

Jeevitha

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Professional Summary:

- Salesforce developer with 8+ Years of IT experience that includes around 5+ years of experience in Salesforce.com CRM Platform.
- Experienced software engineer with expertise in all aspects of software development life cycle, including requirements analysis, design, development, and production support.
- Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
- Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts.
- Superior knowledge of SOA design principles and RDBMS technologies
- Excellent understanding of Eclipse, Visual Studio, and other Integrated Development Environments
- Excellent knowledge and experience at administrative tasks such as Creating Profiles, Roles and Permission Sets, Creating Relationships, Tasks and Events, Email Templates.
- Experience on Agile methodology and waterfall model.
- Sound ability to integrate various business processes across different systems
- Proven ability to leverage full-stack knowledge and experience to build interactive and user-centered web applications.
- Good knowledge of object-oriented design, relational databases, Web services, Distributed systems and scalable architectures, Data structures and Algorithms and Web development technologies.
- Good interpersonal skills, excellent verbal, written and presentation skills and can work both independently and in a team
- Highly organized with the ability to prioritize workload, manage multiple projects and meet project deadlines by following project standards and procedures as per client specifications.

Technical Skills:

Salesforce.com	Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, Bulk triggers, Salesforce.com, Workflows and Approvals, AppExchange, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, app exchange, Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, web services
Web Technologies	JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP
Force.com tools	Apex Data Loader, ETL, Data Extraction, Force.com Apex Explorer, Apttus, Force.com Migration Tool and Eclipse IDE PLUG-IN, FORCE.COM Explorer, GIT, Jenkins
Custom Integration and Management tools	Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA
Operating Systems	Windows Family, MS-DOS, UNIX, SOLARIS
Relational DB	SQL, SOQL, SOSL

Professional Experience:

Salesforce Lightning Developer
Cervello Inc, Boston MA

10/2019 – Present

- 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.
- 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.
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
- 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.
- 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.
- Involved in daily standup meetings, and other Scrum ceremonies. 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.

Salesforce Lightning Developer
Datasite – Saint Paul, MN

09/2018 – 09/2019

Datasite, formerly known as Merrill Corporation, is a leading SaaS provider for the M&A industry, empowering dealmakers around the world with the tools they need to succeed across the entire deal lifecycle. Salesforce provides greater visibility into interactions with the agency and corporate partners around the world. I was part of the team that enabled the sales team to communicate and collaborate efficiently and compete more effectively on a global scale.

- Gathered requirements, estimated LOE (level of effort) and created functional requirements for key Salesforce projects
- Participated in weekly Change control meetings and performed application and global impact analysis.
- Migrating from Salesforce Classic to Lightning and created Lightning Components.
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com, SObjects used it to read, extract and load data from comma separated values (CSV) files.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Created Executive and other Dashboards using wave Analytics.
- Implemented Wave analytics and designed Wave dashboards, lenses, and datasets.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud,

Call Center, Chatter & App-exchange applications.

- Made new feature enhancements on Service cloud console view and developed some Visual force components.
- Integrated using REST based Web service callouts to other external systems.
- Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
- Customized page layouts for Contacts, and Accounts depending upon user roles, and groups of Service cloud objects.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports, and dashboards
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.

Environment: Salesforce.com platform, Lightning, Sales cloud, Service Cloud, Apex Language, Visual Force, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Email Services, Security Controls, Sandbox data loading, Agile.

Salesforce Mid-level Developer & Admin
CFA Institute

05/2017 – 08/2018

- Assisted in developing Project Scope, Business Requirements, and Functional Requirements with internal team and clients.
- Facilitated the creation of test scenarios and test scripts.
- Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles, and permissions
- Recommended, designed, and implemented a Marketing process in Salesforce to automate communications between Sales and Marketing, associate campaign influence opportunities for ROI reporting, and to provide real- time status on campaign members.
- Migrating from Salesforce Classic to Lightning and created Lightning Components.
- Integrated and administered Salesforce for Outlook (SFO) for large end-user base
- Performed customization using Apex and Visualforce
- Created a complete Case Management System using Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript.
- Frequent formal and informal client interaction
- Creation of Web Services in Java to integrate our internal systems

Environment: Salesforce.com platform, Sales cloud, Salesforce Marketing Cloud Platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, JavaScript, Postman, Soap UI HTML5, CSS3, jQuery, CSS, SOAP and REST API.

Salesforce Admin & Analyst
Info Tech – Bangalore, India

06/2014 – 04/2016

- Develop, document, maintain and enforce data processes and procedures designed to improve and maintain a high level of data quality and integrity
- Designed, setup, and maintained Salesforce standard objects, custom objects, and junction objects, while also structuring user roles, security profiles, and workflow rules.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity
- Tracked and performed daily routine necessary applications such as merging duplicates, task assignments, maintaining and upgrading security permissions, & more.
- Increased comprehensibility and potential of clients to utilize SalesForce to the fullest extent.
- Responsible for inquiries from all parts of the Sales and Product Marketing organization.
- Developed, launched, and managed in-depth dashboards and reports for all team functions on both management and individual levels.
- Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales

reports.

- Research new applications and the benefits for each of the teams along with ease of use regarding Marketing, Mass Email, Reporting, and Sales

Environment: Salesforce.com platform, Classic, Service cloud, Apex Language, Visual Force, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Email Services, Security Controls, Sandbox data loading.

Java Software Engineer
Lloyds Bank – Bangalore, India

06/2011 – 05/2014

- Developed RESTful services to exchange and post data with external applications.
- Involved in Troubleshooting operational issues that spawned multiple layers in the environment.
- Used Tortoise SVN as the version control system for check-in and checkout of the code.
- Implemented the persistence layer using Hibernate ORM (Spring + JPA integration) and Spring JDBC.
- Involved in development of User Interface using HTML5, CSS/CSS3, JavaScript, and jQuery, AJAX and JSON.
- Designed user interfaces and subsystems according to the design specifications and evaluated and refined the prototypes.
- Used spring framework to implement the MVC design pattern.
- Used hibernate to map the domain elements and Criteria API, named query for querying

Environment: Java, JavaScript, HTML, CSS, JQuery, YUI, Spring framework, Hibernate, Rest Services, SQL, DB2, IBM Websphere

Education:

Masters: Information Technology & Management. Saint Mary's University of Minnesota - MN, USA.

Bachelors: Information Technology. Audisankara College of Engineering and Technology, India