**Aishwarya Veguru** 

**Salesforce Developer**

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**Professional Summary:**

* Over **8 years** of experience in all phases of Software Development Life Cycle (**SDLC**) including requirements analysis, design specification, coding and testing of enterprise applications and good experience with **Salesforce.com CRM, Force.com Platform** as Developer/Administrator.
* Strong implementation and rollout experience with salesforce.com CRM (**Sales Cloud, Service Cloud, Community, and Marketing cloud**), Collaboration cloud, Communities, Sites and Force.com platform.
* Proficient in creating **Lightning applications**, combining **Lightning design system, Lightning App** builder and **Lightning** component features.
* Expertise in developing Salesforce **Lightning Apps, Components, Controllers** and **Events**.
* Hands on experience in developing salesforce1 **Lightning components** to replace existing Visualforce pages in the Lightning experience using **Lightning Design System Styles**, Components and **JavaScript controllers**.
* Experience on Salesforce Lightning UI using **Aura Components and LWC (Lightning Web Components).**
* Experience in using Aura, lightning **UI framework** components for developing UI components.
* Proficient in enabling **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in **Lightning Applications**.
* Experience in writing batch classes to process a large volume of data using **Apex Batch** interface and executed **batch classes** to run at scheduled intervals by implementing schedulable interfaces.
* Experience on Salesforce **Lightning Utility Bar.**
* Strong experienced in writing/manipulating salesforce.com platform data using **SOQL, SOSL queries** and worked with large data volume manipulations.
* Extensive experience using **AppExchange applications**, Capable of finding appropriate applications, installing, and customizing apps.
* Experience in developing, testing, and deploying custom functionalities on the Salesforce Platform through Visual Studio Code, developer console, **Git** and Bitbucket.
* Understanding and hands-on experience in Vlocity Omni Script, Vlocity Data Raptor, Vlocity Cards and Templates, Vlocity Actions development.
* Proficient in salesforce.com administrative activities: Creating Users, Roles, Profiles, Record Types, Validation rules, **Page Layouts, Search layouts**, Sharing Rules, Email Services.
* Good Knowledge on **Sales Cloud**, **Service Cloud** and **Apex** Programming on **Visual Studio,** **Force.com** Platform.
* Strong experience in building business logic using a declarative configuration like **Workflow Rules**, Approval Process and associated actions like **Field Update**, **Email Alert** and Creating a Task.
* Experience in performing data analysis for data migration, integration to Salesforce from other databases and performed Data migration using **Data Loader, Informatica**, Demand tools.
* Experience on Migration tools **Visual Studio,** **Force.com IDE, Eclipse** and have knowledge of Changeset migration code and configuration from the Dev **Sandbox to Production**.
* Extensive working experience on different work environments including **Development, Test, UAT and Production**.
* Experience with working in **Agile** methodologies.
* Excellent communication and interpersonal skills, accustomed to working in both large and small team environments.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Classes, Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Apex Data Loader, Web Services, Dashboards, Reports, Lightning, Vlocity, Custom Objects, Eclipse with Force.com Plug-in, Force.com IDE. |
| **Cloud** | Service, Sales, Marketing, Health Cloud, Commerce Cloud |
| **Programming Languages** | SQL, Apex |
| **Web Technologies** | XML, HTML |
| **Databases** | MS SQL Server, MS Access |
| **IDE** | Visual Studio, Force.com |
| **Operating Systems** | Windows |
| **Methodologies** | Agile, Scrum |

**Professional Experience:**

**Anthem Health, IL - Remote Aug 21’ – Present**

**Senior Salesforce Developer**

**Responsibilities:**

* Developed customized solutions within the **Salesforce** platform to support critical business functions and meet project objectives, client requirements and company goals.
* Managed daily support and maintenance of internal Salesforce instance and conduct long-term improvement operations to ensure compatibility with evolving mission requirements.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder and Lightning Component features**.
* Used refined global search in Lightning by developing **Apex classes and Controllers**.
* Worked on **Visualforce Pages** for **Lightning**, Alternates for JavaScript 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.
* Worked with **Apex Classes, Controllers** - Custom, Extension, List Controllers, Apex Triggers, Batch classes to meet business requirements.
* Worked closely with **Devops** team for **CI/CD** for deploying into cloud using **Jenkins** and **Chef.**
* Worked on development of Salesforce.com in Salesforce technologies such as **Apex, Lightning Web Components (LWC)**.
* Worked with **SOQL** relationship queries to give optimal performance in the Apex Classes and Triggers.
* Enhanced **service cloud** support with Email to Case, call center, **Web to Case** to enter generated cases to Case Object.
* Integrated with an external system by making Callouts from Salesforce using Apex web services (Http classes) for getting data and updating in Salesforce.
* Developed Lightning components using **Aura Framework** which also included client-side AngularJS.
* Used Vlocity's omni channel solutions for the entire customer journey quote to service and claims.
* Developed **Lightning components and Lightning** Apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Performed Deployment related tasks during Go Live using Visual Studio deployment and Change Sets to accomplish code push.
* Worked on Service Cloud, supported Cases, developed Workflows and Triggers for automated case resolutions.

**Environment:** Saleforce.com, Salesforce Lightning, LWC, Aura, SOSL, SOQL, Data Loader, Workflow & Approvals, Reports, Jenkins, Chef, Custom Objects, Custom Tabs, Vlocity, Service cloud, Email Services, Sandbox data loading, Visual Studio, Change Sets, Windows.

**Abbott laboratories, NJ Sep 20’ – Aug 21’**

**Salesforce Developer**

**Responsibilities:**

* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.
* Created **Lightning** **Pages** inside **Lightning** **Community Builder**.
* Developed Lightning apps using **Lightning Components** and made them compatible with Salesforce1 mobile app.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
* Worked on **Lighting Web Components** (LWC).
* Developed robust **Lightning** Pages using aura framework and placed them on the community builder.
* Implemented **Salesforce Lightning Components** for small set of users for customizing reports and dashboards.
* Developed **Batch Apex classes** and scheduled those using **Apex Schedulable** classes on hourly basis.
* Used **Visual Studio** for writing business logic in **Apex programming language**.
* Handled various **Devops** activities, release management tasks supporting **CI &CD** approach using Jenkins to automate the **build scripts (ant build scripts)**
* Integrated application with **Salesforce.com** with using **REST** web services API.
* Customized **Salesforce.com** fields, page layouts, record types, list views and queues.
* Developed field & page layout customization for the standard objects like **Account, contact, Leads**.
* Worked with Standard Salesforce features like **Objects, Workflows, Record Types, Page layouts, Validation rules, Profiles, Roles, Reports** and **Dashboards**.
* Created new **custom objects, assigned fields, custom tabs, components, custom reports**.
* Designed and developed **Service cloud** and integration.
* Implemented the requirements on **Salesforce.com** platform and **Visual Studio**.
* Supported the creation and sustainment of a **Salesforce Sales Cloud** and **Vlocity** implementation using **Lightning framework**.
* Created various Reports (**summary reports**, **matrix reports**, **pie charts, dashboards** and **graphics**) and Report Folders to assist managers to better utilize **Salesforce** as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Worked in different **sandboxes** for development and testing and involved in migrating the code to production instance in instalments using change set.
* Participated in the training sessions provided by the **Salesforce team**.

**Environment:** Salesforce.com, Force.com, Apex Classes, Lightning Web Components, Aura, Triggers, Controllers, Custom Objects, Records, Page Lay outs, Roles, Jenkins, Work flows, SOSL, SOQL, Service Cloud, Dash Boards, Data Loader, Data Migration, Visual Studio, Vlocity, Change Sets and Windows.

**Windstream Holdings, AR Oct 19’ – Aug 20’**

**Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project, like **information gathering**, **analyzing** the information, and **documenting** the **functional** and **non-functional requirements.**
* Communicating regularly with the **SFDC** **designated** **super users** to support them in their role and provide information and training on new features and functionality.
* Created **custom objects, validation rules, Visualforce pages**, triggers by using **Apex** as per Customer requirement.
* Designed & Deployed the **Custom objects, Custom tabs, Validation rules, Auto-Response Rules, Page layouts**, to suit to the needs of the application.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Managed customers with profiles, permission sets, roles, and sharing rules in **customer portal**.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different **profiles**.
* Implemented **Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visualforce sites) for business support and technical support for its channel customers.
* As a SFDC Administrator, interacted with various business areas to gather requirements and develop data model to suit complex business needs.
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of **Salesforce.com**.

**Environment:** Salesforce.com, Apex Classes, Triggers, Visualforce pages, SOSL, SOQL, Service Cloud, Data Migration, Data Loader, Cast Iron, Custom Objects, Custom Tabs, Roles, Reports, Accounts,EmailAlerts and Windows.

**GlobalNest LLC - India Jan 17’ – March 19’**

**Salesforce Developer**

**Responsibilities:**

* Created **Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.**
* Involved in setting up the **Role Hierarchy** and assigning the Users as per the role.
* **Created templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Implemented **Case Management** Automation to track and solve customer issues by creating support process, record types, assignment and escalation rules.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Administered, configured and managed **Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade** to managed app exchange packages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Packaged and Deployed customizations from **Sandbox** to other environments using **Force.com IDE**.
* Build& monitor standard analysis and reporting for **marketing campaigns.**
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in **Salesforce.com CRM.**

**Environment:** Salesforce.com, Force.com IDE, Developer Console, SOQL, Apex, Visualforce, Force.com Data Loader, Page Layouts, Visualforce Controllers.

**9X IT Solutions/ Penna Cements - India June 14’ – Dec 16’**

**Salesforce Admin**

**Responsibilities:**

* Administered and supported CRM application for 500 users in marketing, customer service and sales.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows,** and Approval Processes for automated alerts.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Managed Auto response rules if customers approached beyond the business hours.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns,** Reports and Opportunities.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* 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.
* Developed Salesforce.com sites and **customer portal** for various organizational units and partners.

**Environment** Salesforce.com Enterprise edition, SOQL, SOSL, Custom Objects, Custom Tabs, Windows.

**Education:**

Bachelors in Information Technology, Sridevi Engineering College – India.