Swathi Narayana



### Email: swathi.sfdc87@gmail.com

Contact No: 971-236-6495

Profession Summary:

Certified Salesforce Admin and Developer with 8+ Years of IT experience.

* Experience in Salesforce Administration, Development and Integration.
* Extensive experience in various Software Development Life Cycle methodologies, Quality Management systems and Project life cycle processes.
* Worked with Business Analysts, Project managers, and technical architects to make recommendations.
* Proficient in Administrative tasks like customizing objects & page layouts, creating validation rules, workflow rules, Approval processes, process builder, Email Services, Data export & Import, generating reports and Dashboards, Salesforce Survey, security Implementation using roles, users, profiles, Permission sets.
* Experience with Sales Cloud and Service Cloud Functionalities.
* Extensive experience in developing Lightning Aura Components and Lightning Web Components.
* Extensive experience on working with standard objects like Accounts, Contacts, Leads, Opportunities, cases, Reports& dashboards, Campaigns, Products, Orders, Forecasts.
* Knowledge on best practices followed in Salesforce configuration and development.
* Proficient in creating REST API, Apex Triggers, APEX Classes, Batch Apex, Schedule Apex, Controller classes, Visual force Pages, App Exchange Package & Custom Application, Sandbox data loading, Lightning Components.
* Expert in implementing security and sharing rules at object, field, record level for various users at various levels of organization.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Handling data load tools like Data loader, Salesforce Inspector and Demand Tools.
* Experience working with Salesforce.com sandbox and production environments.
* Experience in Developing Mobile and Desktop applications using Lightning Component.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.

Education Details:

* Master’s Degree in Embedded Systems – JNTU Hyderabad Dec 2011
* Bachelor’s Degree in Electronics & Communications Engineering – JNTU Hyderabad April 2009

Certifications:

* Salesforce.com Certified Platform Developer 1
* Salesforce.com Certified Administrator

Technical Skills:

|  |  |
| --- | --- |
| Salesforce.com Platform | Apex Language, Apex Classes, Apex Triggers, Apex Web Services, Visual Force Pages, Workflow & Approvals, Dashboards, Data Loader, Reports, Analytic Snapshots, Custom Objects and Lightning. |
| Salesforce.com Tools | Force.com Eclipse IDE Plug-in, Data Loader |
| Database | Microsoft SQL Server, T-SQL |
| Web Technologies | HTML, CSS, JavaScript |
| Languages | Apex, Java, J2EE, SOQL |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, AppExchange Package & Custom Application and Sandbox Data Loading, Force.com Migration Tool, Lightning |

Work Experience:

Client : Farmers Insurance, Woodland hills - CA Nov 2019 – Till Date

Role : Sr. Salesforce Lightning Developer

* Handling administration, customization, Configuration, mapping, data migration and integration of Salesforce.com applications.
* Realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, triggers, Classes, Workflows & Workflow rules, Email alerts and Business Logic.
* Worked on Data Migration from Traditional Applications to Salesforce using Data Loader Utility.
* Worked on Controllers & Triggers, Custom Tabs, Custom Objects, Custom Settings, Custom Labels and Custom Meta data types.
* Developed Lightning Components, created communication between lightning components using events.
* Developed Pages, Apex classes, Batch Apex, Scheduled Apex, HTML, CSS and JavaScript.
* Written SOQL and SOSL queries in Apex.
* Self-motivated and capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Exploring App exchange applications and integrating them with Salesforce.
* Implemented Process Builder.
* Worked on migrating classic to Lightning.
* Used data loading tools like data loader, Workbench, Salesforce Inspector etc.

Environment: Salesforce.com Import Wizard, Sales Cloud, Service Cloud, Visualforce pages, Apex Classes, Controllers, Workflows, Email Updates, Eclipse IDE, SOQL, SOSL, JavaScript, Web Services API, SOAP, REST, WSDL, Workflows, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML, CSS.

Client : Discover, Chicago – IL Dec 2017 – Oct 2019

Role : Sr. Salesforce Developer

* Involved in identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, objects, and reports) to meet business requirements.
* Developed Apex Classes, Controllers, Controller Extensions and Apex Triggers to implement the business logic as per the requirements.
* Developed Batch Jobs and scheduled nightly runs to automate the process of manual DML operations.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed Visualforce pages using the extension controllers according to the client’s requirement.
* Integrated Salesforce with external systems using SOAP and REST API.
* Built reusable lightning components, and customized Salesforce1 mobile app using Lightning component framework.
* Used Lightning process builder for visualizing and creating automated business processes.
* Created Workflow Rules, Visual Workflow and defined Related Tasks, Time Triggered Tasks, Email Alerts, filed updates to implement business logic.
* Used Field-Level Security, Profiles along with Page Layouts to manage access to certain fields.
* Identified and created Picklists, dependent picklists, Communities, Lookups, Master Detail relationships, Validation and Formula Fields to the Custom Objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Hands on Experience with creating builds, deployments using ANT, Salesforce DX, change sets and Eclipse.
* Worked on Salesforce Communities.
* Created Email Templates, Approval Processes and defined Approval Actions on them to automate the processes.
* Provided Custom Reports, Report Types and Dashboards to support the needs of the users and executives.

Environment: Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Client : State Street Corporation – Boston, MA March 2015 – Nov 2017

Role : Sr. Salesforce Developer

* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Performed detailed analysis of technical and business requirements.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Assets, Reports and Dashboards
* Developed various Custom Tabs and Components.
* Migration of Salesforce Classic to Lightning.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Hands on experience on Roles, Profiles and Security and Sharing settings.
* Created Page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed Various Custom Reports among different Objects Using Visual Force Pages.
* Designed and deployed dynamic workflows, validation rules, Approval Processes.
* Implemented dependent picklists, lookups, master-detail relationships, and validation and formula fields to the custom objects.
* Hands on experience on writing complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience with Visualforce pages and Visualforce Components.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Deploying applications from Sandbox to Production using Change Sets.
* Experienced in integration of Salesforce.com with our Internal Applications by using Rest API.
* Used the 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, Standard and Custom Objects, Validation rules, Triggers.

Client : Olympus Corporation of the America, Center Valley, PA Oct 2012 – Feb 2015

Role : Salesforce Admin / Developer

* Gathered requirements, estimated LOE and created functional requirements for key Salesforce projects.
* Worked Closely with Team Lead and Project Manager to develop solution in accordance to the system design.
* Configured Salesforce including but not limited to validation rules, workflows, custom labels, custom settings, profiles and permissions.
* Performed customization using Apex and Visualforce.
* Created Objects, Page Layout, and Record types, Custom Buttons and Links
* Created Custom Settings to create and manage data at different levels.
* Created the Triggers on Several Objects to meet the functional requirements.
* Created and Scheduled the Apex classes to build complex, long-running processes that run on thousands of records on the salesforce Platform.
* Used REST API to Communicate with our Internal Applications.
* Created Batch class and scheduled it to create the Invoices on monthly basis.
* Used process builder to create and Update related records on the Cross Objects.
* Created the Rest Web services to integrate with NetSuite and Store the data into salesforce.
* Used Change Sets and workbench to move the Code from one org to another Org.

Environment: Saleforce.com platform, Apex classes, Triggers, Visual Force, Process Builder, Outlook for salesforce, Workflow & Approvals, Custom Objects, Custom Tabs, Standard and Custom Objects, Validation rules, Triggers.