 

# Priyadharshini

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**Professional Summary:**

* Around 8 years of experience in **Analysis, Design, Development, Management and Implementation** of various applications using Salesforce.com (SFDC) technologies.
* Experience as a **technical lead** for multiple projects and hands on experience in **providing guidance** on technical issues to junior team members.
* Experience in establishing **coding standards** and ensuring that the development team follows the set **programming conventions**.
* Experience in Salesforce.com SFA, Force.com **Apex Classes**, **Apex triggers**, **Integration**, **Visualforce**, **Force.com API.**
* Expertise in **Object Oriented** programming and complete understanding of various **design patterns**.
* Experience in building Visual Force **Custom Controllers, Components,** **Reports, Dashboards** and **Tabs**.
* Ability to **design** and **architect** software applications for complex business problems.
* Experience in creating many **Work Flows, Validation rules, Approval Processes, Triggers, Sharing Rules** and also the most complex Apex classes to meet the client’s requirement and functionality.
* Proficient in working with **Eclipse IDE with Force.com Plug-in** for writing business logic in Apex programming language.
* Expertise in performing large and small-scale data migration using **Migration Tool** and **Data Loader**.
* Expertise in Force.com technology stack: **APEX, Visualforce**, **SOQL** and **SOSL**.
* Extensive experience on embedding **Highstocks** and **Highcharts** charting library into visualforce pages.
* Extensive experience on **RJFS** (Relational Junction for Salesforce) to sync the data to oracle database.
* Had good knowledge on **Spring CM, Apttus, Salesforce CPQ**, **DocuSign, CPO, Conga, Work relay, CTMAX** and many more managed package applications.
* Good experience in project management with responsibility ranging from requirement gathering, **analysis, designing, coding & unit testing** of various modules along with providing support to customer in post release phase.
* Experience in designing **relational database schem**a to meet business requirements
* Expertise in design and development of multi-tiered web based applications using Java technologies: **HTML, DHTML, CSS, XML, XSL, XSTL, UML, JavaScript, and J2EE.**
* Experience in development using **Scrum/Agile Methodologies.**
* Experience in providing **documentation**, **training** and **technical support** to end users.
* Experience in **Salesforce Lightning framework** that includes **Aura, Lightning Web Components**.
* **Result oriented** person with excellent analytical, decision-making, communication and interpersonal skills.
* Highly dedicated, quick starter, solution driven pattern programmer, Strong in **Object Oriented** Analysis and **Design**, Excellent at solving complex problems under strict deadlines.

# Technical skills:

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| **Salesforce Technologies** | Salesforce CRM, Apex Language, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual force  Pages/Components, Apex Web Services, Workflow & Approvals, Salesforce Lightning, Cast Iron, Service Cloud, Sales Cloud, Marketing Cloud. |
| **Salesforce Tools &**  **Integration Tools** | Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform  (Sandbox, and Production) |
| **Web Technologies** | HTML, XML, JavaScript, CSS, SOAP |
| **Tools/IDE** | My Eclipse, MS Office, MS Visio, MS Project, Eclipse, WSAD, Web Services |
| **Databases** | Oracle, My-SQL, MS Access |
| **Operating Systems** | Windows Variants, UNIX. |
| **Programming Languages** | Java(OOP), APEX, Java Script, SQL, UML, HTML, XML, XHTML |

**Professional Experience:**

**Medidata Solutions Inc, New Jersey, NJ March 2020 – February 2021**

**Salesforce Developer (Information System Engineer)**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Designed, and developed **Apex Classes, Controller Classes, extensions, and Apex Triggers** for various functional needs in the opportunities for case escalation and case management.
* Worked on Agreement Templates from sales to Marketing, and did the enhancement changes of agreement like

# Sales Order, Change Order, MSA, NDA, Amendment.

* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Designed and developed the Salesforce Advance Approvals, CPQ & Security concepts in salesforce.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics and customize various cases based on their products requirement.
* Apttus Configuration and Design of Apttus Quote to Cash, (CPQ, CLM, OM) Sales Cloud and Force.com solutions
* Involved in ticket resolution of Jira in the fields of **marketing, Sales and Finance** side issues and solved immediate

# production issues.

* Solved all Finance transaction issues like **null order generation, null product billing, Improper invoice generation**.
* Developed **Visualforce** Pages to customize the view and functionality of the Knowledge Articles that were required by the Organization.
* Developed and deployed workflows and approval processes for opportunities and products/assets management.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Created and deployed Several Reports, Report types and Dashboards using salesforce.com platform.
* Created and used **HTML** and **Visual force** Email templates.
* Had immense experience in **Data load** for bulk operation requirement in the marketing side.
* Worked closely with project manager to define the scope, timeline, effort and resources necessary to complete business requirements and process work on project initiative.

**Environment:** Salesforce.com, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Visual Force.

**Hagerty, MI January 2018 - February 2020**

**Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
* Developed various interfaces, Apex classes, controller classes and apex triggers for various functional needs in the application.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Architected & developed the custom solution for creating installments opportunities records to help the Finance and Accounting team for reporting the company forecasting & revenue that includes New ARR, Renewal ARR & MYR.
* Experience with Apttus Quote to Cash including: CPQ, CLM, xAuthor and OM.
* Responsible for Testing - unit testing & integration testing using JUNIT.
* Involved in debugging and troubleshooting the bugs and resolved those issues.
* Administered and monitored the company's Salesforce CRM application.
* Managed Service Cloud components including Service Console, Partner portal, Call Center, CTI integration, Customer Portal, Live agent, Knowledge Base and Entitlements.
* Developed and implemented both the time dependent and time independent workflows as per the requirement.
* Manage re-architecture of Jenkins and integration with Confluence for release management and documentation assets. Re architect a Maven based system reducing build times.
* Experience in ETL Methods for integrating data feeds on Salesforce cloud
* Created profiles, roles and implemented object level, field level and record level security.
* Developed and deployed workflow rules, approval processes, email templates, and assignment rules.
* Schedule the Apex Classes to send email alerts on daily/weekly basis.
* Perform Data Export on weekly basis for data backup.
* Implemented communities and built external pages. Enhanced in Communities by adding new fields, field sets using Salesforce **lightning.**
* Worked on Data Migration and updates through the tool App Exchange Data Loader, Informatica Data Loader in Salesforce.com.
* Utilized MuleSoft Cloudhub features like API designer, API Manager, Run Time Manager and Exchange.
* Enabled **Aura Framework** and added **Aura Attributes/Handlers** for Events / Logic & Interactions.
* **LWC Tech** Implementation: Experience around Getter/Setters, Public methods, Events, Decorators, Public/Private Properties.
* Created **LWC components** for showing record edit/view forms and lightning data table within **Lightning app** page
* Created **LWC service classes** to establish communication between the components
* Created modern **Lightning Enterprise App** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Created Apex REST web service methods to inbound calls to Salesforce and supported response in JSON and XML format.
* **Planned Community Cloud rollout** framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Used Community Cloud to build deeper relationship with customers to provide better service and assist them through online.
* Used **Visualforce components** like Page Block, Command Buttons, Action support, Action Function.
* Developed Visualforce pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Provide Production Support for CRM system developed on Salesforce.com platform.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Perform mass update to update the data in SFDC using Demand Excel spreadsheets using Apex Data Loader.

**Environment**: Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkin, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Lightning Components, Custom Objects, Custom Tabs, CTI integration and Email Services.

**Grub hub, IL July 2015– December 2017**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Customized salesforce objects Accounts, Contacts, Leads, Opportunity, Products, Pricebooks, Campaigns, Cases, Solutions and Junction objects.
* Created workflow rules and defined related actions like, time-based trigger tasks, email alerts, filed updates to implement business logic.
* Written complex SOQL, SOSL in Apex triggers and controllers.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule, Approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links on side bar and detail pages, related lists, and other components on a record detail and edit pages.
* Written apex extension controllers provided implementation for action methods that are invoked from visualforce pages.
* Developed visualforce pages to hide and unhide based on picklist values and used style sheets, java script and jquery for rich UI and actions.
* Developed and enhanced several apex triggers on objects for various events (create, update, delete).
* Used apex Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV).
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of Salesforce.com
* Developed force.com sites and exposed as internal webpage to get survey results.
* Written Unit test classes for code coverage and validate business use cases.
* Migrated application components across various environments using Force.com migration tool, Eclipse and Change Sets.

Environment: Salesforce Force.com, Service Cloud, REST API, Apex and Visualforce, SOQL, SOSL, Data Loader, Eclipse, Java Server Faces (JSF), Servlets, Directory Server, Documentum Composer.

**Wipro Technologies, India March 2012 – October 2014**

**Salesforce Administrator /Developer**

**Responsibilities:**

* Developed and Customizing salesforce.com application based on the user needs.
* Migration of data from **Microsoft Excel** to **Salesforce** using Import Wizard.
* Worked with import tools such as **Apex Data Loader** and Import wizards.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Administrated and monitored the company’s **Salesforce CRM** application. Created the workflows for automated lead routing, lead escalation and email alert
* Implemented the requirements on **Salesforce.com** platform and **Force.com IDE Plug-**in using **Eclipse.**
* Involved in security levels and privileges by customizing **Salesforce.com Profiles and Roles.**
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to **salesforce.com** implementation.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in **Sales Cloud.**
* Worked on **Sales cloud** and **Service cloud** functionalities like web to lead, Creating and Updating accounts, contacts, opportunities, sales orders, submitting the sales orders, web to case, call center as well as service automation.
* Integrated Salesforce.com with External Applications like using **SOAP/REST API** based web services.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured **Apex Data loader.**
* Communicated with the implementation partner weekly on the project updates. Attended weekly meetings with the offshore project sub leads and communicate the project status.

**Environment:** Salesforce.com, Visualforce, Triggers, Workflows, APEX Data Loader, Leads, Accounts, Reports, Validation Rules, Pick Lists, Eclipse, Microsoft Excel and Windows.