**Niveditha**

**3052058855**

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**Sr. Salesforce Admin/ Developer**

**Summary**

* Result-driven professional with **8 years** of experience in IT industry with **6+ years** of experience in **Salesforce.com CRM Platform**.
* Migrated an org to **Sales force Lightning** view from Sales force Classic view.
* Created **Lightning Record Pages** and set up as per client requirements.
* Modified components at the page level using **Lightning App Builder.**
* Having the experience with the **Salesforce.com application Configuration, Customization** and **Data Migration**.
* Experience in creating Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Pick-lists, Custom Tabs, Validation rules, Work Flows, Approval Processes, Page Layouts, Search Layouts to meet the client’s requirement and functionality.
* Experience in implementing JavaScript, Jquery, CSS for both **Visual force pages** and **lightning components** using **Salesforce Lightning design system** and AURA tags.
* Experience in Force.com **Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, SOAP based Web Services**, **Force.com API, SOQL and SOSL**, and **AppExchange**.
* Experience in **SFDC Administrative** tasks like **creating Profiles, Permission Sets, Roles, Users, Record Types, Email Services, Reports, Dashboards, Tasks and Actions**.
* Hands on experience implementing **Role Hierarchies**, **Sharing Rules** and **OWD settings** for system security design.
* Experience in **Standard** and **Custom Controllers** in Visual Force for development of custom Visualforce pages and components as required by business requirements.
* Extensive experience in **lead, case management, Web-to-Lead, Web-to-Case, Email-to-Case**.
* Proficient in working with **Eclipse IDE and Force.com Plug-in** for writing business logic in Apex programming language.
* Experience in performing data migration from repository sheets using **Apex Data Loader, Import Wizard, Change Sets, Eclipse** and **Force.com IDE**.
* Integrated the web services by generating the necessary stubs from the **WSDL files** for extracting the data.
* Experience in customizing standard objects such as Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns and Dashboards Analytic Snapshots.
* Worked in all stages of Software Development Life Cycle (SDLC) and adhered to **Agile methodologies**
* Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
* Experience in providing production support, analyzing the cause and fixing it.
* Excellent analytical, de-bugging skills and documentation skills.
* Great team player also worked individually on different modules of the Project.

**Technical Skills:**

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| --- | --- |
| **Salesforce.com Technologies** | Apex Trigger, Batch Apex, Schedule Apex, Apex Class,  Visual force (Page, Component & Controllers), Web Services REST/SOAP API , Workflows, Approvals, Profiles, OWD, Permission sets, Sharing Rules, Email Services, Data Loader, Basic Reports setup ,Force.com Sites, Salesforce.com Communities, Lightning ,Case Management. |
| **Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader,  Force.com, Workbench, ANT, GitHub |
| **Web Technologies** | HTML, CSS, JavaScript, JQuery, Bootstrap |
| **Operating Systems** | Windows 8/7/Vista/XP Windows Server 2008 R2 / 2012/2012 R2 |
| **Other Technologies** | Microsoft Office Suite |

**Professional Experience:**

**Merck, Rahway, NJ Mar 19 to Till Date**

**Sr. Salesforce Developer**

**Responsibilities**:

* Analyzed the business requirements and mapped to**Salesforce**.
* Enabled **Salesforce.com Lightning** to an Org. and converted the entire org into lightning version of salesforce.com from the classic version of Salesforce.com CRM system and provided lightning access to the users.
* Using Salesforce Lightning configured custom objects, profiles, Lightning record pages, **Lightning homepage setup** as per profiles using page layouts and **Lightning App Builder**.
* Customized Lightning homepage to create new tasks and events from the home screen.
* Converted all the **Salesforce JavaScript buttons** into a **component** and **invoked them from Lightning**.
* Designed and Implemented a custom lead conversion process by creating lightning components using **Aura attributes , Aura tags , Lightning Controller Classes , lightning helper classes and Aura enabled apex classes.**
* Created **generic components** to make the reusable deposit with all the similar requirements.
* Created **Lightning Quick action and Global action** buttons and invoked **Lightning components**.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the **Governor limits** for various functional needs in the application.
* Involved in **data migration** from Excel to Salesforce using Apex Data Loader.
* Developed and deployed workflows and approval processes for opportunities and products / assets management.
* Created user **Roles, Profiles, security controls** and **sharing settings**.
* Deployed Apex using **Force.com IDE, Force.com Migration Tool** and **Web Services API**.
* Worked on various AppExchange products according to the needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in **CSV files** into Salesforce.com, checking for the correctness of the data.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Created the workflows for **automated lead routing, lead escalation, alerts** and **custom coaching plans**.
* Participated in daily scrum meeting with team using agile development methodology.
* Interact with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.
* Designed various HTML Email templates for Auto-Response to customers.
* Deployed custom applications, Visualforce pages, Apex classes and Triggers from Sandbox to Production.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Used Force.com web service API for implementing **WSDL** in the application for access to data from external systems and web sites.

**Environment:** Salesforce.com Platform, Aura framework, Apex Language, Visual Force Pages, Components and Controllers, Data Loader, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Security Controls, Dashboards, Reports, Sandbox, HTML, JavaScript.

**Lincoln Financial Group–Fort Wayne, IN Aug 17 to Feb 19**

**Sr. Salesforce Developer/Admin**

**Responsibilities**:

* Involved in Salesforce.com **Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Designed and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Email Alerts, Page layouts, Components, Visual Force Pages** to suit to the needs of the application.
* Handled multiple roles as a Salesforce Administrator and a Developer as well as a Knowledge User for a CRM unification project across seven business units.
* Involved in requirements gathering for the business and analyzing the information provided by the business.
* Customized **triggers** for automating key business processes including payment authorizations and a pending activities tracker for business leads spanning seven different business units.
* Developed the presentation layer in Visual force and business logic in Apex Programming by creating/using the **Classes, Triggers, Controllers, components, Batch Apex** and **Web Services API**.
* Worked with **Chatter** and **Mobile Implementations**.
* Implemented **field level security, profiles** and **audit trial setup**. Established deployment strategy for deploying.
* Create and manage custom objects, page layouts, fields and reports within **Veeva**.
* Responsible for all the activities related to **configuring Data Loader,** uploading Data in CSV files into Salesfoce.com, checking for correctness of the data.
* Used **SOQL, SOSL** to select the data from salesforce.com platform database.
* Created Workflow Rules to **automate Tasks, Email Alerts, Field Updates, time-dependent actions** and **Outbound API Messages**.
* Worked on **Leads, Contacts, Accounts,** and **Opportunities**. Segregated Leads and Contacts to the appropriate salespeople across the seven business units. Used the **Dupe Blocker app** on AppExchange to filter duplicate Leads and Contacts. Customized business logic to automatically create a Contact for every Opportunity.
* Assisted with the design and testing of GT's first MS Azure Cloud Application
* Monitored functional and integration test execution on Salesforce CRM, Veeva CRM in the Salesforce.com, and interfaces interacting with Salesforce.
* Developed reports for lead generation as well as campaign and activity reports for each of the business units in the organization.
* Configured workflows with time based actions to send email alerts based on the escalation level for cases and leads.
* Deployment of code from sandbox to production using Force.com IDE tool.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, Components and controllers, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email Services, Veeva CRM, Dashboards, Reports, Eclipse, Sandbox, Windows Azure.

**GE Capital, Houston, TX Jan 16 to Jul 17**

**Sr.Salesforce Developer/Admin**

**Responsibilities**:

* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Created Visualforce pages with **fields, buttons** and using various components to invoke methods.
* Using **controllers embedded JavaScript** and **HTML** as needed.
* Implemented new look and feel to Customer Portal by creating Headers and Footers with the help of HTML, JQuery, and Visualforce Pages.
* Wrote test classes to ensure that the Apex code has a minimum coverage of 90% and tested all the positive as well as negative use cases in the test methods.
* Partially developed a Customer Service and a Knowledge Base portal. Specifically, developed **Workflows, Report Types, User Profiles** and reused existing **Visualforce code templates** for quick mockups.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages, Apex classes** to suit to the needs of the application.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Designed and developed **workflow rules, validation rules** and **customizations** within Sales force.
* Created Workflows to update Fields and simultaneously send emails to Record Owners, teams about the Case attachments, updated, comments using the Email Alerts and Field Updates.
* Developed Custom Objects to provide access to Business Users to add Customer Portal Users to Public Groups.
* Imported Custom Object data from Sandbox to Production Environment using Data Loader and Workbench.
* Created new Assignment Rules, Case Support Processes to route the new Cases to appropriate Queues and assign them as needed.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench.

**Benefit Harbor, Dallas, TX Feb 14 to Dec 15**

**Salesforce Admin/QA**

**Responsibilities**:

* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Created Visualforce pages with **fields, buttons** and using various components to invoke methods.
* Using **controllers embedded JavaScript** and **HTML** as needed.
* Implemented new look and feel to Customer Portal by creating Headers and Footers with the help of HTML, JQuery, and Visualforce Pages.
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**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench.

**Kclink Software Technologies Pvt.Ltd, India May 12 to Jan 14**

**Test Engineer/Sr Test Engineer**

**Responsibilities**

* Review requirements, specifications and technical design documents of Healthcare, CRM applications to provide timely and meaningful feedback
* Assisted QA Lead in preparing Test Strategy and Test Plans
* Create detailed, comprehensive and well-structured test Scenarios and test cases Estimate, prioritize, plan and coordinate testing activities
* Design, develop and execute automation scripts using open source tools
* Identify, record, document thoroughly and track bugs
* Perform thorough regression testing when bugs are resolved
* Develop and apply testing processes for new and existing products to meet client needs Liaise with internal teams (e.g. developers and product managers) to identify system requirements
* Monitor debugging process results
* Understanding Test Data properly.
* Attended reviews and walkthroughs for further clarifications.
* Executing all assigned test cases on software build versions.
* Determine resource and equipment needs to conduct testing.
* Performed Test Execution through Functionality testing, validation testing and User Interface testing.
* Open defects on problems, support development team in fixing the defect and track them until defect is closed.
* Determine timing and cost required to execute test programs.
* Prepare failure analysis report and provide corrective actions.
* Recommend product design revisions based on test data to meet expected performance.
* Review technical architecture documents, design documents, and functional requirements to identify any potential defects.