**Usha Dhavile**

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**828-919-2686**

**Professional Summary:**

* **7+ years** of experience in the field of Information Technology with handful of experience in Salesforce.com CRM Platform and Apex Technologies and Salesforce lightning.
* Certified in Salesforce.com Administrator and developer, with experience in Administration, Configuration, and Customization, Requirements Analysis, Implementation, Data Migration and support of Salesforce CRM.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Knowledge of Agile development practices and assessment.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Actions.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader, Apptus CPQ.
* Strong knowledge in cloud computing application and interfaces.
* Good experience in Salesforce Chatter and hands on experience in defining and delivering the Chatter File Sync and File Sharing solution.
* Key player in migrations and deployment of code from one environment to other usingForce.com IDE deployment wizard.
* Extensive experience in designing validation rules, custom objects, custom fields, role based page layouts, workflow rules, actions, pick lists, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements.
* Strong working experience in developing/customizing applications using Eclipse IDE with Force.com Plug-in and Force.com IDE, written Apex classes, Visualforce pages, Triggers and customized meta-data components like creating custom fields, formula fields and validation rules.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).
* Experienced in web technologies like HTML, XML, CSS, JSP, Java Script, WSDL and SOAP.
* Excellent organizational and strong problem solving skills with a proven ability to contribute in a team environment

**Technical Skill Set:**

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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, 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 J2EE, C, C++,VB.Net, ASP.Net |
| **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 |

**Cetera Financial Group - Los Angeles, CA Nov 2019 to till Date**

**Salesforce Consultant**

**Responsibilities:**

* Experience in working across various SFDC implementations covering Sales Cloud, and Service Cloud.
* Created multiple Visual force pages for various requirement needs. Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created data validation rules and formulas as per business requirement. Created workflow rules to automate
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Products, Opportunities, Quotes, Quote Line Items, Order, Order products.
* Leveraging a strong understanding of Salesforce CPQ capabilities and limitations to clearly communicate those to customers
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones
* Experience in mapping and migration of data to salesforce.com objects and fields from legacy systems.
* Experienced in debugging the process builders, workflows, apex classes, triggers and lightning components.
* Used SOQL and SOSL conceding the governor limits to achieve the required result
* Developed various Apex Classes, Controller classes, Batch Classes and apex triggers for various functional needs in the application.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations
* Experience using salesforce Lightning UI. Created reports and dashboards in salesforcelightning experience.
* Developed Test classes for all the Apex classes and Triggers with minimum 95% code coverage for triggers and classes
* Building of custom lightning components to display the list view of orders and an order detail page to handle the business logic
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Knowledge on Salesforce Lightning schema builder, process builder, app builder, components and lightning connect.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits
* Worked on different things like Components, Custom Settings, Custom Meta Data Types Site and Static Resources, Debug logs, system log and Implemented Service Cloud Console.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, ANT Migration tool, Eclipse IDE, Lightning Experience, Apex classes and Controllers, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST

**European Wax Center - Hallandale ,FL Feb 2018 to Oct 2019**

**Sr. Salesforce/Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components 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. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* 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 data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. 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 SAP and Salesforce systems using SOAP and REST API's.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, MavensMate, IntellijIDEA, Eclipse IDE with Force.com plugin.

**Medrisk Inc, King Of Prussia Dec 2016 to Jan 2018**

**Salesforce Developer**

**Responsibilities:**

* Upgraded Console from Agent Console to Lightning.
* Worked on various Salesforce.com Standard objects like Accounts, Leads, Contacts, Cases, and custom objects.
* Created Lightning record pages according to User requirements.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Developed various validation rules, formula fields.
* Experience in building reusable UI components and pages with Lightning component framework.
* Converted JavaScript buttons to lightning
* Converted Attachments to files.
* Created a lightning application based on requirements.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Converted Visualforce pages to lightning.
* Created Custom lightning Application and Components.
* Designed, developed and deployed Apex classes, Controllers, Extensions and Apex triggers in Visual force and Force.com for various functional needs of the application.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Created workflow rules, defined related tasks, email alerts, and field updates
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Deployed change sets from Sandbox to Production.

**Ameriprise Financial, Inc - New York, NY Oct 2015 – Nov 2016**

**Sr. Salesforce Developer/ Admin**

**Description:** Ameriprise Financial, Inc. is an American diversified financial services company to help people feel confident about their financial future. It provides financial planning, products and services, including wealth management, asset management, insurance, annuities and estate planning.

**Responsibilities:**

* Maintained user security permissions as per the organizational needs.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application**.**
* Created custom reports to evaluate the performance of IPSwitch channel managers and the usage of the partner community as well.
* Implemented marketing automation with the Pardot and managed Salesforce CRM.
* Used Chatter REST API to integrate mobile apps, intranet sites, and 3rd party Web applications with Salesforce.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Knowledge on Open Source Aura Framework and implemented some of the lightning components in Partner Community.
* Expertise in integration of Salesforce using REST, SOAP API and end to product development experience
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in Salesforce.com Live Agent Console setup in Service Cloud and experienced in Salesforce.com Marketing Cloud.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Strong Knowledge in AppExchange Applications for integrating with Third Party Applications and CTI's
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Cases, Assets, Reports, Dashboards and Custom Objects.
* Working on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, contract templates
* Created custom Profiles, Roles, and Public groups to restrict the data access to the unwanted internal users depending on their job responsibilities.
* Created different triggers and trigger classes to Apex Sharing Rules for Asset Records, triggers will be used to grant access using apex sharing to the corresponding public group that matches the reseller and distributor Picklist fields in account object on the asset, opportunity and case records.
* Create and modify contract templates using Apttus X
* Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Developed UI using CSS, XML, AJAX, jQuery and HTML tags, and Visualforce components and used JavaScript for front-end validation.
* Implemented Formula fields, Validation Rules, Process Builder, Workflow Rules, and Workflow Approvals.
* Developed and configured Custom Reports to planning monthly, quarterly and annually and for opportunity Deal Registration, Lead etc.
* Extensively implemented Visual Flows for automatic service process in Service Cloud. Scheduled Apex Batch jobs for processing large records.
* Worked on designing part like enabling Aura frame work- migration from standard Salesforce static to lightning for better UI purpose.
* Build Lightening controllers with the AURA framework.
* Written Apex Classes, Controller, Extension Controllers and Triggers in the application for various Business/functional requirements.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Implemented convert Lead to Standard Object (Lead object). Maintained system interface diagrams and functional designs.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Served as a marketing product expert and administrator of SFMC processes
* Used the Sandbox for UAT and deployed the code to the Production instance after UAT and deployed the changes from Sandbox to Production.
* Used Data Loader for insert, update, and bulk import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created Triggers like sending emails to the partner users whenever they update, they update any object records.
* Created VF Components used repeatedly in VF pages to reduce the redundancy when needed.
* Created Visual force and HTML Email templates to be sent to the users depending on the action they perform after they log into the community.

**Environment**: Saleforce.com Unlimited and Developer Edition, Force.com plug-in in Eclipse IDE, Developer console, Apex Data Loader 32.0, Live Agent, Communities, JIRA, HTML, Java script, CSS, Workflows, Marketing cloud, SOQL and SOSL, Custom Objects and fields, Custom Tabs, Report Types, Lightning, workbench.developerforce.com, Schema Builder, Apttus CPQ, Microsoft Excel 2010, Force.com Migration tool, JQuery, Custom Settings, Custom Labels

**Zensar Technologies – India**

**Salesforce Developer. July 2013 – Sept 2015**

**Description:** This Project involves analysis, design, and development for various modules that interacts with different systems to collect business data from exchanges, brokerages, clearing houses and agent banks. This data is extracted and loaded after calculations on to database using batch processes jobs.

**Responsibilities:**

* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities, and dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Written SOQL queries against force.com API.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and S-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Assignment Rules, Workflow and Approvals for the flexibility and functionality of force platform application.
* Generated different Reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

* **Education: Bachelors in Instrumentation and Control Engineering GNITS in 2008**
* **References:** Provided upon request