**Name: Divya**

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**PROFESSIONAL SUMMARY:**

* Almost **5+ years** of experience as a **Certified Salesforce.com** **Platform Developer** and excellent experience as Salesforce Admin as well.
* Deep understanding of the SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Community Cloud**, **Chatter** and **App-Exchange** applications.
* Proficient in **Agile** Methodology.
* Experience working with **Apex classes** and **Triggers**, **Controllers** and **Controller Extensions**, Components, Test Method and Application Design and Development.
* Expertise in **Visual Force**, **Apex Database**, **Apex Triggers** and **Apex testing**. Designed Visual Force pages with **custom controllers** and **controller extensions** to build custom user interfaces for mobile and web apps.
* Used **SOQL**and**SOSL** Queries within **Governor Limits** for data fetching and manipulation needs of the application.
* Experience in integrating External Web systems with Salesforce using **REST** and **SOAP** web services.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, users, Page Layouts, Email Services, Approvals, Workflows, Report, Dashboards, Actions, Tasks and Events.**
* Excelled in working with various Salesforce.com Standard Objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.**
* Extensively worked in integration using **Cast Iron** Tool.
* Expertise in **Service Cloud console** with exposure to **CTI** adapters and **mobile** application integrations.
* Proficient in **Case Management** using assignment, escalation, workflow rules and actions.
* Worked on various salesforce.com **standard objects** like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, **Reports and** **Dashboards**.
* Worked on **Apttus CPQ** (Configure Price Quote) tool, shopping cart.
* Worked on Standard **B2B and B2C** applications.
* Implemented and Integrated services for complete **CPQ** software.
* Have in depth Knowledge and understanding of CRM business processes like **Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management**.
* Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Extensive experience of using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Implemented **security and sharing** rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Expertise in Force.com technology stack: **APEX, Visual Force**, **SOQL, SOSL**.
* Experience building new apps with the **Lightning App Builder and Lightning Components**.
* Experience **integrating SFDC** with applications like Microsoft Outlook, ACT, etc.
* Knowledge in developing **web-based** applications using **Java, PHP, XML, CSS, HTML, DHTML, XHTML, JavaScript and AJAX** Technology.
* Proficient in developing and implementing **Web service** integration.
* Developed applications by using **JSP, JSTL, HTML, Java Scripts,** and **Ajax.**
* Experience in designing, developing and deploying J2EE applications on **Apache** Tomcat, JBossetc.
* Good Knowledge of **RDBMS, SQL**, **Microsoft Excel** and **Access**.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Veeva, Zuora, Marketo, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| **Custom Integration** | Outbound messages, Workflow & Approvals, 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 script, Java, HTML, XML,VB, CSS, C, C++ |
| **Web Development Technologies** | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL, JSON |
| **Database Servers** | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2, TOAD |
| **Operating Systems** | MS Windows, Unix, Linux, Mac OS – 9/10 |
| **Software Development Methodologies** | Agile, Scrum, MVC, SDLC |
| **IDE** | Eclipse 3.x, MyEclipse, Dataloader, MS Visio, Force.com IDE |

**CERTIFICATIONS:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**

**PROFESSIONAL EXPERIENCE:**

**Client: Northeastern University, Boston, MA April 2019 - Current**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked closely with the project design team and the project business team to address the **business and functional requirements defined** for the Salesforce.com Design and Implementation Project.
* Salesforce Service Implementation **providing Technical & Functional direction** for the development of the **Sales & Service Cloud Application** on Lighting Experience.
* Designing and **building web & mobile interfaces on the Force.com platform** using Visualforce, Apex and other available tools.
* Developed **Lighting Pages with standard and custom lighting components** and customized all other  
  application business object settings.
* Created and developed actionable technical deliverables based on **Business Case, Value Proposition, Current and Desired state, High level business requirements, cost estimate, cash flow analysis and scope deliverables with the Risk analysis.**
* Designed and developed schema for new Salesforce Org by creating new objects, fields and relationships. **Understanding business requirements and translating these into technical solutions**based on the chosen platform.
* Providing appropriate **development specifications and supporting our Technical Consultants and fellow Architects** in delivering solutions as well as supporting the Chief Architect.
* Attending all **project grooming meetings for requirement gathering and explain to developers on salesforce.com.**
* Created UML diagrams such as **Business Flow Diagrams and Activity Flow** for better understanding using MS-Visio.
* Worked on **Business to Business (B2B Cloud Craze) & Business to Customers (B2C) SFDC patterns** involved interactions with all the various parties are involved.
* Worked on **Canvas App to integrate third party applications** in salesforce.
* Proficient in building Lightning components using Controllers, Handlers.
* Thorough understanding of **Workflows, Validations, Formulas and Approval Processes**.
* Developed **Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions and extensively worked with Batch Jobs, Apex Test classes and VF pages**.
* Deployed changes from Sandbox to Production org using Change Sets.
* Wrote **SOQL and SOSL queries within custom controllers, extensions and triggers.**
* Developed UI using **aura bundles.**
* Implemented **custom look functionality**.
* **Overridden standard button** functionality using lightning components.
* Worked on events in lightning for **child to parent communication**.
* Developed Web services for creating leads in external system and get the response displayed in Visual force page.

**Environment:** Salesforce.com Platform, Canvas App, Heroku, B2B (Cloud Craze), B2C, APEX, Visualforce, Force.com, SOAP, REST Webservices, SOQL, SOSL, JavaScript, Anugular JS, JQuery, HTML, MS Project, Excel, Agile Tools, SOAP API and REST API, Eclipse, Sales & Service cloud.

**Client: Boston Private Bank, Boston, MA Jan 2018 – March 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed various **custom objects**, **formula fields**, **Master-Detail**, **Look up relationships**, **Tabs**, **Validation rules**.
* Created various **Profiles, Roles**, and **page layouts** and configured the permission based on the Organization hierarchy requirements.
* Worked on various salesforce.com standard objects like **Cases, Leads, Accounts, Contacts, Opportunity, Campaigns, Reports** and **Dashboards.**
* Worked on sales cloud and service cloud.
* Designed and developed the **Record types, Quick actions, Workflow rules, Process builders**
* Developed **Visual Force Pages**, **Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions**, **Web Services API and Apex Triggers** for various functional needs in application.
* Developed complex mappings & mapplets in informatic to load the data using different transformations.
* Worked on Web to Lead and Web to Case.
* Worked on **call center implementation** were coaches giving training to the users.
* Extensively used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using force.com platform.
* Worked on migrating classic to lightning conversions and embed **Lightning Components** in visual force page by using new Lightning out feature.
* Experience Working across various SFDC implementations covering sales cloud and service cloud.
* Used the Sandbox Environment for testing and migrated the code to production after testing.
* Used **Data Loader and Talend** 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.
* Coordinated the process of Production defect fixes and support.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual force** and **Force.com IDE**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force **webservices**, **Java**, **XML** and partner **WSDL**.

**Environment**: Salesforce.com , Salesforce Lightning, Sales Cloud, Apex Language, Visual Force (Pages, component and controller), AppExchange, HTML, Web services, Reports, Custom Objects, Workflow and approvals, Reports, Custom objects, Custom tabs, Email services, Security controls, Case management, Demand tools, SOSL, SOQL, Excel, Validation rules

**Client: Visual IT Solutions Pvt Ltd, India. July 2015 – July 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed web applications and web services using **Salesforce**, **Apex, SOQL**, **and Visualforce** using other web development technologies such as **Java, SOAP, REST and XML.**
* Designed, build, test and deploy enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers.**
* Worked on various Salesforce.com standard objects like **Campaigns, leads, Accounts, Contacts,** Opportunities, Products, **Cases, Solutions, Reports and Dashboards**.
* Created **workflow & approval processes**, validation rules, Auto-Response Rules, Email alerts and templates, and field updates.
* Developed **Apex Classes, Visualforce pages and Apex Triggers** to develop the custom functionality as per the requirements.
* Created user **Roles and Profiles**, **security controls and sharing settings.**
* Worked on various **AppExchange** products according to the needs of the organization.
* Worked on **Sales Cloud and Service Cloud** with functionalities like Opportunity Management and Case Management
* Created **Visualforce pages** and **Visualforce components** to achieve custom functionality.
* Involved in data **migration** from Excel to Salesforce using **Apex Data Loader**.
* Used the **Sandbox** for testing and **migrated** the code to the Production instance after testing using **ANT**.
* Developed excellent UI using custom **Cascading Style Sheets (CSS)** in Visual force pages and used Java Script for client-side validations.
* Integrated with external system by making Callouts from Salesforce using **Apex Web services** (Http classes) for getting data and updating in salesforce.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the **User Acceptance testing** (**UAT**)
* Developed various Batch **Apex** classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* **Manage, deploy and support** multiple concurrent releases through various environments.
* Manage and maintain multiple environments, ensuring that these environments are properly setup, configured, and available for each project as scheduled.
* Create, publish and manage formal release notification, instructions, deployment notes and launch plans as needed.
* Support and enhance build and release processes through automation using a combination of processes, existing tools and enhancements.
* Coordinate release activities with the cross-functional Agile project teams to ensure a smooth and trouble-free roll out of releases.

**Environment:** Salesforce.com platform, Apex Language, Visualforce pages, Data Loader, HTML, Java Script, SOQL, SOSL, Java ANT, Web Services, REST, SOAP, Workflows & Approvals, CSS workflows, JSON, Eclipse IDE, Email Services, Security Controls.

**Client: Software Data (India) Limited, India. Jan 2015 – June 2015**

**Role: Java Developer**

**Responsibilities:**

* **Involved in Analysis, Design and Development of different phases of the Process Flow module.**
* **Developed the web interfaces for Process Flow using JSP technology, which provides flexibility in page design and makes easy for maintenance and modifications.**
* **Scripting of Test cases based on the Specifications received for the request.**
* **Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.**
* **Responsible for Coding using JSP, Java Servlets, Struts and XML.**
* **Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.**
* **Used PL/SQL extensively to generate stored procedures and functions to use with Java.**
* **Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming.**
* **Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration.**

**Environment:****Java Beans, Java Servlets, Java 1.3, SQL, PL/SQL, DB2 V8.2, Apache Tomcat, BEA WebLogic, XML, CSS, AJAX, Windows NT/2000, Linux.**