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**Shivani K**

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**Salesforce Developer/Administrator**

**Career Objective**

Looking for position where I can handle increasing responsibility and challenging assignments that provide ample opportunities to improve my technical skills, knowledge and achieve recognition.

**SUMMARY:**

* Vibrant and self-motivated professional with more than 7 years of experience in the field of Information Technology with more than 6+ years of experience in **Salesforce.com CRM** Platform and **Apex** **Technologies**.
* Certified in Salesforce Administrator 201 & Force.com Developer 401
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Formulae Fields, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Experience in **SFDC** development in implementing **Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL.**
* Worked with various **Salesforce.com** standard objects like **Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.**
* Experience using **Eclipse IDE and Force.com** plugin environment to implement business logic using Apex-programming language.
* Developed and worked on different Salesforce.com environments such as **sandbox** and **production environment**. Responsible for deploying between the Production and Sandboxes by employing the Force.com Migration Tool and Eclipse.
* Exclusively developed **Communities and portals** for the usage of the end users.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud** and **Marketing Cloud**
* Extensive experience in data migration and integration using **Data Loader.**
* Implemented Spring Core, Spring Web MVC, Spring Security modules to build the application.
* Hands on experience in using the **Aura framework** and **Salesforce lightning Design System (SLDS)**
* Hands on experience with **Java Collections** and **Generics.**
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visual force** (Pages, Components, Controllers) **MVC** architecture and **Apex** (Classes, Controllers & Triggers)
* Worked and deployed using **WebLogic** as application server and Apptus **CPQ**
* Experience in developing various **lightning components, events** and **lightning applications**
* Good level of understanding the principles of **SAAS**, **PAAS** and various technical aspects. Thus, experienced with full life cycle implementations on Salesforce platform.
* Experience in analyzing the business requirements and designing accordingly as per the client application the related c**ustom objects, leads, campaigns, junction objects for relationships (Master-Child, Lookup, Many to Many), Entity Relationship data model, page layouts, Workflow rules, Process Builders, Formula Fields, Validation Rules, sharing rules, Field Dependencies, Salesforce Automation** such asEmail alerts and business logic.
* Worked on **Guidewire** Customizations and was responsible for identifying necessary **integration** customizations in the **Guidewire platform** to support the Guidewire MP and **MuleSoft Integrations.**
* Hands on experience in development by implementing **Triggers, Lightning Web Components(LWC) APEX classes, wrapper classes, controllers, Visual Force, Force.com IDE, Apex Test Classes** for SFDC testing, **Batch Apex** for data processing and writing queries in **SOQL** and **SOSL**, customized queries to avoid governor limits.
* Strong Hands on experience with Salesforce **Security** features like creating **Profiles, roles, Permission Sets, OWD, Role Hierarchy, Sharing Rules** etc.
* Experiencedworking with data migration/data management tools like **Apex data loader, import wizard** to migrate data from another database**.**
* Managed **Sandboxes** for development, testing and training purposes. Done Deployment between Production and Sandboxes using Eclipse, **Force.com** Migration Tool, and Change Set maintaining code coverage.
* Good experience with integration features in Salesforce using **REST** and **SOAP APIs**.
* To improve business made recommendations to integrate with third party plug-ins from **AppExchange**.
* Skilled in understanding and implementing the new salesforce **Lightning** Experience.
* Used **Lightning process builder** for visualizing and creating automated business processes.
* Improved productivity for our sales team by **Lightning Experience**.
* Involved in **unit testing, System Testing, Integration testing** and Performance testing of the changes affected.
* Worked with **Conga Composer** to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients
* Migrated the code using **Eclipse IDE** and **ANT scripts and** create**d Online Forms.**
* Experience working in teams in Agile Environment involving in Daily Scrum methodology and planning sessions.
* Worked as **Environment Coordinator**.
* Experience building **Lightning** components and **process builder.**
* Always self-motivated and challenging.Excellent interpersonal, written/verbal communication skills as well as active listening skills
* Flexibility to work in a fast-paced environment with changing needs and under tight deadlines

**CERTIFICATIONS:**

* 401 Salesforce Certified Developer.
* 201 Salesforce Certified Administration.
* Certified Salesforce Service Cloud Consultant .

**TECHNICAL SKILLS:**

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| CRM Applications | SalesForce.com, Siebel 8.1.1.5, 8.1, 7.8, 7.7 (versions) |
| Sales force Tools | Change Sets, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Lightning (components, Controllers), Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) and Sandbox testing, AFDX CLI. |
| Frameworks and Architectures | Model View Controller (MVC) based solution design |
| Project Management Tools | MS-PROJECT 2000, MS Visio, MS Word, MS Excel, MS PowerPoint, HP Quality Center |
| Languages | Java, J2EE, C# and .Net |
| Databases Force.com | DB MySQL, Oracle 9i/10g |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S-Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects |

 **PROFESSIONAL EXPERIENCE:**

**Viasat, Carlsbad, CA May 2019- Till Date**

**Salesforce Lightning Developer/Admin**

 **Description:** ViaSat is the global communications company that believes everyone and everything in the world can be connected. For more than 30 years, ViaSat has helped shape how consumers, businesses, governments and militaries around the world communicate.

 **Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Experience in User acceptance testing and Experience with Salesforce Communities
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Worked on various AppExchange products and lightning web components according to the needs of the organization.
* Integrated using REST based Web service callouts to other external systems.
* Experienced in SSO and Integrations.
* Worked on provisioning of community users, profiles, and set up the community using community builder.
* Given access to the users to internal Salesforce tools and developed out of the box functionalities.
* Created Apex Test Classes with assurance of maximum code coverage and troubleshoots on reported errors and testing on SFDC and Apttus CPQ
* Developed code for generating the XML requests required for calling the web services.
* Salesforce Force.com development (including Apex, Angular 2, SOQL, Workflow, Triggers, Custom Object Data Modeling, Eclipse IDE, Git,CI/CD) and expertise in AutoRABIT, TestingWhiz and RDBMS concept
* Responsible for writing Apex, Visual force code containing business functions.
* Worked in developing various lightning components, events, and lightning applications.
* Used Bootstrap and AngularJS, React.js,JPM and Node.js in effective web design.
* Involved in data migration from Excel to Sales force using Apex Data Loader.
* Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework, DocuSign and trained new users to Salesforce and Apttus CPQ
* Worked with Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients. Experienced in Azure, SQL also.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT and production instances.
* Performed the role of Business Analyst interacted with various business user groups for gathering the requirements for SalesForce.com CRM implementation.
* Used Force.com Eclipse IDE plugin to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the Apex classes before pushing them into the production
* Followed CI/CD process for deployments using Force.com Migration Tool and ANT tool.
* Experienced in Conga Mail Merge, Conga Composerand Conga Conductorand also increating CongaTemplate and QuickMergeLinks and Boomi Flow and expert in Chat Bot functionality.
* Involved in all the phases and pre-production/post-production support activities.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Visual Force, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Eclipse, Sandbox environment, SOQL.

**Amica Mutual Insurance Co, Lincoln, RI Feb 2018- April 2019**

**Salesforce Admin/Developer**

**Description:** Amica Mutual Insurance Company is a Rhode Island-based mutual insurance company that offers auto, home and life insurance. Amica was founded in 1907 by A.T. ... Since then, Amica has expanded to offering auto, home and life insurance, as well as owning several subsidiary insurance companies.

**Responsibilities:**

* Configured application using Custom objects, Relationships (Lookup, Master-detail), Junction Objects, Formula Fields, and Validation rules, and Page layouts.
* Used Financial Service Cloud and Successfully implemented multiple Service Cloud instances each with third-party data integration with MuleSoft and Guidewire.
* Created Workflow rules, Validation Rules on standard and custom objects and defined related actions, time-dependent actions like Creating Tasks, Email Alerts and Field Updates.
* Written Apex Classes, Custom Controllers; Extension Controllers, Apex Triggers, Batch and Schedule classes in the application for different requirements and Implemented many Lightning Components based on the business requirements
* Worked on SOQL and SOSL queries considering the Governor Limits for data manipulation needs of the application.
* Provided technical support to the development of Salesforce.com applications to support business and product strategies.
* Utilized and maintained established processes, tools, technologies and concepts that best leverage the Salesforce platform using Agile methodologies.
* Participated in activities associated with the technical design sessions and developing technical solution documentation aligned with the business objectives. Assisted in the translation of business requirements into well architected solutions.
* Experienced in automating web applications using selenium web driver with various frameworks
* Remain current with Salesforce product and technical capabilities resulting from scheduled releases, acquisitions, and Salesforce App Exchange tools.
* Collaborated with team members as well as across teams and sections to complete work in a timely manner.
* Assists in troubleshooting and clarifying technical issues and Performed code reviews with team lead.
* Developed four bidirectional batch integrations between SAP interfaces and Salesforce in Boomi using Groovy for custom XML data manipulation
* Built complex visual workflows and Lightning Processes to automate recurring record creation and pre-population without any custom code development.
* Salesforce Developer for multiple Salesforce and Force.com implementations across industries with Apex, Visualforce, Lightning, and other platform programming
* Worked on Guidewire Customizations where we were responsible for identifying necessary integration customizations in the Guidewire platform to support the Guidewire MP and MuleSoft Integrations.
* Uniquely involved in all stages of the product lifecycle, including client requirements gathering and legislation research, data model design, QA and end-user support
* Supported bug troubleshooting and helped in deployment process.
* Created and administered an internal Salesforce platform for applicant tracking, incorporating Apex triggers and Visualforce pages, custom apps, and data security management.
* Customization – Have Hands on Experience in Apex,Batch, Trigger,Visualforce Page, SOQL, Test Class, Integration with REST API’s, SurveyMonkey, Zendesk, ElasticSearch, Dell Boomi and SOAP based API's using Lightning Components..
* Configuration- Hands on Experience in Data Model, Security, Workflows, Validation Rules, Approval Process, Process Builder.
* Experience in JavaScript, jQuery and worked on Data Migration

**Environment**: Force.com IDE, Apex Classes, Apex Triggers, PostMan,Visualforce pages, Sales Cloud, Service Cloud, Data Loader, GitHub, HTML, JavaScript, CSS,Lightning Components.

**Citizens Bank, Cranston, RI Feb 2017- Jan 2018**

**Salesforce Admin/Developer**

**Description:**Citizens Financial Group, Inc. is one of the oldest and largest financial services firms in the United States. The company uses Salesforce to manage customer profiles, sales and production teams to keep track of customer views and information so that leads can be changed to prospective customers.  Managed, improved, and resolved cases opened with the CRM. The motive of the company is to maintain lasting relationships with the customer.

**Responsibilities:**

* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, other Standard Objects and Customized Objects for additional fields, Layouts, record types and validation rules and also worked on communities.
* Responsible for setting up login restrictions and resetting the user passwords.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
* Created Workflows and Approval processes and developed validation rules.
* Involved in creating, monitoring, and measuring campaigns with Salesforce CRM Marketing.
* Created marketing campaign using exact target, monitor their run and reporting.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
* Coordinated with IT development teams to build user stories, business requirements, and monitor data quality for data feed process and Worked with Marketing managers and converting their strategy into implementations using Marketing cloud.
* Created user Roles and Profiles, security controls and shared settings.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented field level security, profiles and audit trail setup and expert in ZiftONE implementation
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Involved in system integration using Call Outs, Triggers and Apptus development.
* Designed, and developed Apex classes, Apex Triggers for various functional needs in the application.
* Designed Visualforce pages with XML, HTML along with custom controllers and controller extensions.
* Designed custom components, used them in Visualforce pages along with AJAX for partial page refresh.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Used asynchronous Metadata API to manage setup and customization information.
* Customized several Workflows, validation rules, Triggers, Apex class.
* Deploy SFDC package from one organization to other organization.
* Wrote SOQL statements within custom controllers and created Online Forms.
* Developed APEX class, Controller class and APEX Triggers from various functional needs in the application.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Used Sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, triggers, Email Services, SDFC Service Cloud, marketing cloud(Extra Target ), Security Controls, Eclipse IDE Plug-in, Lightning, HTML5, CSS3, Java Script, jQuery, Windows Vista, Dupe Blocker

**Cardinal Health, Concord, MA May 2015– Dec 2016**

**Salesforce Admin/Developer**

**Description:** Cardinal Health is a leading provider of research and learning solutions for the healthcare industry. As a Web-based company, cardinal health wanted a cloud-based CRM solution that would eliminate ongoing maintenance and expensive customization. Using App Cloud, we created a learning platform to recruit the participants, record their individual histories and medical profiles, to be reported back to practitioners as part of study progresses.

**Responsibilities:**

* Coordinating with Business Analysts in requirement analysis meetings to gather requirements up to the mark.
* Enhancement of existing system with adding additional functionalities by Developing custom objects, custom fields, changing Page Layouts, Apex Classes, Visual force pages, Triggers, Workflow rules, Validation rules etc.
* Worked on standard objects like Account, Activities, Contacts, Case, Campaigns and few custom objects that related to business.
* Worked on Data Exchanges using Adobe Analytics.
* Created Profiles, Roles and configured permission settings according to the business.
* Mostly worked on Performance related issues.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Worked on Lightning Interface Rollout.
* Used agile methodology and had a good experience in Scrums and sprint meetings,JAD Sessions.
* Worked in Developing Custom Reports and Dash Boards as per functionality.
* Good Experience in Deployment from sandbox to production.
* Created and maintained the documentation for Design, Migration and Integration.
* Extracted the data from salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatic Power Center and have MSQL experience.

**Environment:** Salesforce.com Enterprise Edition, Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Validation Rules.

**Next gear Capital, Caramel, IN Apr 2014 – April 2015**

**Salesforce Admin/Developer**

**Description:** Next Gear Capital is the industry’s leading comprehensive provider of lending products, providing flexible lines of credit for dealers to purchase New and Used inventory at over 1,000 auto and specialty auctions and other inventory sources throughout the United States, Canada, United Kingdom and Ireland. Next gear capitol initially implemented Salesforce for order management system and manages customer profiles, so their sales, service, and production teams could see complete customer views as soon as leads came in from the web. Salesforce is used to, gathering the customer feedbacks & providing the dashboards for easy understanding.

**Responsibilities:**

* Created Custom Controllers to make external web service callouts, validate and insert data.
* Created Visualforce pages for customer portal which will override the standard customer portal.
* Programmed the various automated functionalities using the triggers in the combination if the related classes.
* Build Apex classes implementing SOQL statements within Force.com IDE to manage interaction with the database.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, Visualforce pages, custom reports.
* Designed and deployed the Custom objects, Custom tabs, Picklist, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Modifying Page layouts and setting the Record Types.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Used Sales Force Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.

**Environment:** Visual Force, Apex, Eclipse, Java Script, SOAP, REST, SOQL, HTML, XML, Data Loader, and Integration.

**Mega Soft Technology, Hyderabad, India May 2013 – Feb 2014**

**Java Developer**

**Responsibilities:**

* Involved in all SDLC (Software Development Life Cycle) Phases of the project
* Developed Application based on J2EE using Hibernate, spring, REST web services.
* Proficient in developing Webpages and user interface Templates using JSP, HTML.
* Participated in the design and development of database schema and Entity-Relationship diagrams of the backend Oracle database tables for the application
* Developed Jasper Reports for the whole project using Jasper IReport Tool.
* Extensively used the design patterns such as Session Façade pattern, Service Locator Pattern Singleton pattern and DAO in the architecture.
* Proficient in using Tag libraries (JSTL).
* Used Hibernate with JPA annotation and created several persistent classes includes Hibernate core interfaces, annotations.
* Involved in creating/consuming Rest based web services to expose business operations.
* Developed and deployed the core business logic using Session & Entity Beans (EJBs) on Web Logic.
* Entity Bean will manage the transactions with the database to deliver the content to the presentation layer and to store the data into the data layer.
* Performed unit testing of the application using JUnit.

**Environment:** Java 1.6, JBoss 4.0, Spring, JavaScript, Oracle 9i, Eclipse, Maven, Web Logic, Servlets 2.3, JSP1.2, Spring 3.6, SQL, HTML, DHTML, CSS.