Teja Gantela

Lead Salesforce Developer

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Professional Summary:

* Salesforce professional with over 10+ years of IT experience in the Salesforce.com CRM Platform both as Administrator and as Salesforce Developer.
* Extensive experience of Apttus configuration, including workflows, validation rules, and security controls.
* Strong salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages and integrating with external source by developing SOAP, RESTful Apex Web Services, Force.com API, SOQL and SOSL.
* Experience in Optimizing and improving the overall runtime of Omni scripts, Data Raptors and Vlocity Integration Procedures using best practices.
* Experience in Well versed with migration of Vlocity components using Data Packs and manage connected Orgs.
* Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex Language and leveraging Force.com Platform.
* Experience in Vlocity application including Omni Scripts, Data Raptors, Calculation Procedure, Rate matrices, Integration Procedure, Vlocity Templates, Vlocity Cards, Angular JS, JavaScript, CSS, HTML, and LWC.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Experience in Design, Development, Testing and Administration spanning all facets of package software and SaaS application implementation.
* Expertise in Lightning app builder and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Experience in Application Integration, design and applying to the Vlocity techniques such as Integration Procedures, Apex.
* Experience in troubleshooting, diagnosis, and problem solving with scripting languages using CI/CD tools.
* Experience working across various SFDC full life cycle implementations covering Service Cloud, Sales Cloud, Custom Cloud, Marketing Cloud, Knowledge Management, Sales /Service Cloud Custom Application Development and configuring cloud applications.
* Experience in Developing Lightning Component Framework and also built Lightning component using aura framework.
* Experience on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Experience in designing of Service Cloud, Sales Cloud and force.com solutions with an emphasis on service Cloud solutions.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL
* Strong experience in implementing salesforce new features like Process Builder and performed actions Updating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Extensive Experience in Salesforce CRM with end-to-end implementation experience.
* SalesForce.com integration experience and worked on many integrations tool like canvas, API integration.
* Experienced in Working with Pardot Functionality, Pardot A/B Testing, Auto responder emails and Pardot Email Rendering.
* Experience in Working on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages& marketing Applications, Salesforce.com marketing Cloud expertise.
* Expertise in Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Price Book, Email services, Approval Processes, Workflows, Reports and Dashboards, Permission sets, Validation Rules.
* Excelled in working with various Salesforce Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, forecasts.
* Good experience in data migration using Data Loader and Salesforce Inspector for Insert, Update, Upset, Delete, Export and Export All for data management activities.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
* Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Experience in Apex Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Expertise in enabling Aura framework by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experienced with developing Custom Components, Custom Controllers, Helper class, Controller Extensions in Salesforce Lightning.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Experience with front end languages such as Java, HTML5, CSS, XML, JavaScript, jQuery and JSON, and Strong experience with source control tools GitHub, SVN and Maven, Ant.
* Experience in designing, developing and implementing applications like Sales, Marketing and Support modules on Salesforce.com platform.
* Hand on experience of enterprise integration patterns and security mechanisms using Spring boot
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Experience with Manual and Automation Test cases, Unit testing, Automating Web Application Testing using Selenium WebDriver with TestNG framework and enhancement of QA Processes.
* Experience in Administration, Configuration, Implementation and Support of Salesforce CRM and Salesforce applications based on Apex Language and leveraging Force.com Platform.
* Experience on Apptus and Steel Brick, developed POC’s in Apptus CPQ and Steel Brick CPQ.
* Experience with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Expertise in building Visualforce Pages, Custom Objects, Reports, Dashboards, Tabs and Customer Portal.
* Experience in working with Salesforce.com sandbox and production environments and deployment using ANT, changesets and other deployment tools including Force.com from eclipse and gearset.
* Hands on experience in Salesforce.com Development by developing the presentation layer in Visualforce and business logic in the Apex by creating/using the Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API.
* Extensive experience in Agile Methodology of Software Development Life Cycle (SDLC), and Experience in Agile methodology and SCRUM development environment with JIRA.

Professional Skills:

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| SALESFORCE TECHNOLOGIES: Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Work Flows, Dashboards, Reports, Sandbox development. |
| OPERATING SYSTEMS: Windows XP Pro / Vista, Linux, Windows 10/11, MacOS |
| CRM TOOLS: Salesforce.com |
| Databases: MS SQL Server 7.0, Oracle 10g/9i/8i, MS Access, Amazon Redshift, Postgre. |
| Data Modeling Tools: Power Designer 15.2, Erwin, ER Studio, Access, Visio |
| Lightning Experience Development:  Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers. |
| Version Control Tools: CVS, Clear Case, Subversion, VSS |
| SALESFORCE API TOOLS: Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader |
| Salesforce Integration Tools: Data Loader, Jitterbit, Oracle ICS, Salesforce Connect, Informatica Cloud Connector, DBA, MuleSoft |
| Web services: SOAP, Cast Iron, WSDL, XML, JSON, REST |
| LANGUAGES: C, C++, Java, PL/SQL, Apex, Ajax, C# |
| TESTING TOOLS: Selenium Web Driver, Jenkins, Cucumber, Gherkin, QTP |
| SALESFORCE INTEGRATIONS- Batch Integration, Near real-time Integration, Real-Time Integration, Real-Time Mashups. |
| WEB TECHNOLOGIES: Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script, PHP, Servlet, Bootstrap, jQuery, OOD |
| Key Skills: Cloud, Microservices, Web Services, Distributed, Middleware, Identity and Access Management (IAM). |

**Work Experience:**

**Sonos, Santa Barbara, CA**

**Lead Salesforce Developer**

**March 2022 – Present**

* Lead a team of 7 developers, provide guidance to the team and involved in designing and deployment phase.
* Drive design, engineering, implementation, and configuration of platform services to support overall enterprise patterns, and reinforcing best practices
* Develop patterns for common platform needs across all layers of the platform and supporting services.
* Deliver explicit APIs and abstractions that offer flexibility for application developers in the platform
* Works with business and technology partners to identify, define, interpret, and clarify scope of the Salesforce platform integrations
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Involve in logging, monitoring, alerting, backup, encryption, tooling using 3rd party applications with Apex Triggers.
* Managed the overall flow of Salesforce automation process and successfully enforced a smooth build and deployment through the aid of tools like Jenkins, Apache ANT migration tool.
* Coordinated with IT development teams to build user stories, business requirements, and monitor data quality for data feed processes and Working with Marketing managers and converting their strategy into implementations using Marketing cloud Exact Target.
* Use Jira for project management and bug tracking, Fisheye for code reviews, Subversion for source code control, and Jenkins for deployment and continuous integration.
* Deployed the code from sandbox to different environment using Jenkins Build and was part of release activities and UAT.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning. Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Customized various standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Price books, Leads, Campaigns and relationships between them.
* Created Lightning Components and server-side controllers to meet the business requirements. Involved in migrating the standard and custom objects in standard experience to LEX.
* Used Automation Studio to Automate backend batch process and created custom Data views to simply the Query run time on complex Data Extensions
* Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on analyzing the complete Apex classes, Apex Triggers, Pages in the Salesforce.com instance in the design phase of the Salesforce Single View project. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
* Developed custom Visual force pages and apex controller classes for various functional needs in the organization. Written test classes for unit testing
* Deployed salesforce components across various Sandboxes using Change Sets, Eclipse.
* Worked on doing making enhancements to SFDC application required by business users and including gathering requirements, Analysis, Design, development, deployment and maintenance.
* Created Validation rules on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Worked with business process owners to understand their requirements for Salesforce Marketing Cloud application.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like Journey Builder, Email Studio and Automation Studio.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better for mobile devices.
* Customize Salesforce.com with custom fields, links, objects, page layouts, buttons, record-types to meet specific business requirements.
* Utilized Journey Builder and Automation Studio to configure new Smart video implementations for retail clients.
* Worked on customization of Visualforce to have lightening experience for desktop and mobile applications.
* Managed ExactTarget / Marketing Cloud implementation for a large enterprise, including multiple business units as well as troubleshooting and user support.
* Developed and executed of marketing campaigns using Marketing Cloud apps such as Email Studio, Automation Studio, and Journey Builder.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce, and Working on Salesforce, CPQ application, Steel brick CPQ and Billing.
* Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas. Worked on Test Cases by developing Test Classes to meet the required Code Coverage in salesforce.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Developed various batch apex classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data. Created custom theme layout for lightning communities.
* Involved in troubleshooting and resolved issues related to integration. Developed Apex classes with REST calls to connect to web services.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers as per the business requirement.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

**Amazon Go, Seattle, WA**

**Sr. Salesforce Developer**

**OCT 2021 – March 2022**

* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick-list, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
* Worked on JavaScript framework (Angular JS, Bootstrap) to augment browser-based applications with MVC capability.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules.
* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with marketing cloud.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s.
* Integrated custom HTML pages, AMP Script to capture Data directly into Salesforce using Marketing cloud Journey builders and mass email campaign blast.
* Managing subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Managed subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries
* Implemented new customer support solution using Salesforce.com Service Cloud. Maintained and improved existing Salesforce implementation.
* Scheduled deployments in the Salesforce Marketing Cloud application and providing completion communications to the client
* Designed dynamic and browser compatible pages using Jquery, JavaScript and Angular JS.
* Used SOQL and SOSL Queries within Governor Limits for data fetching for the application. Integrated external web systems with salesforce using REST and SOAP web services.
* Implemented Marketing Cloud from scratch and successfully implemented Sales Cloud with marketing cloud.
* Created Data Extensions, List to load data into Salesforce Marketing Cloud.
* Involved in triggered email alerts development for promotions and offers from the organization.
* Used XML based Web Services using SOAP/WSDL for common interface across all internal and external application and users.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Custom objects with custom fields and relationships, validation rules, Page layouts, Custom tabs, Components, workflow rules, outbound message, process builder, to suit the needs of the application. Defined lookup and master-detail relationships on the objects.
* Worked with the Marketing Operations Manager and other key stakeholders on the development of new processes and procedures to ensure email quality, successful delivery, and click-ability Leverage
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits. Developed product capabilities using Force.com, APEX, and Visualforce.
* Built custom Lightening components and wrote controllers and helpers with the lightning and AURA frameworks, Lightning Design System and JavaScript. Involved in developing salesforce Lightening Apps, Components, Controllers and Events.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.

**Evoke Technologies, Hyderabad, India**

**Sr. Salesforce Developer**

**Oct 2017 – AUG 2021**

* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Set up Marketing Campaigns, Campaign Hierarchies, and Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Created many lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Developed Batch jobs and Scheduled jobs to revamp the existing records in the production to calculate the Spend amount thus calculating the compensations for all the TCP Clients.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in experience.
* Implemented case management automation (on Case Object) to track and solve customer's issues. Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab
* Worked with Marketing managers and converting their strategy into implementations using Marketing cloud.
* Used Journey builder in running several different campaigns along with Automation Studio and Contact Builder.
* Designed advanced reports, dashboards, and portals in Marketing Cloud and other business intelligence tools.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Built package. xml and deployed components to sandbox and production instances using Force.com migration tool, Workbench and Change Sets.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Created various profiles, roles, and page layouts and configured the permissions based on the organization hierarchy requirements.
* Wrote Apex batches, test methods to build synchronization of phone field with master database Performed the roles of Salesforce .com Developer and Administrator in the organization
* Extended standard Force.com functionality using Visual force, Apex, AJAX, jQuery and Web services like SOAP & REST.
* Provided CRM Level 2 and Level 3 Support in troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Created Record types, Rollup Summary, Workflow rules, Approval process, Auto Response rules and Validation rules to ensure data is validated and automate business logic conditionally.
* Extensively worked with Data Loader and Bulk API to import or export the data from Salesforce.com objects in very large volume.
* Connected the Sales and Service clouds with marketing cloud connect.
* Managed subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries
* Developed integration packages for loading campaigns, territorial leads and opportunities into Salesforce .com from Clarify CRM.
* Debugged and resolved issues in Lightning Components, Apex Triggers, Apex Classes, Visualforce Pages, Controller & Extension Classes, and Test Classes in the application.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Customized the Dashboards to track usage for productivity and performance of business centers.
* Also took part in creation and presentation of community strategy. Build relations with stakeholders.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.

**Fastra Corporation, Hyderabad, India**

**Salesforce Developer**

**Nov 2014 – Aug 2017**

* Involved in Data Mapping and Migration of data from legacy systems to salesforce objects and fields.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Provided support to ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management and triggers.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto Response for automating business logic.
* Developed reports custom reports and dashboards using visual force.
* Provided the training to Business user’s about the system.
* Developed responsive and dynamic email templates to use them in Customer specific Journeys.
* Involved in triggered email alerts development for Sales promotions and offers from the organization.
* Worked as a Sales product expert and administrator of all SFMC processes (manage subscriber-level data).
* Employed Data Loader to read, extract, and load data from CSV files.
* Developed and deployed A/B testing strategies to roll out the control version to be used in the final email campaign.
* Integrated Apex with External services by making callouts that used SOAP and WSDL
* Collaborate with stakeholders including Business owners, Enterprise Architects to understand the requirements and implemented Sales cloud solutions.
* Develop technical design, documentation to support business requirements
* Retrieved Profile attributes directly from Sales cloud and sent emails using Sales cloud UI.
* Design and develop solutions based on business requirements in Salesforce Sales Cloud platform for reputed clients.
* Co-coordinating with the offshore team and run support team to provide knowledge transfer sessions about Sales cloud
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce .com custom application using Apex,
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Worked on various Salesforce Administrations tasks like Reports, Dashboards, Custom Workflow rules, Field Update, Email Templates, Field level & Object level Securities, Roles, Profiles, Validation Rules, Formula fields.
* Used custom tools like Apex data loader & Jitter Bit for the handling the data for insertion, update & deletion.
* Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Manage social media communication in conjunction with the Social Media Sales manager.
* Worked in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS)
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Used field level security along with page layouts to manage access to certain fields.
* Worked closely with Development team to solve the gaps in Business requirements.
* SFDC requirement elicitation, converting business requirements to technical specifications, designing the solution and work closely with Stakeholders, Architects, Developers, QA and Deployment teams
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions
* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions by communicating with documented business requirement document working prototype and work flow diagrams.
* Create a weekly project status report to track the project progress and observe bottlenecks for review of top management.
* Developed use case document, system requirement specification document, traceability matrix and presentations for proposed solutions.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Worked with business owners to understand their requirements for Salesforce Marketing Cloud application.

**AppScrip, Hyderabad, India**

**Salesforce admin**

**June 2011 – Oct 2014**

* Performed hands-on work doing admin as well as development work in Sales cloud.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Supported the Data Migration activities for migrating the data from various business sources with the support.
* Worked in building and maintaining custom objects and integrating salesforce with external systems.
* Created New user accounts and configure salesforce.com to fit security needs at the user and organization levels.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* 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
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Developed using Visual force, Dynamic Apex, HTML and JavaScript with Angular JS to view pure html pages, and controllers written in JavaScript do the business processing.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Worked with Batch Apex, Apex Triggers, Web services with HTTP/SOAP message communication.
* Created workflow rules, tasks, email alerts, and components to suit to the needs of the application
* Used to extract salesforce leads and contract records from salesforce cloud to MS-Sql database..
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Designed various types Email templates for auto response to customers.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Sales force team and support end users.
* Analytical exposure and involved in working with Lightning and Communities.
* Generated various reports and dashboards in lightning for Sales performance tracking.
* Worked on translating several Visual Force pages to lightning framework.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Customized agile methodology in a service based, reverse mortgage specialized for seniors.
* Analyzed the business processes for the three divisions in the organization that are using sales force.
* Primarily involved in developing prototype of the application as proof of concept (POC) for business team and as a guideline for development team