**Maya**

**(469) 436 0219**

**Visa Status:** USC (Can only work on C2C)

B.E.(electrical engineering), Gujarat university, 1992

Sun Certified Java Programmer, 2000

***Sr Salesforce Certified Developer/Admin***

I can join a Project immediately.

***Profile Highlights***

* A dynamic professional with 8+ years of rich & extensive experience as Salesforce Developer Consultant.
* Experience of working in the complete Software development life cycle involving development. Gained comprehensive experience in developing flexible, maintainable and optimized software.
* Ability to work well in team environment and individual both.
* Skilled in end-to-end development of software products from requirement analysis to system study, designing, coding testing, de-bugging, documentation and implementation.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & multitasking abilities. Possess a flexible & detail-oriented attitude.
* Strong experience in Salesforce customization, Configuration and API Integration.
* Good knowledge of Salesforce Lightning, Lightning design system, Lightning Component.
* Worked extensively in Apex Classes, Objects, Triggers, Visualforce page and other programs in Salesforce developer toolkit.
* Proficient in Data Loader, workflows, process builders, deployment processes etc.
* Strong experience in API integration with Salesforce using REST APIs.
* Excellent understanding of Eclipse and other Integrated Development Environments.
* Good analytical skills for problem solving, ability to communicate with client.
* Strong experience in Salesforce.com Platform - CRM, Force.com, Apex, Triggers, Visual Force, Workflows, Lightning and end-to-end project/product development experience on Force.com platform. Integration with third party tools to fit customer's additional requirements using configurations, apex and visual force page
* Exceptional proficiency in Apex Classes, Visualforce, Migration Tool and other programs in Salesforce developer toolkit
* Highly experienced and accomplished Salesforce Developer with a strong record of client satisfaction
* Proven multitasker independent worker and team player
* Detail-oriented Salesforce Developer with extensive experience in telecommunications, retail, Insurance and customer service. Troubleshoots highly technical issues with ease and patience.
* Team player who is flexible, reliable and adaptable to dynamic environments.
* High oral and written communication skills
* Sound ability to integrate various business processes across different systems
* Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.
* Knowledge in designing, developing and implementing of application for the clients on Force.com platform
* Extensive experience in building Visualforce pages and writing complex business logics using Apex Classes, Triggers and Asynchronous processes.
* Hands on experience in SOAP/REST API integration with third party.
* Hands on experience in Salesforce to Salesforce Connections.
* Good Experience in data migration tools like Apex Data loader, Salesforce import wizard.
* Implemented Security using Profiles and Permission sets.
* Good experience in creating Workflows, Lightning Process Builder, Reports and Force.com sites.
* Experience in building Lightning Components using Aura Framework.
* Hands on experience in handling the releases and deployment plans.
* Hands on experience in Optimizing code & SQL queries.
* Added experience in client-side scripting like JavaScript, jQuery and CSS.
* Mentoring the new joiners in Salesforce.
* Expertise in developing and supporting business critical CRM implementations in Salesforce.
* Sound knowledge on Salesforce Lightning (Aura framework) SPA’s, Lightning Community Pages, Lightning Pages.
* Good programming and scripting background in Apex, Lightning, Visualforce, JavaScript, SOQL and SOSL, HTML5, CSS, jQuery.
* Good knowledge and experience in Salesforce CRM configurations including Custom Objects, Standard Objects, Workflows & Approvals, 2FA, Process Builders, Visual Flows.
* Knowledge of APIs including SOAP, REST and BULK API.
* Experience in Salesforce Sales cloud. Knowledge on Service cloud.
* Experience using tools for Build, Release Management, SOAP UI etc. Recently started working on GitHub.
* Experience with Operating Systems such as Windows 9x/2000/2003/08 Server R2.
* Generated user stories and process flows to identify useful features.
* Responsible for supporting the day-to-day operations of a complex Salesforce.com implementation.
* Developed custom applications using Salesforce lightning design system (lds).
* Technical knowledge about Salesforce lightening schema builder, app builder, components and lightning connect.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, master-detail relationships, lookup relationships.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management.
* Implemented Agile Methodologies, i.e Test Driven Development (TDD) with continuous builds and controlling iterative and incremental projects.
* Weekly presentations on Code Reviews, Code Optimizations to meet the salesforce standards.
* Strong Knowledge in Salesforce Customization, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Experience working with Sales force sandbox and production environments, deployment of code using change sets ANT migration tool and Force.com IDE.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions and Approval Workflow.
* Experience in SFDC Communities or Sites.com
* Hands on experience in using Force.com Web services API for implementing web services in the application for access to data from different users.
* Worked Extensively on Canvas Tool in Salesforce.
* Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, and Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Hands on experience with bulk data migration and integration using Apex Data Loader.
* Experienced with integration of AppExchange applications.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Worked with SOQL, SOSL, Visual Force, Apex, Force.com Web Services API.
* Strong Knowledge in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Expert in implementing security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experience in technologies like Java, SQL and HTML.
* Proficient in databases including MS SQL Server 2000/2005, MS-Access 2000/2003 & MS Excel.
* Excellent Interpersonal, Communicational, Organizational and Project Management skills.
* Excellent team player, self-motivated, quick learner and with good trouble-shooting capabilities.

***Technical Skill Set***

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce **CRM**, APEX Language, Classes, Triggers, **SOQL, SOSL**, Visual force (Pages, Components and Controllers), **SOAP XML**, **APEX** Data Loader, **Aura Framework**, Lightning Component, **APEX** Web Services, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects. Salesforce 1 |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Process Builder, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| **Programming Languages** | **APEX**, JAVA, Web Development Technologies **XML, HTML, XHTML, CSS,** JavaScript, Ajax, jQuery, MySQL |
| **Operating Systems** | MS Windows, Unix Software Development Methodologies Agile, Scrum, **MVC, SDLC IDE** Eclipse 3.x, My Eclipse, Data loader, Force.com IDE |

***Project Summary***

**Centene Corporation, Chesterfield, MO Feb 2019 – Feb 2021**

**Role: Sr. Salesforce Developer**

**Project Description:**

Centene Corporation is a large publicly-traded company and a leading multi-line healthcare enterprise that serves as a major intermediary for both government-sponsored and privately insured health care programs. The main lines of Centene include Medicare, Medicaid, The Health Insurance Marketplace System, (via the ACA), Tricare, as well as traditional commercial insurance

**Responsibilities:**

* Maintained, created profiles and assigned roles to the profiles as per the requirements of **the project. Implemented object level and field level security.**
* Designed, developed, and delivered a **web portal** that allows the sales reps to create accounts and key in orders.
* Created **User Stories** for Emergency Medicine specialty to measure and report healthcare quality and outcomes. Log these user stories in the tool TFS for the agile team to work and consume over the 4-week sprint.
* Created **User Stories** for IQ (Inspire Quality) application used to identify practice patterns, trends and outcomes in emergency care
* Responsible for weekly Code review and Design Review meetings to consistently follow the best practices and maintain the standards
* Developed **salesforce Lightning applications** using **Lightning Components, Controllers and Events and used custom CSS in the components.**
* Analyzed complex business requirements and developed **various Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classe**s and Controllers to provide functionality to the visual pages.
* Worked on lightning for creating custom pages for **lookup screens on Salesforce**.
* Analyzed visual force pages and made changes to work efficiently in both classic and **Lightning mode**.
* Worked on minor enhancements of the project. Managed ongoing support requests and administrative needs of users.
* Experience with acceptance **Test driven development** (ATDD) and test automation tools like selenium, Ruby Mine, windmill for web-based applications.
* Helping the business team in carrying out the **User Acceptance Testing**.
* Designed and implemented the **custom objects, page layouts, custom tabs to suit the application**.
* Defined tasks like **time-triggered tasks, email alerts, field updates to implement business logic**.
* Deployments of the code developed in the **developer sandbox to the test sandbox and the production sandbox.**
* Maintaining documentation of the current processes like **migration plans, standard operating** procedures and web statistics in relation to the business requirements
* Modified and updated existing tool approval processes as per the business requirements.
* Created modern Enterprise Lightning Apps combining **Lightning Design System, Lightning App Builder and Lightning Component features**. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Design, development, deployment and management of multiple integration process.
* Worked on customization of visual force to have **lightning experience for desktop and mobile applications.**
* Developed Visual Force Pages for certifying the User data available for scrubbing.
* Integration with cloud share through web services**. Used Java ANT for testing and migrated the code to the deployment instance after testing.**
* Integrated Salesforce data and external data into Wave Analytics to enable users to explore and visualize the data with explorer and designer.
* Expertise in handling wave dashboard json and Ability to write **SOQL** queries across multiple objects within the SFDC database.
* Worked on selection binding and result binding for wave dashboard.
* Developed community application using lightning aura framework.

**Environment**: Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL

**WEX Inc, South Portland, ME July 2018 – Jan 2019**

**Role: Sr. Salesforce.com Developer and Admin**

**Project Description:**

WEX Inc. provides financial and information management solutions. WEX Inc. has been a fleet card pioneer since 1983. WEX Inc. has been steadily building a proprietary U.S. network that has acceptance at over 90 percent of the nation's retail fuel locations and over 45,000 vehicle maintenance locations.

**Responsibilities:**

* Worked on converting Salesforce **classic VF pages in to lightning using lightning components and lightning App builder.**
* Created Lightning components and added Design Parameters from **Lightning Design System (LDS**) that gives a better look.
* Customized Lightning components were built using **Java script on client side and Apex on server side**.
* Designed and customized **visual force pages** using controller extensions, custom controllers and standard controllers.
* Worked on customizing salesforce OOTB features - Creating Page Layouts, Search Layouts, Record Types, Page layout assignment based on Record Type, Custom links.
* Developed **Apex triggers**, classes to achieve user’s desired functionality and have written the dependent **test classes**.
* Involved in **Deployment**, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Developed Visual Force Pages and JavaScript to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* 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.
* Designed and deployed **Custom tabs, validation rules, Approval Processes** and **Auto-Response Rules** for automating business logic.
* Worked on **SFDC Communities**, created Case Management Process including creating support process, record types.
* Created **workflow rules** and defined related tasks, email alerts, and field updates.
* Implemented **pick lists, lookups, master detail relationships, validation** and **formula fields** to the custom objects.
* Developed and configured **Dashboards, Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Customized **page layouts** for **Opportunity, Contacts** and **Accounts** depending upon user roles and groups.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visual force pages** to develop custom business logic.
* Visualforce Pages for lightning experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and lightning.
* Provided business solutions to clients nationwide, ranging from **Sales Cloud, Service Cloud, and Salesforce1 Mobile Development.**
* Maintenance of installed Managed Packages in **lightning using Apex. Experienced in using Data Migration tool called Data Loader.**
* Retrieved customer data from third party APIs and migrated the data to be displayed Salesforce lightning Components.
* Developed community application using lightning aura framework.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Dashboards, Apex Language, **Visual** Force (Pages, Component & Controllers), Data Loader, Custom Tabs, Code Migration, Eclipse, Force.com IDE.

**University of Minnesota, Minneapolis, MN Oct 2016 – June 2018**

**Role: Salesforce.com Developer and Admin**

**Project Description:**

University of Minnesota uses Salesforce platform to build a user centric, CRM service. It serves all the campuses of U of M at different locations and different departments using custom functionality built on force.com platform.

**Responsibilities:**

* Followed Enterprise Design patterns while implementing the Business Logic by coding in different layers like Service layer, domain layer and selector layer as a good practice.
* Advanced SOQL querying on **Salesforce objects** from simple queries to advanced querying using different clauses like ordering, joins, Aggregates, group by, limits etc. while navigating through relations.
* Developed custom functionality using **Standard and Custom controllers**, **Visualforce pages**.
* Use best practices like bulking the code, Handling triggers, Abstraction, Encapsulation etc.
* Thrived to achieve **100% code coverage** in unit testing.
* Worked on **Salesforce Chatter**.
* Administrated **SFDC Communities**, created Case Management Process including creating support process, record types.
* Worked and used **Canvas Tool** for integrating the Third-party application into salesforce**.**
* Created **Custom Objects** and **Custom Fields, Layouts, Record types** as per the functional needs.
* Load and manage the data using **Apex Data Loader**.
* Worked on the security level setting in the company for all the levels, by furnishing object level, field level, record level securities and Site Permissions.
* Created **Email Templates, Approval Processes, Auto Response rules** and **multi-step approval processes** as per the requirements and defined approval actions on them to automate the processes.
* Installed and worked with the Apps from the **App Exchange** such as Silver pop, Dupe Blocker, Five9, Data.com etc.
* Follow best practices in deploying the code between Environments.
* Worked with Eclipse Environment and Source Tree for deploying the end to end functionality.
* Used Met force form the App Exchange for all the Manual changes across the Environments.
* Configured and maintained different **Sandbox environments**.
* Followed Agile Methodology by tracking using Jira.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**BMO Harris Bank, Chicago IL  March 2014 - Sept 2016**

**Role: Salesforce Developer**

**Project Description:**

BMO Harris is a subsidiary of Bank of Montreal (Montreal-based Canadian bank).This End-to-End project is full implementation of SFDC, and Migration from Siebel CRM to SFDC**.**

**Responsibilities:**

* Coordinated work assignments with developers and Administrators throughout the product development life cycle.
* Designed and developed workflow rules, validation rules, and customizations within SalesForce.com.
* Ad-hoc creation of dashboards based on reports and key performance indicators for chief executives.
* Developed Apex classes, Visual Force components and extensions. Used JavaScript to add the functionality to the pages.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) to assist managers to better utilize Sales force as a sales tool.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Used Data Loader for insert, update, and bulk import or export of data fromSalesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Administrated and monitored the company’s Sales force CRM application.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API, Data Loader.

**BMC Software, Inc. Houston, TX Aug 2013- Feb 2014**

**Salesforce Administrator**

**Project Description**

BMC Software, Inc. is a multinational corporation specializing in Business Service Management software. BMC develops markets and sells software used for multiple functions; including IT service management, data center automation, performance management and cloud computing management.

**Responsibilities**

* Created and managed users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Added new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Developed various Apex classes and Apex Triggers for different functional requirement
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Configured Profiled-based IP address restrictions, Organization-wide IP address restrictions and Profile-based login hour restrictions.
* Designed various HTML Email templates.
* Provided user support and bug fixing activities as per the SLA.

**Environment**: Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls.

**Marlin Business Services Corp, Mount Laurel, NJ May 2012 - July 2013**

**Role: Software Developer**

**Project Description: Service and Support Application**

**Responsibilities:**

* Created user **Roles and Profiles, security controls** and **shared settings**.
* Worked on various SFDC standard objects like **Accounts, Contacts, Leads, Reports** and **Dashboards**.
* Implemented field level security, profiles and audit trail setup.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Involved in the budget **analysis, proposals** and **financial reporting** processes
* Worked for gathering, analyzing and verifying business requirements and analyzed business & technical processes
* Worked throughout the SDLC for detailed understanding of requirements, data interfaces, processes & deployment
* Facilitated stake-holders strategic planning of budget forecasting and proposed enhancements to the project through analysis, decision process facilitation, report preparation and tracked defects.
* Coordinated with QA team to create master test plan, test cases and test scripts.
* Developed a work plan detailing the tasks and effort required to achieve the scope of the project
* Coordinated testing efforts with the off-shore team and was responsible for daily test planning and reporting efforts of the offshore team
* Conducted User Acceptance Testing (UAT) of the final product with the business users.