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**Harika**

**Certified Salesforce Developer**

**Professional Summary:**

* **6 years** of Professional IT experience, on salesforce.com, involves working on configuration, Implementation, customization and integration in Salesforce.com CRM platform.
* Expert level in understanding of Salesforce.com CRM and its Development Life Cycle Followed the agile methodology.
* Experience in working Sales Cloud and Service Cloud, Custom Cloud, Chatter, community, articles and App Exchange applications.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Good Experience in data migration, deployments and integration using Copado, jenkins, Axway, dataloader.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboard.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experience in building Visual force pages and Custom Objects using Apex Programming on Force.com Platform and good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions, web services(SOAP/REST), Batch schedule.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on customizing and development of Communities.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder, Lightning Component and Lightning Web Components features.
* Deployed components using Force.com Migration tool (prepared package.xml), Change Sets, Workbench and Eclipse to deploy across dev, QA and UAT Sandboxes and Production instances
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard, and Force.com Migration tool, force.com CLI, Automated Metadata export.
* Good Experience in Deployment using change sets and eclipse tools, Github, IntelliJ
* Proficient in Salesforce developer toolkit including Apex Classes, Controllers, Triggers, Apex Web Services, Force.com IDE, Visual force, Migration Tool, AJAX.
* Involved on creating lightening pages inside lightening community builder.
* Development experience in creating Lightning Applications on Salesforce.
* Worked on following deployment techniques Change Sets, GUS, Supportforce, Bamboo, Force.com Migration Toolkit
* Experience on implementing Apex classes, Visual Force Pages, Controllers, Triggers, and working with Force.com IDE.
* Have exposure in Customer Portal and Self -Service Portal.
* Have good experience in Trigger, Test Methods, and writing SOQL and SOSL queries.

**Education:**

* Completed Graduation from Sri Indu University
* Masters from Wilmington university

**Certifications:**

* **Salesforce.com** Certified Administrator(ADM-201)
* **Salesforce.com** Certified Platform Developer 1

**Technical Skills:**

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| **SFDC Technologies** | Apex Classes, Controllers and Extensions, Apex Triggers, Apttus, Tableau, Sailpoint, Salesforce Lightening, Components ,CPQ, CLM, Apttus, Controllers, Sales cloud, Service cloud, , Visual Force Pages, SOQL, SOSL. |
| **SFDC Tools** | Apex Data Loader, Force.com IDE (Eclipse), IntelliJ,Jitterbit, Bamboo,Force.com, GUS, Supportforce, Conga Composer,Force.com Migration Tool, workbench, Tableau, copado, Axway, Jenkins, GIT, service now, JIRA |
| **Languages** | Apex, Java, Java script, My SQL database, PL SQL, visualforce |
| **Operating System** | Windows XP, Mac, and Window 7 |
| **Web Technologies** | Ms Office, XML, CSS, Web Services(SOAP & REST,API) , HTML |

**Work Experience:**

**Highmark Health, Pittsburgh, PA Apr’19 – Present**

**Role:** Salesforce/Apttus Developer

**Responsibilities:**

* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Worked on various integration projection. Oracle, Apttus, ASO buy up’s , Raft, calf engine, HR services, marketing cloud, Marcom SSO, Think UP, Coupa integration.
* As a part of integration projects, developed API’s, payloads for bi-directional feed.
* Used the Tableau tool for creating and designing UI with reports and dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and IntelliJ and deployed the code using copado tool.
* Worked on marketing cloud projects, ACA and used the SSO integration in it.
* Worked on solutioning lightening projects, designed many lightening components which are reusable throughout the organization.
* Developed various triggers, lightening pages, Batch Apex classes and scheduled them using Apex Schedulable interfaces.
* Developed Test classes to make sure all the positive and negative test cases are covered in the unit testing.
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Custom Lightning Web Components created for the existing VF pages as part of migration from Classic to Lightning experience.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating Salesforce systems using SOAP and REST API's.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Worked on role hierarchy & sharing rules to configure visibility. Implement few Java Script&JQuery customizations for Visual force pages.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Designed various HTML Email templates for Auto-Response to customers. Deployment of code from sandbox to production using change sets.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Involved in business process reviews, regression testing with BA team and testing team.
* Tracking and updating the tickets in service now.

**Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, Apttus, copado, snapshot, Axway, GITHUB, Jenkins,tableau, copado, service now, Teams, HTML, Java Script, CPQ,Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Windows

**Salesforce, San Francisco, CA Mar 2018 – Apr-2019**

**Role:** Salesforce Force.com Developer

**Responsibilities:**

* Performed the role of Force.com Developer and Administrator in the organization.
* Worked on huge IAM integration project, integration with 30 connected applications with the Aloha as main hub.
* Worked on IAM system deprication process, identified major pros and cons.
* Worked on user provisioning and deprovisioning flows and development.
* Developer user stories in GUS developed on lightening.
* 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.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Custom Objects.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and Intellij, also Apex Classes, Apex Language Apex Triggers.
* Created and used Email templates in HTML, Custom Text and Visual force.
* Developed various Batch Apex classes and scheduled them using Apex Schedulable interfaces.
* Developed Test classes to make sure all the positive and negative testcases are covered in the unit testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Interfaced with Business user to update the business requirement document as well as testing document.
* Upgraded some apps from Salesforce classic to lightening experience to develop rich user interface and better interaction of pages.
* Formatted and migrated the user data into Lightning Experience. Tested the Lightning components for small set of test users.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Worked on Service Cloud and involved in configuring and integration of creating contacts, terminating users from different systems.
* Implemented IAM integration on Salesforce. Resolved issues connected to other systems contact creation, User terminations.
* Developed Technical Design Document after analyzing the different scenarios.
* Created page layouts, organized fields and other components on a record detail and edit pages.
* Developed Apex Classes, Apex Triggers and Validation rules.
* Used Dashboards and reports to show the performance of the offices and also time taken to assign Leads.
* Implemented new enhancements including creation of custom objects, workflows, email alerts and templates
* Designed and deployed Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Developed and maintain visual force, Force.com pages and integration to other third party solutions
* Maintained multiple user roles, security, profiles, workflow rules, etc.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally

**Environment**: Saleforce.com platform, Salesforce Lightning, Service cloud, marketing cloud, Visual Force (Pages, Component & Controllers), IAM, Apex Language, Data Loader, HTML, Java Script, S-Controls, Dashboards, Reports, Production environment, REST, Jenkins, GIT, Sailpoint, Email Services, Security Controls, Jitterbit, Supportforce, Sandbox data loading, Eclipse, IDE Plug-in, IntelliJ

**Change healthcare, Nashville, TN Jan 2017– Feb 2018**

**Role:** Salesforce Developer

**Responsibilities:**

* Designed and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and also Apex Classes, Apex Language Apex Triggers, Apex Web services.
* Worked on developing both Internal and external community pages in Salesforce using lightning app builder.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* • Developed APEX class, Controller class and APEX Triggers for various functional needs in the application
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked with field & page layout customization for the standard objects like Account, contact, Workflow Rules, approval Processes, Reports, Dashboards.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Implement few Java Script & Jquery customizations for Visual force pages.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Developed numerous triggers and reusable Apex trigger handlers that will act on different custom objects.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects and backend testing.
* Designed various HTML Email templates for Auto-Response to customers. Deployment of code from sandbox to production using Force.com IDE tool.
* Used GitHub, Jenkins, for code migration from Personal Sandbox to Dev.
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Experience in using Exact Target API by using SOAP API Client.
* Integrate the Salesforce to Exact Target API's.
* Implementing version control system using tools like Source tree, ANT, GIT hub and Jenkins.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Involved in discussions with Business Analysts about work flow and customizations of page layouts.
* Experience in using Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Involved in business process reviews, regression testing with BA team and testing team.

**Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), service cloud, Apex Language, Data Loader, , JavaScript, Workbench, Jenkins, ANT, Jenkins, GitHub, HTML, Java Script, Workflow & Approvals, Reports, Eclipse IDE Plug-in, Windows

**Tricon Technologies, India Jan 2014- Nov 2015**

**Role:** Salesforce Developer/Administrator

**Responsibilities:**

* Involved in requirements gathering from Client for building the application and queries from Business Users.
* Customizing and designing using Salesforce.com in accordance with the requirements.
* Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Responsible for creating validation rules and workflows in Salesforce.com.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Generate reports and scheduling report runs in Salesforce.com
* Developed a time based workflow that checks if the user is logging status reports, if not it creates notifications.

**Environment:** Saleforce.com platform, Visual Force Pages, HTML, Data Loader, Java Script, Workflow Approvals, Email Services, Security Controls, Triggers, Visual force Components, Apex Classes, Chatter.