**Sushmita Kunchala**

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**Professional Summary:**

* Having 6 years of IT experience with 4 years as a Salesforce CRM Developer which involves Administrator, Development, Integration, and lightning component development and 2 years of Java experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Lightning web components in visual studio to give better UI to the users.
* Experience in Implementation & Integration experience on Salesforce.com using Apex Classes, Controllers & Triggers, Batch Apex, Web Services, Visualforce Pages.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Made web service callouts to get data from external systems using REST API.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Proficient in Microsoft technologies such as Outlook, Word, Excel, and PowerPoint.
* Experience in configuring users, profiles, roles, and permissions towards business requirements
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Created multiple lightning web components based on the business requirement.
* Extensive exposure with Solution Design teams, Business Analysts, Performance & Architecture, Business Users Group and QA teams and aided the Project Management Teams implementing new business processes with excellent interpersonal & communication skills.
* Involved with middleware team for Third party integration using REST API.
* Proficient in Deployments using Visual Studio code and Version Control repositories such as GITHUB and Bitbucket as well as involved in Releases every month for Production environment.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Jira and Rally.
* Extensively worked on Version control tools using SFDX commands with Visual studio code and day to day deployments to higher environments.
* Working with QAs, and Release managers and supporting testing in SIT and UAT.

**Education Qualifications:**

* Master’s in Computer Science, G.P.A = 3.72/4.0 Jan 2015 – May 2016

Governors State University

* Master of Business Administration in Human Resources, G.P.A = 4.0/4.0 Sept 2010 – May 2012

JNTU University, INDIA

* Bachelor of Technology in Information Technology, G.P.A = 3.7/4.0 Sept 2006 – May 2010

JNTU University, INDIA

**Certifications:**

* SALESFORCE CERTIFIED ADMINISTRATOR
* SALESFORCE CERTIFIED PLATFORM APP BUILDER

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce.com, Lightning Framework, Lightning Components, Apex, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Data Import Wizard, Workbench, Validation Rules, AppExchange, Eclipse, Sales cloud & Service cloud, Salesforce.com, Force.com IDE, Roles &Profiles, Single sign on. |
| **Programming Languages** | JavaScript with HTML, C, C++, SQL. |
| **Databases** | MS Access, SQL Server |
| **Methodologies** | Agile, Scrum, Waterfall |
| **Other Tools** | MS Office, MS Project, MS Visio. |

**Professional Experience:**

**Client: KAR Auction Services Inc: Carmel, IN Jul 2019 – Jul 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Act as the developer on multiple projects from requirements gathering through solution design, build, testing and deployment.
* Perform the build activities to deliver a solution from the design stage to a functional application.
* Develop applications using the Force.com platform (Apex classes/triggers, Visual Force pages, Web Services API), related web technologies (CSS3, HTML5, Ajax, JavaScript) and other enterprise programming languages such as Java.
* Have worked on Field service lightning and Lightning web components.
* Integrate enterprise applications such as Salesforce with analytical platforms and other applications via integration tools using SOAP or REST web service protocols.
* Execute unit tests and write Apex test classes for code coverage.
* Use development tools such as Eclipse IDE (for source code editor, debugging and deployment) and GIT (for source code and version control).
* Participate in design and code reviews to ensure development quality.
* Deploy metadata (configuration and code) to different environments via tools such as Ant and Flosum.
* Use tools such as Data Loader for data export, backup, and migration between environments
* Design user interfaces and create corresponding ERD (Entity Relationship Diagram) using Lucid Chart or similar tools to represent the data models and illustrate relationships between database elements
* Create process flow diagrams to represent the logic and algorithms used to implement the business rules and requirements.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Extensively worked on Version control tools using SFDX commands with Visual studio code and day to day deployments to higher environments.
* Working with QAs, and Release managers and supporting testing in SIT and UAT.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Lightning Framework, Lightning Components, Apex, Visualforce, Web Services, Process Builders, Assignment Rules, Validation Rules, Page Layouts, Record Types, Custom Objects, Tabs, Email Templates and Security Controls.

**Client: Hilton: MC Lean, VA Feb 2019 – Jun 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* 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 on Validation Rules, Workflows, and approval processes.
* Created search layouts to organize fields, custom links, related lists, and other components on record pages.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Achieved import and export operations to load customer data and other master data adopting data loader.
* Used SOSL and SOQL in various functional needs of Visualforce controllers, Apex Programming.
* Deployed from one Sandbox to another Sandbox using Inbound and Outbound Change Sets.
* Responsible for End-To- End Salesforce to Salesforce Data migration using AppExchange product Data Loader.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Jira.
* Created various dashboard per requirement of the user and business need.
* Deployed from one Sandbox to another Sandbox using Inbound and Outbound Change Sets.

**Environment:** Saleforce.com platform, Lightning, Apex Language, Sales cloud, Service cloud, Visual Force Pages, Custom Component, Custom Controllers, Soap API, Bulk API, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, SOQL, SOSL HTML, Reports, Eclipse IDE Plug-in.

**Client: Republic Services: Scottsdale, AZ Apr 2018 – Jan 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Efficiently worked with Salesforce.com applications such as Sales Cloud, Service Cloud and Marketing cloud.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed different Visual Force Pages to suit to the needs of the application using different Visualforce components.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages, UI/UX Technologies.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Created Assignment rules to users or queues based on criteria.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Involved in business requirement gathering and in design and development of program plan within estimated time.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Used SOSL and SOQL in various functional needs of Visualforce controllers, Apex Programming, Force.com IDE.
* Responsible for End-To- End Salesforce to Salesforce Data migration using AppExchange product Data Loader.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Rally.
* Extensively worked on Version control tools using Git repositories with Eclipse and day to day deployments to higher environments.

**Environment:** Saleforce.com platform, Lightning, Apex Language, Sales cloud, Service cloud, Marketing cloud, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, SOQL, SOSL, HTML

**Client: Home Depot: Austin, TX Aug 2016 – Mar 2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Efficiently worked with Salesforce.com applications such as Sales Cloud and Service Cloud.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed different Visual Force Pages to suit to the needs of the application using different Visualforce components.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems.
* Worked on Marketing Cloud by creating Campaigns standard objects.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity, and Custom Objects
* Created Assignment rules to users or queues based on criteria.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Administered, Configured, and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Used SOSL and SOQL in various functional needs of Visualforce controllers, Apex Programming, Force.com IDE.
* Deployed from one Sandbox to another Sandbox using Inbound and Outbound Change Sets.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Jira.

**Environment:** Saleforce.com platform, Lightning, Apex Language, Sales cloud, Service cloud, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, SOQL, SOSL, HTML, Reports, Sandbox, Eclipse IDE Plug-in.

**BigBiz Solutions- Hyderabad, TN- India Aug 2012 – Oct 2014**

**Role: Java Developer**

**Responsibilities**:

* Application development using J2EE Architecture.
* Development of Java business components using the Struts framework.
* Involved in writing SQL queries for the application in Oracle and Coordinated with QA for testing.
* Developed User Manual and Installation Manual.
* Tracked project delivery commitments and ensure the adherence to schedule.
* Established and maintained project communications with onshore and offshore divisions.
* Switched from own SQL/JDBC Mappers (Relational mapping) to Hibernate persistence classes (Object/Relational mapping), which subsequently improves performance. Used Hibernate 3.0 API.
* Used AJAX (Asynchronous JavaScript + XML) methodology to enhance current user hierarchy display and Data modeling and ER diagrams.
* Developed Functional Requirements Specification (FRS), Business process review and modeling.
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis.
* Used case, design – class, sequence diagrams. User Interface design.
* Data Modeling – logical and physical models and mitigate technical risks and issues.
* Created POC for first time patterns and vendor integrations and Involved in Code review with the developers and delivery team.
* Co-Ordinated and managed Global Delivery teams at offshore locations.
* Scheduled and organized weekly or daily stand-up meeting with the whole development teams both onshore and offshore.

**Environment:** Java, J2EE, EJB, JSF, JMS, JPA, JAX-WS, JAX-RS, Web Service (SOAP, REST API), Spring, Hibernate, OWSM, SSO, ADF, WebCenter, Oracle SOA, Apex, UCM, WLST and Python, LDAP, NoSql and Sql.