|  |
| --- |
|  ***AUTHORIZED TO WORK IN THE U.S. WITHOUT SPONSORSHIP***  |

MAIRA AKDOGAN 

SALESFORCE DEVELOPER & ADMINISTRATOR

|  |  |  |
| --- | --- | --- |
|  **Professional Summary*** Certified Salesforce Administrator and Certified Salesforce Developer with 4+ years of experience in SFDC, CRM platform using Visual force, Aura, Lightning Web Components, Apex as a Developer and Administrator.
* Demonstrated experience of Salesforce.com administration and end user requirements.
* Experienced (SFDX) on Visual Studio Code utilizing Salesforce CLI.
* 1 years of experience in Sales Clouds.
* Experienced in both Service and Community Clouds. Implemented customizations using Apex classes, Visualforce pages, Apex Controllers, Lightning Web Components, Extension List (Visual Studio), web service integration using SOAP, REST, and Salesforce APIs, SOQL, SOSL, Aggregate queries.
* Experienced in flow automation processes.
* Experienced in web technologies including HTML, XML, CSS. Proficient in databases including MS SQL Server, SOQL, SOSL. Proficient in Object-Oriented Languages like Visual Force, Java.
* Performed complex diagnosis of problems, provide solutions, coordinate and implement fixes for incidents or enhancements.
* Experienced in writing SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers, and batch classes, and customized queries to avoid governor limits.
* Experienced in developing/customizing applications using Visual Studio IDE with Force.com Plug-in and Force.com IDE, written Apex classes, Visualforce pages, Triggers, and customized meta-data components like creating custom objects, fields, formula fields, and validation rules.
* Written apex batch and schedule classes by implementing Batchable and Schedulable interfaces for processing large data sets in scheduled intervals.
* Migrated data using Data Loader, Data import Wizard, Data Loader io.
* Deployed salesforce components using metadata API across various sandbox and production instances with Change Set, VSCode.
* Familiar with Code Builder, DevOps Center that is new in Salesforce
* Enthusiastic Salesforce Hands-On developer and eager to contribute to team success through hard work, attention to detail, and excellent organizational skills.
* A clear understanding of LWC, APEX Classes, Apex Triggers.
* Managed team's backlog in addition to prioritizing new features successfully.
* Experienced in Project Management and governance of the Software Development Life Cycle (SDLC) methodology.

    |  |  **Contact****Address** : Gainsville, VA **Address** : Gainsville VA **Phone** : +15717629182Email: mairaakdogan@hotmail.com **LinkedIn:**<https://www.linkedin.com/in/mairaakdogan/> Trailhead:<https://trailblazer.me/id/sakdogan>   Certifications Salesforce Certified AdministratorSalesforce Certified Platform App BuilderSalesforce Certified Platform Developer 1   **Education**Bachelor's Degree, 2014Istanbul University- TR Skills ApexApex TriggerApex TestingSOQLSOSLDMLData ModelingData ManagementProcess BuilderFlow BuilderHTMLCSSSQLSDLCJiraAgile-Scrum/KanbanSlack ManagementVisualforceJava BasicJavaScript Basic    |

|  |
| --- |
|  |

Work History

Salesforce Developer 08/2021 to Current

CRUISE PROJECT | Tysons, VA

* Developed Apex Triggers, Apex Classes, and Visualforce pages with various customizations requested by users
* Implemented process management system using Lightning Web Components language
* Utilized both Sales and Marketing clouds of Salesforce platform
* Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements
* Modified existing Apex Classes and Apex Triggers to correct and fix errors, upgrade interfaces and improve overall performance
* Analyzed various business requirements and designed flows and process builders to automate the business logic
* Conducted data modeling, integration testing and improved performance
* Consulted with engineering team members to determine system loads and develop improvement plans
* Designed Apex Classes, Apex Triggers, Apex Tests and LWC for daily maintenance, indexes, and tables analyses
* Consulted with network engineering staff to evaluate hardware and software requirements for new system development
* Monitored and updated back-end data by inter-communicating between LWC and Visual Studio
* Wrote code on Salesforce platform using Apex Classes, Apex Triggers, Lightning Web Components.

Salesforce Administrator 11/2018 to 07/2021

STAFF AWARDING AS PER PERFORMANCE |Tysons, VA

* Designed and configured Flows for automation processes
* Configured custom Reports & Dashboards to better assist managers and report folders to provide report accessibility to appropriate personnel
* Worked on various Salesforce.com Standard Objects including Leads, Accounts, Contacts, Opportunity, Campaign, Cases, Solutions, Reports, Dashboards, Events, and Tasks
* Managed Web to Lead and Web to Case, Email to Case processes
* Developed various Custom Objects, Tabs, validation rules, roll-up summary fields, and complex formula fields
* Created Users, Profiles, Roles, Permission Set, Sharing Rules, Page Layouts, Record Types, and configured permissions for each profile by using Lightning User Interface (UI) in the organization
* Designed Profiles, Roles based on Organization Role Hierarchy and implemented Record-Level and Field-Level Security and configured their sharing settings
* Configured workflow rules and defined actions tasks, email alerts, field updates, and outbound messages
* Migrated data using Data Loader, Data import Wizard, Data Loader io
* Designed and deployed Approval Processes, Custom Tabs, Validation Rules and Auto-Response rules for automating business logic
* Built the security model for the organization using Security, Roles, Field Accessibility, Organization Wide Default Settings, Profiles, Field Level Security, Permission Sets, and Sharing Settings
* Built Applications and Lightning App pages using Lightning App Builder and deployed between different Orgs
* Installed and Used apps and solutions according to business requirements from APPEXCHANGE
* Designed Macros and Configured Omni-Channel in Service Cloud to streamline Case Management.
* Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.