**Shruthi Ch  **

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**SUMMARY**

* + - * Over 6+ years of experience in **Software engineering, Data Analyst** and **Salesforce CRM Platform** both as Administrator and Developer.
* Deep understanding of the SFDC implementations covering **Sales Cloud, Service Cloud, Community Cloud, Chatter and App-Exchange applications**
* 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.
* Experienced in deployments of **Apex** and **Visual Force pages** across **Dev**, **Test** and **Production** Instances.
* 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.**
* Effective work of data Migration using **Import/Export wizard** and **Apex data Loader** for bulk import or export of data from salesforce.com objects.
* Created **Workflow rules** that defined **related tasks, email alerts** and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages t groups and individuals.
* Created Custom Objects and outlined **lookup and master-detail relationships** and Junction Objects to implement many-to-many relationships on objects and **Roll-up Summary fields** to aggregate data
* Experience in **Data Migration** using ETL tools like **Talend.**
* Experience in Configuration, Implementation and Support of **Salesforce CRM**.
* Experience working with **Deployment** Tools **like Force.com IDE, Salesforce DX** based on salesforce.com Sandbox environments.
* Experienced in working with **agile** and **scrum** methodologies
* Expertise in design and development of multi-tiered web-based applications using Java technologies: **HTML, DHTML, CSS, XML, UML**, **JavaScript** and **Rest** and **SOAP**-**based webservices**.
* Excellent analytical, de-bugging skills and documentation skills.
* Excellent work ethics, quick learner and team oriented.
* Experience in writing test methods and **Test cases** with **Code Coverage**.
* Experience with databases such as **Oracle, My SQL** and **SQL.**
* Experienced using **Salesforce Lightning UI**.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction pages.

**Certifications:**

* **Salesforce Certified Administrator.**
* **Salesforce Certified Platform Developer I (401)**
* **Completion of Data Analysis**
* **Agile Project Management**

**Education**

**Master of Science in Engineering Management**

*Trine University*, Angola, Indiana

GPA 3.6

**Bachelor’s Degree in Information Technology**

*Jawaharlal Nehru University*, Hyderabad, India

GPA 3.5

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.com Administration** | Custom objects, Standard Objects, Validation rules, Workflow rules, Process builders, Approval process, Permission sets, sharing rules, Profiles and Users, connected app, Remote site settings, Record types |
| **Salesforce.com Development** | Apex classes, Visual Force pages, SOQL, SOSL, extensions, Lighting components, Apex test classes and Rest webservice  |
| **Salesforce Tools - Deployment**  | Salesforce DX, Eclipse, IntelliJ, Force.com, Change Sets |
| **Integration Tools** | REST, SOAP,Talend Data Integration Tool  |
| **Salesforce.com Implementation** | Service Cloud Implementation, Sales cloud implementation, Community cloud |
| **Database** | Oracle, MS SQL Server and SQL |
| **Testing Tools** | Selenium, Cucumber  |
| **Other tools** | Salesforce Data loader, Dataloader.io, Slack, Eclipse, CA Rally, Flow dock, IntelliJ, Eclipse, Jenkins, GitHub, SourceTree, Microsoft Teams, MS office, IBM Notes.  |

**EXPERIENCE:**

**Sherwin Williams, OH Oct17-Present**

**Role: Salesforce and ETL Developer**

**Roles and 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.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* 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

**Lowes, NC March 2017 to Oct 2017**

**Role: Salesforce Admin/Developer**

**Roles and Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created and 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 and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ
* Experience with creation of users, groups, projects, workbooks and the appropriate permission sets for Tableau server logons and security checks.
* Preparing Dashboards using calculations, parameters, calculated fields, groups, sets and hierarchies in Tableau.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce** and **Force.com IDE**.
* Used **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Used **Git commands** for manual deployments and also used CICD with **Jenkins** for automated deployment.
* Proficient in Data Migration from different application like Netezza, My SQL and SQL server Traditional to Sales Force using **Data Loader** Utility, **Talend** Deployed the code to production, and handled the merger process of accounts and contacts.
* Designed, developed and deployed Apex **Classes**, **Triggers** and **packages** for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT environments.
* Coordinated the process of UAT defect fixes and support.
* 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.

**Environment:** Saleforce.com platform, Talend, Apex, CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Workbench, Data loader. io, iOS, Custom Tabs, Email Services, Security Controls, Sandbox data loading, AppExchange, HTML

**Trine University -Angola, IN May 2016- May 2017**

**Role: Data Analyst / Graduate Assistant**

**Roles and Responsibilities:**

* Designing research methodologies or populating literature reviews.
* Conducting various research experiments and analyzing data.
* Scheduling of orientation activities, including planning and organizing events on and off campus.
* Assist in the planning, implementation and evaluation of programming, staff development and counseling
* in the residence hall
* Experience developing systems to collect data in object-oriented programming language
* Integrating the applications with primary and secondary data base system to acquire data
* Trained in data analysis, data cleansing techniques
* Coordinate with academic advisors, admissions staff, and prospective students about the status of their application and any additional information or documentation needed.
* Trained in data analysis, data cleansing techniques

 **Environment:** Jenzabar, Oracle, Tableau, Reports and Dashboards

**Emblix Solutions, India April 2013 to July 2015**

**Role: Java Developer**

**Responsibilities:**

* Developed UI components and assets using JSP, HTML, DHMTL, XML and JavaScript/jQuery.
* Involved in developing Class diagrams, Sequence Diagrams using UML.
* Designed UML Use Cases and Sequential diagram for the parts warranty module.
* Followed Agile methodologies (scrum, extreme programming) and test-driven development.
* Developed Web Screens using JSP/Struts/Spring Web Technology.
* Wrote Store procedures related to the parts warranty module tables.
* Involved in writing Validation Scripts using JavaScript.
* Involved in writing Scripts using AJAX/CSS/HTML.
* Integration testing of the modules.
* Developed HTML and JSP pages for user interaction and data presentation.
* Developed JSPs to implement the business logic and use Java beans to retrieve the data.
* Involved in Coding of Enterprise JavaBeans, which implements business rules, and business logic.
* Involved in developing the Java classes and JavaBeans.

**Environment:** Core Java, JSP, Servlets, EJB, HTML, UML, EJB, Java Beans, MySQL v5.2 CE, JUnit, CVS, Developer, Apache Tomcat Web Server v7.0, WebLogic Application Server v8.