**­­­­­** ** ****

**Hima Bindu Email:** himabinduc.cloud@gmail.com

 **Mobile:** +91 9535943410

**Professional Summary:**

* Having **4 years** of experience as a **Salesforce Developer** and **Administrator**.
* Experienced in **SalesForce.com CRM** & **Force.com** specializing in **Apex Classes, Apex Triggers Visual force** and **Lightning components, Lightning Web Components, Vlocity**.
* Having knowledge in Integrating the Salesforce System with External Systems using **REST**.
* Experience in working with **Partner** **Communities** from creating the users to assigning the profiles giving object access and customizing it according to client’s needs.
* Integration with **SMS Magic** to send SMS to customer.
* Integration with **Bitly URL** to shrink URL of quotation in SMS Content.
* Wide experience in Salesforce application design with **Custom Objects, Custom Fields, Record Types, Page layouts, Workflow, Approval Process**, **Validation Rules, Custom Tabs, Custom Reports, Folders**, report extractions to various formats, design of **Visual Force Pages, , Dashboards,** and **Email** generation according to business requirements.
* Have good working knowledge in querying salesforce.com database using **SOQL** & **SOSL** queries using Force.com Explorer, Workbench.
* Creating Web-to-Lead, Web-to-Case and Email-to-Case.
* **Making a Business Automation with the help of Process Builder and workflows.**
* **Deployment Activities using Change Sets and ANT Migration Tool.**
* Having hands on like **Developer Console.**
* Development using **Custom Settings, Static resources, Custom Labels,** **Visual Force, HTML, CSS, Apex, Java**.
* Good experience with data migration through the **Import Wizard**, **Apex Data Loader** & App Exchange Data Loader in Salesforce.com.
* Involved in Bug Tracking and Requirements estimation tracking using tools like **JIRA**.
* Involved in **Scrum calls** and **Client meetings** to gather the requirements.
* Implemented projects using **Agile Methodology.**

**Experience:**

* Worked as a Salesforce Developer in **RNTBCI** (Renault Nissan Technology and Business Center India Pvt. Ltd.)from **Jan 2017 to Nov 2018.**
* Working as a Salesforce Sr Developer in **CTS** (Cognizant Technology Solutions) from **Nov 2018 to till Date.**

**Skill Profile:**

* Apex, Visual force, Lightning Components, HTML, JavaScript, Web Services, SOQL, SOSL, WSDL, Workflow & Approvals, process builder, Validation Rules, Case Management, Apex Data Loader, Data Import Wizard, Workbench, Force.Com Eclipse IDE,CSS.
* Application Design, Development and Testing, App Exchange Eco-system.

**Education Qualification:**

* **B.Tech** (ECE), India.
* Continuing education with Salesorce.com Premier Training.

**Certifications:**

* **Salesforce Platform Developer I**
* **Salesforce Platform Developer II**
* **Salesforce Administrator**
* **Salesforce Sales Cloud Consultant**
* **Salesforce Service Cloud Consultant**
* **Salesforce Certified Field Service Lightning Consultant**

**Professional Experience:**

**Project 4#**

***Project Title:*** Emblem HealthCare (Vlocity)

***Client:***Emblem Health US

***Period:*** Aug 2020 to till date

***Responsibilities:***

* Emblem Health is Call center application.
* Created Community portal for broker and provider
* Created tabs for community portal
* Worked on Vlocity Data Raptors Designer, Integration Procedure, Vlocity Templates, Vlocity Cards, Vlocity Omni Script Designer.
* Worked on Validations for date, text, phone fields on community pages.

**Project 3#**

***Project Title:*** Emblem HealthCare (Service Cloud)

***Client:***Emblem Health US

***Period:*** Nov 2018 to Aug 2020

***Responsibilities:***

* Emblem Health is Call center application.
* We have only 3 entities in salesforce which are Account, Contact and Case. All the healthcare data resides in various applications such as EDL and Softheon (docs, pdf, jpg files).
* We retrieve those data by REST callouts via ESB and display on lightning pages. Cases will be created through various channels (Portal, Email to Case , Email to Fax, Social Studio etc.)
* Worked for implementation of EMBLEM HEALTH businesses’ in Salesforce.
* Handled Integration part to get the data from Emblem health database (EDL).
* Also responsible for lightning components to show the data coming from EDL and the SFDC configuration required for implementing the business solution.

**Project 2#**

***Project Title:*** Nissan South Africa AMO

***Client:***Nissan South Africa

***Period:*** FEB 2018 to NOV 2018

This project consists in the reengineering of CRM systems for South Africa by putting a Lead Management and Case Management Tool in place. Case management involves various modules and sub-modules for handling issues related to Nissan, Datsun and Infiniti customers. The cases are categorized into various divisions based on their source and impact. The lead management tool will be composed of:

* + Provide an easy to use and ergonomic solution for salesmen in the dealerships.
	+ Allow a better management of leads and prospects through contact management and data collection.
	+ Provide visibility and tracking of lead management activities.
	+ Manage more effectively planning and internal resources.
	+ Provide a high level of service and satisfaction.
	+ Get 24/7 worldwide support and maintenance capabilities.
	+ Provide a clean integration without loss of data or speeds.
	+ Provide dashboards and reports to monitor the performance of lead management activities.
	+ Be able to comply with legal requirements in terms of data protection for the country concerned by the project.

***Responsibilities:***

* Understanding Business requirement and doing impact analysis on existing system.
* Actively involving in the development of Change Requests/enhancements and POC’s.
* Actively involved in the salesforce audit implementations.
* Actively Involved business relationship management meetings and worked on proposal generation for the other regions
* Preparing the impact analysis of new feature release
* Actively Involving document and knowledge sharing with IS and support team
* Mapping business requirements to Sales force functionality.
* Involved in creation of new process builders, workflows, Validation rules and integrations with Adobe, Google Ad words, Facebook Leads.
* Implemented Rest API to send records from one Salesforce Org to another Salesforce Org.
* Created Visual force Pages, Apex Classes, test classes and Apex Triggers to meet business requirements.
* Technology Exposure: SNOW, JIRA, Force.com Sandbox, Apex, Visualforce Page, XML, Controllers, Triggers, Schedule and Batch Apex, SOAP UI Tool, Webservice, Sharing Rules, Visual Force Pages, Managed Package, Change set, Force.com IDE and WSDL.

**Project 1#**

***Project Title:*** Nissan Europe AMO

***Client:***Nissan Europe

***Period***: Jan 2017 to Jan 2018

Nissan Motor Co. Ltd is responsible for manufacturing, distribution, Sales and marketing for Nissan Products. In order to accelerate the company’s growth across new markets and segments. Nissan Europe has implemented following 3 applications in Salesforce.

1. **LMT (Lead Management Tool)**, which is implemented for all European countries and in Russia. On demand Lead Management tool that will allow a better management of opportunities and prospects and also better management of leads and prospects through contact management and data collection. It provides visibility and tracking of lead management activities.
2. **NPP (Network Power and Performance),** aims at improving the visibility of dealer’s portfolio across all RBU markets enabling structured and standardized activity management linked to the dealer with a single source of information so as to monitor dealer performance KPIs
3. **DTD (Digital Test Drive),** is about the Digital Test Drive requests made on the Internet Excellence website which is maintained by 3rd party system. The process begins when a person enters information in the website form dedicated to TD Request on-line, and ends when the test drive is taken.

***Responsibilities:***

* Understanding Business requirement and doing impact analysis on existing system.
* Actively involving in the development of Change Requests/enhancements and POC’s.
* Actively involved in the salesforce audit implementations.
* Actively Involved business relationship management meetings and worked on proposal generation for the other regions
* Preparing the impact analysis of new feature release
* Actively Involving document and knowledge sharing with IS and support team
* Mapping business requirements to Sales force functionality.
* Involved in creation of new process builders, workflows, Validation rules, Layout Optimization, record type Optimization.
* Created Visual force Pages, Apex Classes, test classes and Apex Triggers to meet business requirements.
* Acted as a dedicated deployment lead like preparing the deployment tasks with all the developed components.
* Lead Layout optimization has been implemented individually, which is value added to Business.
* Creating Order from Opportunity structure has been completely restructured using Visual Force Pages.
* Technology Exposure: SNOW, JIRA, Force.com Sandbox, Apex, Visualforce Page, XML, Controllers, Triggers, Schedule and Batch Apex, SOAP UI Tool, Webservice, Sharing Rules, Visual Force Pages, Managed Package, Change set, Force.com IDE and WSDL.