**Name: Nikitha**

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**PROFESSIONAL SUMMARY:**

* Over **7+ years** of experience in Salesforce.com CRM Platform and Apex technologies.
* Good working experience in various capacities such as **Salesforce Developer, Salesforce Administrator.**
* Experience in working across various SFDC implementations covering **Sales Cloud**, **Service Cloud, Communities** and **Force.com Sites.**
* Expertise in **Full Software Development Life Cycle (SDLC)** implementation analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications.
* Expertise in Salesforce **Application Design and Data Model as per the Business Requirements.**
* Involved in building Custom Applications that includes administration, configuration, implementing and support experience with **Force.com** platform
* Experienced customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards
* Expertise in **Core Java**.
* Experienced in **Apex Classes, Apex triggers, Visual force pages**, Custom components, Custom Settings, Force.com API.
* Extensively worked on **SOQL, SOSL** and **DML**.
* Worked on **Lightning UI** and **Lighting Design system**
* Hands on experience in developing and deploying custom integration Salesforce.com CRM solutions.
* Expertise working with **Rally** for tracking day to day activities.
* Added geographical redundancy to the computing needs in order to track the customers’ location using **Community Cloud**.
* Hands on experience working with **Jenkins** and **GIT HUB** for build and deployment process.
* Extensive experience in designing of Junction Objects, Custom Objects, Custom Fields, Pick list, Role based page layouts.
* Expertise working with **Service cloud** and **Community Cloud**.
* Experience in **Validation Rules, Assignment Rules, Workflow Alerts, Approval Processes and Approval Workflow**.
* Experienced in service cloud by adding object, Fields, Tabs, Reports and Dashboards and migrate data into Salesforce.
* Experience with data migration through Import Wizard, Data Loader, Workbench and Bulk API’s in Salesforce.
* Experience working on **Eclipse IDE with Force.com Plug-in for writing business logic in Apex**.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Worked on **MVC architecture** and HTML, XML, Java Script in developing web-based applications.
* Expertise in developing Web Services using **WSDL, SOAP and REST API’s**.
* Worked in Agile Framework and participated in Sprint planning for delivering projects.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.com:** | Apex Language, Apex Trigger, Apex Class, Visual force (Page layout, Controller). Templates, Formula Fields, Validation rules, workflow and approvals, AppExchange, Data export and Import wizard |
| **Custom Integration and management tools:** | Workflow & Approvals, Field updates, Outbound/Inbound Messages, Reports, Custom Objects, Custom Settings, Custom Labels, and Tabs, Account Management, Contact Management, Pipeline Management, Email Services, Security Controls & Custom Application and Sandbox environment, Lightning Experience, Jenkins |
| **Force.com tools:** | Apex API, Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector, Workbench and Eclipse IDE with plug-in, Migration tool, Lightning Component Framework, Lightning App Builder. |
| **Languages:** | Apex, C, C++, Ajax, VB, JAVA |
| **Web Technologies:** | HTML, XHTML, CSS, XML, Java Script |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003, Mac OS X 10.9/10.8/10.7, Linux. |
| **Databases:** | Oracle, SQL Server 2008. |
| **Mobile Application Tools:** | SalesForce1, Interface Builder. |
| **Methodologies:** | Agile, Scrum, Waterfall. |

**CERTIFICATIONS:**

* **Salesforce Certified Administrator**

**PROFESSIONAL EXPERIENCE:**

**Client: Chewy, Dania Beach, FL June 2019 – Till Date**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Work directly with Business POC's and independently perform development, testing, implementation and documentation related to the SalesForce.com development.
* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas.
* Worked with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes.
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
* Built Application Pages with Controllers and Utility classes to publish them to web to import data to a custom Object in Salesforce.
* Designed very complex Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created and used Email templates in HTML and Visual Force.
* Created **users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions** to provide shared access among different users.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into salesforce.com using **Apex Data Loader**.
* Created test scenarios on **Sandbox** environment, created packages and moved it between Sandboxes and Production environments to place final implementations
* Created **Letterheads** and **Email Templates (**HTML, Custom &VisualForce) for sending organizational announcements and communications to both internal Users and external Contacts
* Implemented **Security access** to the user profiles by creating **Object level** security**, field level** security and **record level** security
* Implemented **pick lists**, **dependent pick lists**, **lookups and master detail relationships** to the custom objects
* Prepared **user manual** and **technical support document**
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce Objects. Used it to read, extract, and load data from comma separated values **(CSV) files.**
* Packaged and Deployed components from **Sandbox** to **higher environments** using CICD Process**.**
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects

**Environment:** Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Aura Framework, Eclipse IDE, Sales Cloud, Service Cloud, GitHub, Controllers, Visual force Pages, GitHub and Triggers

**Client: Cerner Corporation, Kansas City, MO Sep 2018 – May 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Implemented **Customer Community** where the customers can login to salesforce and manage their accounts, projects, create service requests, schedule, and manage appointments.
* Implemented **lightning web components** to pass the carousal component to embedded service chat.
* Migrated the knowledge articles from Salesforce classic to Lightning and implemented feature topics to share these articles with the customers in the community.
* Implemented **single sign-on** process with Octa and Salesforce for the internal users to sign-in.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Involved in **API/Web Service design** and developing technical specifications for the Salesforce.com (SFDC)
* Interface Designing using Visualforce page and their supportive Controller Classes. Automate the functionality by writing **Triggers and Apex Classes.**
* Involved in using **lightning, process builder and workflows.**
* Reengineered **APEX code** already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Responsible for Unit testing and performance testing of **SFDC API/Web Service**.
* Created **Lightning components, Apps, Pages** and Customized **Lightning components** were built using Java script on client side and **Apex** on server side.
* Created custom **Dashboards** for manager's home page and gave accessibility to dashboards for authorized people and used field level security along with page layouts to manage access to certain fields.
* Implemented **Partner communities** where the business partners can login and manage their cases, work orders and appointments.
* Build reusable components, and customized **Salesforce1 mobile app** using **Lightning** component framework.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with **lightning.**
* Worked on standard objects such as Leads, Opportunities, Accounts, Campaigns, associated with **SalesCloud**. Configured **ServiceCloud** for Cases for Customer Service division.
* Migrated consistently to **Lightning** from **Classic** in order the sales reps find Just-In-Time information about customers and prospects
* Setup, maintained, and optimized Email marketing campaign utilizing **Exact Target/Salesforce.**
* Experience in managing Repositories using **Jenkins** and **GitHub**
* Retrieved customer data from **third party APIs** and migrated the data to be displayed on Salesforce **Lightning** Components.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications
* Methodology testing package upgrades in **sandbox** org and deploying in **production** org.

**Environment:** Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Aura Framework, Eclipse IDE, Sales Cloud, Service Cloud, GitHub, Controllers, Visual force Pages, GitHub and Triggers.

**Client: RSA Security,Overland Park, KS Aug 2017 – Aug 2018**

**Role: Salesforce Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce.com implementation and documented the Business and Software Requirements.
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.**
* Developed **Assignment rules, Escalation rules** to enable proper routing of cases to the case team members.
* Designed **junction objects** and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Sharing rules and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional need i.e. Sweep & Match, Custom Member Search, and Data Synchronization by web services integration.
* Created various **Standard** and **Custom Reports / Dashboards (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders** to assist managers to better utilize Salesforce.com as a sales tool and configured various Reports and for different user profiles.
* Provided post-implementation support to assist end users in creating **reports, dashboards** and certain Administration tasks including creating and maintaining user **profiles and privileges.**
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* **Single-Sign on (SSO) integration** - Implement Single-Sign on (SSO) for browser-based logins to Sales force.
* Created profiles and implemented **Object and field level security** to hide critical information on the profile users.

**Environment:** Salesforce.com platform, Force.com Sites, Apex, Assignment Rules, Escalation Rules, Sandbox Environment, Validation Rules, Custom Reports, Workflow & Approvals, Dashboards, Custom Objects, Custom Tabs, Creating Packages, Sandbox data loading, and Apex Data Loader.

**Client:Dhruvsoft Services Private Limited, Hyd, India June 2015 – July 2017**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in **identifying, planning and implementing Salesforce.com** features and functions (new screens, workflow, force.com objects, reports and apex code) to meet business requirements
* Enabled, Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, search layouts**, **custom links**, **related lists, Components, VisualForce Pages** to suit to the needs of the application
* Involved in **client interaction** for discussing the workflow and customization of page layouts.
* Involved in **integration** of their legacy system with salesforce CRM package through web services based on **SOAP API**
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization
* Worked on **Analytical Snapshots** for weekly trend reports
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application
* Created **Custom Visualforce components** and **attributes** to override the look and feel of standard Visualforce components
* Experience in **Data Migration** using Import Wizard, Excel Connector, Workbench and other integration tools like Apex Data Loader and Dataloader.io
* Created and accessed configurations stored in **custom settings**
* Implemented **approval processes** to ensure proper authorization
* Developed **workflow rules,** time triggered workflows for various business requirements
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards**
* Implemented **Customer Portal** for various business requirements
* Implemented **SSO** (Single Sign on) for salesforce using SAML
* Automating business process by developing **batch processes** using **APEX programming language**
* Created **users, roles, public groups** and implemented **role hierarchies, sharing rules and record level permissions** to provide shared access among different users
* Added **formula fields** and **validations** to new and existing objects
* Implemented Salesforce **best practices** using standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards**
* Implemented Data segregation through **Record Types** and **Field level security**
* Experience Working with **Apex Scheduler** to invoke Apex classes at regular intervals

**Environment:**Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), Workflow Rules & Approval Processes, Custom Objects, Page Layouts, Reports, Dashboards, Record Types, Validation Rules, Web Services, Custom Settings and Sandbox.

**Client: Amigos Software Solutions, Hyd, India June 2013 – May 2015**

**Role: Software Engineer**

**Responsibilities:**

* Involved in client requirement gathering, analysis & application design.
* Involved in the implementation of design using vital phases of the Software development life cycle **(SDLC)** that includes Development, Testing, Implementation and Maintenance Support in WATERFALL methodology.
* Performed Unit testing based on the requirements and development standards.
* Generated Ad-hoc reports using Power Builder and SQL.
* Created complex SSIS packages using various data transformations like conditional split, Cache, for each loop, Data conversions, Merge, OLEDB Command, components
* Developed various stored procedures for the data retrieval from the database and generating different types of reports using SQL reporting services (SSRS).
* Used **JavaScript** to perform client-side validations.
* Developed server-side presentation layer using **Struts MVC Framework.**
* Developed Action classes, Action Forms and Struts Configuration file to handle required **UI**actions and **JSP**s for Views.
* Developed batch job using **EJB**scheduling and leveraged container managed transactions for highly transactions.
* Used various**Core Java**concepts such as **Multi-Threading, Exception Handling, Collection APIs,Garbage collection**s for dynamic memory allocation to implement various features and enhancements.
* Used**JPA** and**JDBC** in the persistence layer to persist the data to the **DB2** database.
* Created and written **SQ**L queries, tables, triggers, views and **PL/SQL** procedures to retrieve and persist the data to the database.
* Performance Tuning and Optimization with Java Performance Analysis Tool.
* Implemented **JUnit** test cases for Struts/Spring components.
* JUnit is used to perform the **Unit Test** Cases.
* Used Eclipse and worked on installing and configuring **JBOSS.**
* Made use of **CVS** forcheckout and check in operations.
* Worked with production support team in debugging and fixing various production issues.

**Environment:**Java, JSP, HTML, JavaScript, PL/SQL, EJB, Struts, JDBC, JPA, SQL, DB2, JUnit, JBOSS, Eclipse, CVS, Power Builder, SSIS, SSRS

**Education** : Bachelors in computer Science University JNTU India