**Santhosheni**

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**Salesforce Developer/ Admin**

**PROFESSIONAL SUMMARY**

* Around **6+** Years of experience in IT with expertise handling the project across several SDLC phases (Analysis, Design, Development, Testing, Implementation, Maintenance)
* Experience in implementing Sales Cloud and Service Cloud
* Hands on experience in Salesforce Components Integration, Development and Deployment of Custom Integration Solutions.
* Extensive Business Knowledge and Objects Customization experience objects such as Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns and Forecasting.
* Experience in developing Apex classes and Triggers, Visual Force pages, Force.com IDE, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks such as Creation of Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and Actions.
* Experience in Data Migration using Import Wizard and other integration tools such as Apex Data Loader
* Detailed experience working on Eclipse IDE with Force.com Plug-in for writing Business Logic in Apex Experience in Web Technologies like HTML, XML, CSS, JSP, JavaScript, JSON, REST and Bulk API's.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor Data Quality and Integrity.
* Expertise in database querying with SOQL & SOSL using Force.com Explorer
* Strong knowledge on Agile, Water Fall Project Execution Methodologies
* Ability to meet deadlines and handle pressure by owning multiple tasks in the project
* Excellent Communication and Interpersonal Skills.
* Strong Technical, Analytical, Verbal and Written Communication Skills

**WORK EXPERIENCE:**

**Sundance Vacations, Wilkes-Barre, PA**

**Salesforce Developer**

**Aug 2020 to Present**

**Responsibilities:**

* Created users, roles, public groups, sharing rules and record level permissions to manage sharing access among different users.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Custom Objects, Custom Reports and configured analytical snapshots to dump the data on a regular basis for sales performance and lead generation statics.
* Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers, Partners and Company.
* Used Data Loader for Insert, Update, and Bulk Import or Export of Data from Salesforce.com S-Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Worked on Lightning component Process Builder to automate task for Salesforce1 users.
* Developed Visualforce pages to meet the organization requirement for the new look and feel.
* Developed Custom Controllers and used controller extensions to show data in the visual force pages.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Developed Lightning pages for Salesforce1 mobile app
* Developed Lightning app for agent with enhanced Lightning templates.
* Performed IDE, Change Sets and ANT Script deployments as needed and validated the components before deployment to ensure a smooth process.
* Creating documentation for deployments and deploying all Salesforce.com changes in Developer Sandbox to test Sandbox to QA sandbox when once sanity check has been done.
* Worked on integration of two instances using APEX REST API callouts. Configured Connected App to integrate Salesforce.com with two external JAVA applications to capture Accounts, Contacts, and Leads (Web-to-Lead implementation) using REST API.
* Used SOQL&SOSL for data manipulation needs of the application by preprocessing records and generating Sets to avoid hitting the Governor limits.
* Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules, managed migration and release of Service Cloud.
* Developed Apex triggers for avoiding duplication of leads from various resources.
* Worked on Agile and Scrum methodology for salesforce custom app implementation.

**ENVIRONMENT:** Salesforce.com, Force.com, Apex Classes, Triggers, Visual Force, Data Migration, Portal-Based Communities, HTML, Java Script, Lightning Components, Web Services, REST API, Workflow& Approvals, Reports, Custom Objects.

**Salesforce Developer**

**Amazon – Seattle, WA**

**May 2019 to Aug 2020**

**Responsibilities:**

* Created a Lightning Component that aligns with Lightning SLDS standards and platform branding guidelines and can be inserted into a Community page via Workspaces/Community Builder.
* Worked with Lightning design system, Lightning App builder, Lightning component Framework, Lightning customizations, Lightning CSS framework.
* Built customized Lightning components replacing the existing ones, using JavaScript on the client side and Apex on the other side to provide better and more interactive interfaces to the end users, which helps in sales enhancements.
* Experience in using salesforce Lightning UI. Created Lightning apps combining Lightning design system, Lightning App Builder and Lightning component features.
* Experience working in the following: Salesforce.com areas, Sales Cloud, Service Cloud, Community Cloud, Salesforce Integration and Data.com.
* Created custom Visual Force page as well as few extensions to standard page, Apex classes in accordance to the requirements that the standard page would not suffice.
* Experience building custom data integrations between Salesforce and other applications.
* Experience in Salesforce point and click configuration using workflows, validation rules, sales process setup.
* Experience in using Apex, Visualforce, Lightning component frameworks, triggers, batch apex and Salesforce APIs and schedule the apex classes to send email alerts on daily/weekly basis.
* Experience in working on Einstein analytics dashboard, created tables and added them on custom button in dashboard.
* Written SOQL, SOSL queries in Apex triggers and controllers, used salesforce workbench to generate queries.
* Designed and deployed Custom tabs, Custom objects, Components, VF pages, validation rules, Auto-response rules for automating business logic.
* Created Profiles and configured Permissions based on organizational hierarchy requirements.
* Worked on writing the workflow rules and validation rules for email templates.

**ENVIRONMENT:** Saleforce.com platform, Apex Language, Classes, Triggers, Visualforce (Pages & components), Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Communities, Scheduled Apex jobs, Web Services, Reports, Dashboards, Sandbox.

**Salesforce Developer/Admin**

**SAP Concur – Bellevue, WA**

**Feb 2018 to April 2019**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Developed APEX Classes, Visualforce pages and APEX Triggers to develop the custom functionality as per the requirements.
* Created Visualforce pages which identified a region to be updated to enforce partial page and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Developed custom Visual force pages to automate Approval processes that used Email Approvals and Parallel Approval steps.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Developed custom Lightning components, Global actions, Process Builders, Object specific actions and server – side controllers to meet business requirements.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Used field level security along with page layouts to manage access to certain fields.
* Built the deployment planning document and did the production migration.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships and formula fields to the custom objects and Involved in deploying applications from Sandbox to Production.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Used Data loader for all data adding, updating, and deleting, exporting data.
* Wrote Apex Test classes to Unit Test Apex classes before moving to Production.
* Performed in depth analysis of the integration of salesforce with SQL, explained how salesforce has been integrated with SQL server and from which sources data was coming in salesforce in the absence of any documentation.
* Created and maintained the documentation for Design, Migration and Integration.
* Used multiple sandboxes for development of various components of the project. Deployed the code to the UAT Environment for testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, Triggers.

**ENVIRONMENT:** Saleforce.com platform, Apex Language, Classes, Triggers, Visualforce (Pages & components), Custom Component, Custom Controllers, Workflow & Approvals, Data Loader, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, Communities, HTML, Web Services, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in.

**Salesforce Admin/ Developer**

**Virtual Peaker, Louisville, KY**

**March 2016 – Jan 2018**

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Sales force Communities and Customer Portals.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Hands on experience on 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.
* Used different data tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* 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.
* Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* 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.
* Defining/designing SOAP web services to interact with CSP, CTP and Work Bench.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Worked in Agile environment and provided status updates in daily stand up calls.

**ENVIRONMENT:**  Saleforce.com, Salesforce Communities, Apex Classes, Visual Force, Controllers, Triggers, Pages, Data Loader, Lightning Components, Data Migration, Sales Cloud, Service Cloud, HTML, Workflow & Approvals, Java Script, Reports, Custom Objects, Custom Tabs, Dashboards, Windows.

**Salesforce Admin/Developer**

**Yenplas Pvt ltd - Hyderabad, Telangana**

**May 2014 to April 2015**

**Responsibilities:**

* Worked with salesforce system administrators and support teams for critical application production issues and troubleshooting.
* Performed SOQL and SOSL queries on data sets to gather critical information for Apex
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created Case Escalation rules, Assignment rules and auto case generation using Email-to-case.
* Designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval
* Processes for automated alerts, field updates, and Email generation per application requirements.
* Created various Reports (summary reports, matrix reports, and dashboards) and Report types to assist managers to better utilize Salesforce.Able to configure and maintain user security permissions in compliance with organizational needs.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Designed Dynamic approval process with records to be routed based on lookup fields on the record and in accordance to the approval matrix.
* Extended standard native Force.com functionality using Visual force, Apex and Web services like REST.
* Deployed salesforce components from sandbox to production using Force.com ant migration tool, Change Sets and Eclipse.
* ENVIRONMENT: Salesforce.com platform, Elton, Apex Language, Visual Force, Data Loader, Workflow and approvals, Reports, Custom Objects, Email Services, and Scheduled Apex jobs, Security Controls, Force.com platform.

**EDUCATION**

**Masters in Computer Science | Western Kentucky University, BG, KY | GPA: 3.35**

**Bachelors in Information Technology | JNTUH, India | GPA: 3.50**

**PROFESSIONAL CERTIFICATION:**

Salesforce Certified Administrator (ADM 201)

Salesforce Certified Platform Developer I (PD1)