**Kanthi A** 

Phone: 510-347-8099| Mail Id: shivaniesquare9@gmail.com| Salesforce Developer and Administrator

**SUMMARY:**

* **10+years** of professional IT experience and over **7+years**of strong experience in **Salesforce.com (SFDC)** as **developer**/**Administrator** with **SalesforceUniversity** **3x Certified professional**.
* Working on various phases of **Software development life cycle (SDLC)** including involving in **Requirementgathering** and **Analysis**, **Development**, **Implementation**, **Deployment**, **Maintenance**.
* Worked on projects implementation using software development methodologies like **Agile** and **ScrumMethodologies**.
* Professional Experience in **administration**, **development**, **configuration**, and **Implementation** of Salesforce.
* Experience with Salesforce **Sales Cloud**, **Service Cloud**, **Community Cloud,** and **Insurance** for **FinancialService Cloud**.
* Excellent functional and technical Knowledge of CRM business processes like **Campaign Management**, **Lead Management**, **Account Management, Case Management, Quote and Forecasting**.
* Extensive experience in creating **Custom objects, Custom fields, Page layouts, Validation Rules, Custom Tabs, Report folders**, Report extractions to various formats and Email Generation as per the project requirements.
* Strong experience in generating **Salesforce Reports and Dashboards.**
* Experience in implementing **the Many-to-many, Look-up, Master-Detail relationships** and Automating the business Processes using **Approval Process, Workflows, Process Builder, Lightning Flow Builder, Escalation Rules and Auto-Response Rules.**
* Strong hands-on experience with Salesforce Security setup using **Profiles, Permission Sets, Role Hierarchy and Sharing Rules.**
* Worked on Live Chat Agent Implementation using **Omni-Channel.**
* Hands on experience in developing custom code using **Apex Classes, Controller, Triggers, Visualforce pages, Lightning components.**
* Experience in working with Asynchronous Apex like **Future, Batch, Schedule, and Queueable Apex**.
* Followed best practices in maintaining quality code coverage with Salesforce **Governor Limits and patterns.**
* Worked over complex queries in **SOQL and SOSL** across multiple objects within the SFDC Database and also customized queries to avoid governor limits.
* Good experience in developing salesforce **Lightning Apps, Lightning Record pages and App Page**.
* Hands on experience in building custom **lightning components** on the Aura framework **and Lightning Web Components using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.**
* Experienced in **design, development, testing and maintaining Web Applications using HTML, CSS, JavaScript, XML, jQuery, JSON, WSDL, SOAP and Salesforce Lightning Design System.**
* Hands on experience in design and development of **SOAP/REST API** Enterprise Integrations between Salesforce and other legacy applications.
* Proficient in Data Migration from Traditional Applications to Salesforce Using **Data Loader, Import Wizard, Workbench, etc.**
* Experience in managing **Sandbox and Production** environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using **ANT migration Tool and Change set.**
* Created and implemented **Asana, JIRA** workflow optimizing Owners, Queues, Statuses, and Environment.
* Very good exposure towards **Jenkins** and **code versioning** tools to achieve **CI/CD** within different Salesforce Orgs and experience in **Bitbucket, GitHub, and Jenkins** for version control and traceability usage.
* Monitoring new salesforce release features and functionality to provide recommendations for process.
* Effectively worked with production team during the launch of the project.

**Technical Skills:**

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| --- | --- |
| **CRM** | Salesforce.com |
| **Salesforce Technologies** | Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Aura Framework, Lightning pages (Pages, Component & Controllers),Lightning Web Components (LWC), Workflow& Approvals, Dashboards,Case Management Automation, Custom Objects, Sandbox development and Testing. |
| **Salesforce Tools** | Apex Data loader, GitHub, Eclipse IDE Plug-in, Force.com, Eclipse, Apex Explorer, Offline Edition, App Exchange SSO, Command Line Data Loader, Lightning Controllers, Force.com Platform (Sandbox, and Production). |
| **Languages**  | Apex, Java, HTML |
| **Web Technologies** | HTML, CSS, Java Script |
|  |  |
| **Database** | MySQL |
| **SDLC** | Agile methodology / Scrum, Waterfall methodology |
| **Operating Systems** | Windows 10/8/Vista/7/XP, LINUX, Mac OS |

**Education:**

**Master’s in Systems Science** - Louisiana State University, Baton Rouge, Louisiana

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform App Builder

**Salesforce Trailblazer Link:**

https://trailblazer.me/id/kadapa4

**Professional Experience:**

**Fisher Investments, CA April 2019 – Till now**

**SalesforceLightning Admin/Developer**

**Responsibilities:**

* Involved and interacted with various **business sales** and **marketing** for gathering the requirements for **CRM implementation** and **project estimation timelines** on regular basis.
* Designed, Implemented, and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects and created**junction objects** to establish connectivity among objects.
* Developed workflow rules for various**tasks and Email alerts** as per the requirement.
* Developed **Approval process** for the application by implementing custom formulas in different stages of approval.
* Designed and Developed complex integrations using **BULK API, SOAP and REST API - Both Web Service Callouts and custom web Services.**
* Customized tabs and worked with various standard objects like **Accounts, Contacts, Leads and Opportunities**.
* Used **field level security** along with **page layouts** in Lightning to manage access to certain fields.
* Implemented the **Web Services through WSDL** in the Salesforce.com for outbound messaging.
* Worked on Integrating Salesforce systems using**SOAP** and **REST API's**.
* Visualforce Pages for **Lightning Experience**, Alternates for Java Script Codes, Sharing Visualforce pages between **Classic and Lightning**.
* Worked on **Lightning Process builder flows**, **Connect API**, **Chatter,** and **quick Action**.
* Built **Lightning Component Tab** for Salesforce 1 **Navigation and Custom Applications in Lightning Experience.**
* Hands on experience in **Enterprise Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Worked on Salesforce1 Platform to **build Mobile App** by **enabling LightningComponents** for use in Salesforce1 mobile platform to make **Lightning Application mobile.**
* Retrieved some data and its functionality from Third-Party API’s and displayed within the **lightning component**.
* Created multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the **Lightning component** look and feel better.
* Enabled **Aura Framework**, by adding **Aura Attributes and AuraHandlers** for Events to focus on **Logic and Interactions in Lightning Applications**.
* Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Minimized code in JavaScript Controllers by adding **reusablefunctions** in Helper Component.
* Updated the **APEX Controller** and Helper functions regularly making the Component Context Aware as per business requirement.
* Implemented modern **Enterprise LightningApps** combining **LightningDesign System**, **Lightning App Builder** and **Lightning Component features**.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox** to **Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Experienced using Force.com **IDE** for **creating, modifying, testing, and deploying Force.com Applications**.
* Used **SOQL** and **SOSL** statements within Governor Limits for **datamanipulation**needs of the application using platform **database objects**.
* Maintenance of installed Managed Packages in **Lightning using Apex.**
* Experienced in using **Data Loader**.
* Used sandbox for testing and **migrated** code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex, Lightning Application, Visual Force, Data Loader, SOQL, SOSL, Apex Triggers, Workflow rules, Dashboards, Reports, Custom Tabs, Email Templates, HTML, Java Script, Eclipse IDE.

**Anthem, GA Feb 2016 – March 2019**

**Salesforce Lightning Admin/Developer**

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created Custom **Profiles, Public Groups and Roles** to distribute user rights and functionality.
* Worked on various salesforce.com **standard objects** like **Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.**
* Created different workflow rules and **Approvals, Email Templates to run the Assignment rules**.
* Worked on Point and Click development.
* Worked on SFDC implementation related to **Sales Cloud.**
* Designed and developed the **Custom objects, Formula fields, validation rules, Page layouts, Components**, VisualForce Pages to suit to the needs of the application.
* Perform detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **VisualForce, Force.com IDE**.
* Used **SOQL and SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Developed design document for **data loader-based integration**.
* Designed, developed and deployed **Apex Classes, Triggers, and packages** for various functional needs in the application.
* Created workflow rules and defined related **tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Designed the **Custom VisualForce pages** for Lead conversion, merging duplicates.
* Created email templates and inbound emails using Visual force for the **clients** and **customers**.
* Integrated with external system using **Web Services Callouts** for cleansing the Address and save the data in the pages of salesforce.com.
* Developed **Apex batch jobs, Queueable Classes** (Asynchronous Apex) to auto-archive spam cases and backed up relevant cases.
* Developed custom UI for Salesforce Applications using **Lightning Components** (AURA), SLDS, Events and used custom **CSS** in the components.
* Embedded **Lightning Components** in Visual force page by using new Lightning Out feature by event driven programming.
* Built reusable UI components and pages with the **lightning component framework**.
* Integrated the **SOAP and REST** based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Prepared **test plan and test case** documents for Visibility application.
* Provided support ongoing salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow and triggers**.
* Developed and configured various **Reports** for different user **profiles** based on the need in the organization.
* Used the VS Code, Force.com IDE for **testing and migrated** the code to the **deployment instance** after testing.

**Environment:** Force.com Platform, VS Code, Jira, GIT, Jenkins, Force.com IDE, Standard Objects, Custom Objects, Custom Fields, Lookup Relationship, Master-Detail Relationship, List Views, Sharing Rules, Profiles, Users, Public Groups, Permission Sets, SOQL, SOSL, Record Types, SOAP, REST, Page Layouts, Validation Rules, Reports, Dashboards, Apex Data Loader, Workflows and Approval process, data loader.

**Telephone and Data Systems (TDS), NJ July 2014 – Jan 2016**

**Salesforce Admin/Developer**

**Responsibilities:**

* Analyzed the business requirements and mapped to **Salesforce**. Created user **Roles** and **Profiles**, **securitycontrols** and **sharingsettings**.
* Created **Reports and Dashboards** to track and maintain for Management visibility.
* Maintained user **roles**, **security**, **profiles**, and **workflowrules** wherever necessary.
* Worked with different Record types to setup for different **Page layouts** based on profiles.
* Involved in setting up **Profiles** and assigning the Profiles to the Users.
* Involved in setting up the**Role Hierarchy** and assigning the Users as per the role.
* Created different profiles and setup the permissions based on the roles in the organization.
* Created **templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Dealing with **Customer Acquisition** and **customer retention** and worked with various SFDC implementations covering **Sales cloud**, **Service cloud**, **Marketing Cloud** and **Communities**.
* Involved in the code and performance **optimization**.
* Developed various Components and **Visual Force Pages.**
* Implemented Configuration, Customization and Development with Salesforce.com on **Service Cloud and Sales Cloud**.
* Involved in developing **Visual Force Pages** and **Apex coding** with extensive use of Browser Technologies - **JavaScript, jQuery, HTML & CSS**.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Designed various Web Pages in **Visual Force** for capturing various Employee enquiries and Implemented logic for migrating cases to different queues based on the type of Employee enquiry.
* Worked on migrating Meta data from one **Sandbox**to another sandbox by using **Change Sets**and **Force.com IDE**tool.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, SOQL, SOSL, Apex Triggers, Workflow rules, Dashboards, Reports, Custom Tabs, Email Templates, HTML, Java Script, Eclipse IDE.

**Roberthalf, CA Aug 2012 – Jun 2014**

**Salesforce Administrator**

**Responsibilities:**

* Worked with a team of programmers and learnt various phases of a **product development life cycle**.
* Researched and contributed to build a custom Salesforce application from scratch.
* Worked on various Salesforce.com **standard objects** like **Case Management, accounts, Contacts, Content, Reports and Workplaces.**
* Designed and developed **custom tabs, validation rules, approval processes and Auto-Response Rules for automating business logic.**
* Participated in process flow **analysis** and **process redesign** along with the Project Manager.
* Implemented **pick lists, field dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.**
* Designed custom **reports and dashboards** based on client requirements for different products the application offered.
* Defined **lookup and master-detail relationship** on the object and created **junction objects** to establish connectivity among objects.
* Coordinated the **Database Migration** from SQL Server which was essential in building an entirely new and updated Salesforce CRM Application.
* Worked on a development management tool to handle the requirements of the application.
* Designed and deployed enhancements to **Salesforce custom objects, UIs, workflows, Triggers, Alerts formula fields, Page layouts and validation rules within Salesforce using Apex and Force.com.**
* Imported accounts and contacts data through **Import Wizard, Performed Data Analysis and migrated data to Force platform using Data Loader.**
* Gained experience in **Unit testing** to perform the test cases.
* Hands on experience with the **GitHub**.
* Performed maintenance **checks, bug fixes** and resolved **production** issues under deadlines.

**Environment:** Saleforce.com platform, Apex Data Loader, Custom Objects, Custom Fields, Custom Tabs, Workflows, and approvals, SOQL, SOSL, Force.com IDE plug-in for Eclipse V3.6, Sandbox, Classes, Triggers, Reports and Dashboards.

**Morgan-Franklin, VA Feb 2010 – July 2012**

**Java Developer**

**Responsibilities:**

* Developed the **user interface** screens using Swing for accepting various system **inputs** such as contractual terms, monthly data pertaining to production, inventory and transportation.
* Involved in designing **Database** Connections using **JDBC**.
* Developed **user interfaces** (UI) of the application using **HTML**, **CSS** and **JavaScript**.
* Designed the **Hibernatemapping** for the application entities.
* Involved in **design** and **Development** of UI using **HTML**, **JavaScript** and **CSS**.
* Involved in creating tables, stored procedures in SQL for data manipulation and retrieval using **SQL SERVER** 2000, Database Modification using SQL, PL/SQL, **Stored procedures**, **triggers**, Views in Oracle.
* Developed the business components (in core Java) used for the calculation module (calculating various entitlement attributes).
* Involved in the logical and **physical database** design and implemented it by creating suitable tables, views and triggers.
* Used JavaScript front end **Validations**.
* Created the related **procedures** and **functions** used by **JDBC** calls in the above components.
* Involved in fixing bugs and minor enhancements for the **front-end modules**.
* Responsible in writing interface to **sourcing**, **inventoryapplication** and Data exchange using **XML**.

**Environment**: Java 6.0, HTML, XML, PHP 4.0, Oracle, SQL, PL/SQL, JDBC, java script, CSS.