***Anita Maharna*** 

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**Profile Summary:**

* **8 + years** of experience as an IT professional, with **over 6+ years** of experience in **Salesforce.com CRM Platform** using **APEX, Force.com** and **Lightning** ,**Visual Force**, and great exposure to**C++ and UNIX development.**
* Experience in SFDC Development implementing the **APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL** and **Force.com plug-ins.**
* Involved on salesforce configuration, customization, integration, deployment, communities and classic to **lightning migration, lightning component, and lightning design system.**
* Experienced in **Object Oriented Analysis Design**, **Development**, **Testing and Implementation of Client/Server Architecture**. Experience in Salesforce Testing Cycle.
* Pervasive experience in performing the administrative and development related tasks like **consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams** and **Page Layouts.**
* Extensive experience in developing **Service Cloud and Sales Cloud functionalities**, Community Cloud Partner and Customer communities, Salesforce CRM AppExchange applications.
* Knowledge in Zuora with different modules like **Customer Accounts** create, manage,delete Customers**, Product Catalog** create, manage, delete Products**, Subscription** (Overview, Cancellations)**, Billing Operations, Invoice Processing.**
* Experience in defining revenue stages and maintaining user log with **Market to** AppExchange App for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Acquainted and well versed with **CRM** processes like **Sales, Marketing, Customer Service** and **Customer Support**, **Business Processes** and recommended solutions to improve their processes using **SFDC.**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, junction objects, master-detail relationships and lookup relationships.**
* Proficient in **Data Migration** from traditional applications to Salesforce using **Apex Data Loader, Import Wizard** and **Data Manipulation Language.**
* Good knowledge in working on **Scheduled jobs** and **APEX Batch** jobs and executed approval processes, e-mail services and workflows via customization.
* Well versed in analyzing **CRM** business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and Merging management.
* Developed and worked on different Salesforce.com environments such as **production** and **sandbox** by employing the Force.com Migration Tool ss.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on experience in writing **SQL** and **PL/SQL** programming with **Oracle** and **MS-SQL** Server.
* Good understanding of Software Development Life Cycle **(SDLC), Agile** and **Scrum** methodologies.
* Worked with Subject Matter Experts **(SME’s)** of different groups to gain detailed knowledge of the different systems and also to understand the cross impacts of the system by conducting meetings.
* Strong experience in working with **Security framework, Dashboards,** and **reporting modules** and designing, creating and implementing **profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports,** and **configuring security settings.**
* Good knowledge with Version Controlling of Code through GITHUB.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* **Good knowledge inCPQ.**
* Experience in integration of Salesforce.com with external applications by using SOAP and Rest **Web Services.**
* Involved in various user stories and **worked with QA team** to test in various sandbox environments and update fields in Production.
* Experience in Dealing with **Salesforce** Support calls in case of any **Salesforce** Org issues.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user **Roles**, Role hierarchies, **Profiles** and Sharing settings.
* Effective hands on experience in using **Salesforce Lightning Framework** to drive the client server management and **Lightning APP builder** to using Visualforce pages for **Lightning experience**
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages like **C, C++, Java, J2EE** and web technologies like **HTML, CSS, XML, JSP** and **JavaScript.**

***EDUCATIONAL SUMMARY:***

* Master’s in Computer ApplicationBiju Patnaik University of Technology.

***CERTIFICATIONS:***

* 401 Salesforce Certified Developer
* 201 Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Service Cloud Consultant

**Technical Skills:**

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| --- | --- |
| **Sales Force Technical** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, components &controllers), Standard objects, Workflow &Approvals, Apex Data Loader, App Exchange, Web Services reports,Dashboards,Force.com IDE, Eclipse, SOQL, SOSL,Lightning App Builder, Lightning components frame work, Custom Objects, S-Controls, Analytic Snapshots, Sandbox development and Testing, Sales Cloud, Service cloud. |
| **Operating System** | Windows XP/2003/2000, Windows 2K/2003 Server, UNIX,Linux, RHEL 7.0/6.0 |
| **Languages** | Java/J2EE, JSP,SQL, Perl Scripting, C, C++, PYTHON, UNIX, SHELL Scripting. |
| **Databases** | Oracle 9i/10g/11g, DB2 (UDB), MYSQL, MS Access, Toad, Mongo DB, Cassandra, SQL\*Plus,TERADATA |
| **Web/App Servers** | WebSphere Application Server. |
| **Web Technologies** | HTML, XHTML, CSS, XML, Java Scripts, Web Services, SOAP, UI, WSDL, UML. |
| **SDFC coding**  | APEX Classes & Triggers, Components, Visual force pages, Developer Console. |

**Work Experience:**

**Salesforce Developer/Administrator**

**Shire Pharmaceuticals - Exton, PA Apr 2019 – Present**

**Responsibilities:**

* Adopted Agile Methodology throughout all the phases of the application.
* Involved in requirements gathering, business process analysis, solution design, and documentation, QA, and production release.
* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
* Developed workflow rules and defined related tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings.
* Created email templates in HTML and inbound emails using Visual force for the clients and customers.
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, visual force pages to reach the needs of organization.
* Implemented Pick lists, Dependent Pick list, Lookup, Junction Objects, Master detail Relationships, Validation Rules and Formula Fields to the Custom Objects.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created various reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize Salesforce.
* Created various dashboards as per requirement of the user and business need.
* Designed, developed, tested and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Implemented security and sharing rules at object, field and record level for different users at different levels of organization.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Migration Tool, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, Sales Cloud, Service Cloud, SOAP, Sandbox, Eclipse IDE.

**Salesforce Developer/Administrator**

**FMC - Philadelphia, PA Oct2016–Mar2019**

**Responsibilities:**

* Working as Salesforce developer in the design, build phases of the project.
* Performed customizations by creating the Custom profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs, and custom Apps. Customized Tabs for different business user groups and business centers.
* Customized email templates and used different error handling techniques to handle the data and send emails depending on the requirement.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers properly to avoid Governor Limits.
* Designed, developed, test and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Worked in data Migration from Traditional applications to salesforce using Data Loader Utility
* Developed triggers and apex classes using apex test classes with minimum code coverage. Implemented various levels of security to hide the valuable information from the users.
* Worked on custom implementations of community builder lightning components, java script buttons, lightning compatible VF pages, lightning components.
* Created and Debugged Lightning Components, building with Lightning App Builder and Visual force with the new Lightning Design System.
* Schedules the reports, dashboards for management and users by emails.
* Managed security settings of the users.
* Interacted with Business Team on day to day basis to translate the business requirement into functional requirements.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Sales cloud, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Informatica on Demand, Windows XP, Microsoft Access, Toad for Data Analysis.

**Salesforce Developer/Administrator**

**Johnsons Controls - Milwaukee, WI Mar 2015– Sep 2016**

**Responsibilities:**

* Working as Salesforce developer in the design, build phases of the project.
* Developedvarious custom objects, custom fields, profiles, reports and dashboards based on requirements.
* Key role in gradual transition of company’s application from salesforce classic to lightning experience.
* Have used lightning components to create stand-alone apps that are hosted in salesforce.
* Worked on Lightning process builder to consolidate existing workflow rules
* Create workflows, validation rules, case assignment rules, and email templates.
* Interface with stakeholders in understanding requirements and providing technical
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Experience on working with force.comsales cloud.
* Hands on Experience with sales cloud and service cloud functionalities development.
* Used data loader for importing and exporting bulk records.
* Experience in data migration using Import Informatica, Jitter bit Data Loader and Apex Data Loader
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created lead foams, campaigns to lead foams, assigning task and managing work flows.
* Developed a custom layout for homepages on web and mobile for Lightning Experience with Lightning App Builder.
* Created Security settings for Roles and Profiles and managed Security Sharing Settings.
* Developed Validation Rules for the Custom Objects and Workflow rules and Approvals for some fields.
* User Roles and Profiles, Security controls and shared settings. Implemented field level security, Profile and audit trail setup.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Migration Tool, Custom Objects, Custom Tabs, Email Services, HTML, Oracle 11g. Java Script, Java, Web Services, Sales Cloud, Service Cloud , Apttus CPQ, SOAP, Sandbox, Eclipse IDE Plug-in.

**Salesforce Developer/Administrator**

**IBM INDIA, Bangalore December 2012– Sep 2013**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads, Campaigns, Cases and Solutions.
* Created various Batch jobs and time-based workflows to update the data regularly.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Integrating the application with SOAP Web services and also Informatica Web services. Provideduser support and bug fixing activities as per the SLA.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in various stages of approval.
* Developed Apex classes and Apex Triggers for various functional needs in the application.
* Developed Visual Force Pages to customize the view and functionality of the page that were required by the Organization.
* Hands on experience in sales cloud and service cloud functionalities.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Provided the training to the internal business users to use the application and develop their own custom report.
* Prepared user manual and technical support manual.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, SOAP, Sandbox.

**C++,Unix developer**

**Capgemini - Bangalore, India (Client – Sogeti) Jun2008 – July 2009**

**Responsibilities:**

* Worked directly with user groups in analyzing and specifying business requirements for the design and development of project.
* Involved in various Software Development Life Cycle (**SDLC**) phases of the project
* Design the system using **Object Oriented Analysis and Design**.
* Was involved in the coding phase of the project.
* Also wrote test plans procedures for performing unit testing.
* Tasks including fixing bugs & Enhancements into the existing projects.
* Help testing team in all phases of testing.
* Also Involved in production support.

**Environment: C++,**UNIX, shellscripting, sql.

**C++, Unix developer**

**IBM India - Bangalore, India(Client – AT&T) DEC 2006 – April2008**

**Responsibilities:**

* Worked directly with user groups in analyzing and specifying business requirements for the design and development of project.
* Involved in various Software Development Life Cycle (**SDLC**) phases of the project
* Design the system using **Object Oriented Analysis and Design**.
* Was involved in the coding phase of the project.
* Also wrote test plans procedures for performing unit testing.
* Tasks including fixing bugs & Enhancements into the existing projects.
* Help testing team in all phases of testing.
* **Also Involved in production support**.

**Environment: C++,**UNIX, shellscripting, sql.

* Reference will be provided as per request.

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