactions.
* Utilizing Java, Java EE, Enterprise Java Bean, and Apache Struts Web applications to create fully-integrated client management systems.

**Environment:** Salesforce platform, Amazon Web Services, Salesforce.com Lightning Experience, Apex, Visual Force Pages, Component & Controllers, Data Loader, HTML, Java script, Force.com Eclipse IDE, Data Loader, SOAP, Rest API’s, Salesforce Communities.

**Vista Energy – Dallas, Texas Dec 2012 - Mar 2014**

**QA Analyst**

**Responsibilities:**

* Involved in Manual Testing to develop test cases, test scripts and record bugs.
* Involved in Functional, Regression Testing of CARE and Access Online applications.
* Wrote test plans, which detailed the testing scope, strategy, test requirements, and necessary resources.
* Wrote and documented test cases based on corresponding business /user requirements documents & technical specification and other operating conditions.
* Closely worked with respective personnel to nail down bugs.
* Tested the whole program as well as specialized in several input applications.
* Conducted Black Box Testing for the Application.
* Opened defects and tracked them in Quality Center.
* Extensively used SQL for backend testing.
* Attending meetings, and documented User Change requests.
* Analyzed user change requirements and made necessary amendments to the test requirements.
* Performed Regression testing for GIS module.
* Created reports that included general overview, open bugs, new bugs, and enhancement requests. Entered new bugs and maintained the status of those bugs.

**Environment:** Selenium Grid, Manual Testing, Quality Center, HTML, JavaScript, SOAP, TestNG, Ant, SQL, Oracle, windows.