**Kavitha Raj Kumar**

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**Phone No:**

**PROFESSIONAL EXPERIENCE:**

* **Total IT Experience of 9+ years and certified professional with 7+ years** of extensive experience in **Salesforce.com CRM** and **Force.com platform** with proficiency as Developer, Administrator and Support Specialist.
* Experience in all phases of **Software Development Life Cycle (SDLC)** **including analysis, requirement gathering, architecture design, development, Enhancements, testing, deployment** and maintenance of enterprise applications.
* Delivered **Salesforce solutions** on **Sales Cloud, Service Cloud** and **Salesforce Communities** and **Fore.com** platform
* Developed end to end Salesforce solutions using Configuration and customization using **APEX Class,** **Triggers, Visualforce pages, Lightning** components etc.,
* Extensively worked on **Salesforce schema builder** for development and analysis of **several cloud applications.**
* Experience in working across various **SFDC** implementations covering **Sales** **Cloud**, **Service** **Cloud**, **Marketing Cloud**, **Salesforce1** **Mobile Administration and Chatter applications**.
* Created **Salesforce 1 mobile apps** using **Angular JS, Apex and Visual force**.
* Experienced in writing **Visual force pages**, controllers by fetching the data using **Web Services REST API, SOAP API.**
* Worked on customization of **Visual force** to have **lightning**experience for desktop and mobile applications. Expertise in **Service Cloud console** with exposure to **CTI adapters** and **mobile** application integrations.
* Involved on creating **Lightning** **Pages** inside **Lightning Community Builder.**
* Experience in **Providing Training and Documentation** on **Salesforce Apps** to the end users.
* Excelled in working with various **salesforce.com** **standard** **objects** like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Cases**, **Leads**, **Campaigns**, **Forecasts**, **Reports** and **dashboards**.
* Experience in creating **Custom Objects, Tabs, Fields, Formula fields, Validation rules, Reports, Work flows,** Approval processes and **Process Builder for automated alerts**, **field updates** and Email generation according to the application requirements.
* Built integrations between **Salesforce** and external applications using **REST APIs.**
* Development experience in **UI** technologies like **Bootstrap, Lightning Design System (LDS), jQuery, JavaScript.**
* Experience in designing of **Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders, Report** Extractions to various **formats, Snapshots** and **Dashboards**.
* Developed **Apex** **classes**, **Controller** **classes**, **Apex** **Triggers** and on **Force.com platform** to customize application according to the functional needs.
* Good exposure to **AppExchange** applications.
* Proficiency in **Java**, **J2EE** and the latest frameworks like **JSF, Oracle ADF** components
* Experienced in implementing various **Apex DML operations**, **SOSL** and **SOQL** queries using workbench.
* Excellent analytical, logical and programming skills, Self-Motivated, Self-Starter, and can work with minimal supervision with effective Communication skills and Organizational skills combined with attention and Time management skills.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Controls, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform |
| **Languages** | Apex, C, C++, Java, Java Script, Shell Script, Action Script, UML, HTML, XML, XHTML, DHTML, SQL, VB Script, VC++(MFC) |
| **UI and Tools** | VS Code and Eclipse |
| **Databases** | MS SQL Server, PL/SQL, Oracle, MS Access, MySQL |
| **Source Control** | GitHub, Azure Repos |
| **Operating Systems** | Windows, Mac OS, Unix, Linux |

**PROFESSIONAL EXPERIENCE:**

**Client: Zebra Technologies, Chicago, IL Sep 2019 – Till Date**

**Role: Salesforce Consultant**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology.
* Worked on various salesforce.com standard objects like Accounts, Contacts and Leads.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs and Components.
* Worked on Sales and Marketing Cloud.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Created visual force pages over Bootstrap framework to customize the branding of community.
* Created various Profiles and configured the Permissions based on the organizational hierarchy.
* Created Workflow rules and defined related tasks, Time triggered tasks, Email alerts and filed updates to implement business logic.
* Migrated data from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Configured the login, single sign-on and self-registration capabilities for the community.
* Developed Visual Force Pages, Apex Classes, Apex Triggers, Apex Controllers (standard, custom and extension), schedulable Apex classes, and Batch Apex to meet various functional needs in the application and schema builder for development.
* Integrated the application with in house legacy systems using REST API Web services.
* Extensive development experience with best practice implementations using Apex (triggers, batch classes, inbound email service classes), Visualforce, SOAP and Rest Web services, Force.com API's.
* REST API with MSTR system and SOAP API with Oracle SOA system.
* Developed Web Services callouts from Salesforce to External applications using SOAP and REST API.
* Involved in creating Salesforce mobile apps using Angular JS, Apex and Visual force.
* Worked on customization of Visual force to have lightning experience for desktop and mobile applications.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Involved in setting up lead management, case management to web-to- lead, Web-to case, Email-to- case.
* Performed unit testing, integration testing, bulk testing, staging and User Acceptance Test in full copy Sandbox.

**Environment:** Sales force platform, Service cloud, Apex, Salesforce communities, Sales Cloud, Marketing Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Security Controls, JavaScript, Force.com Eclipse IDE, Data Loader, SOAP, Rest, Oracle, Windows.

**Client: Visa, San Francisco, CA Aug 2017 – Aug 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Preparation of design documents of various silhouette applications based on the gathered requirements.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, Packages, Visualforce Packages for various functional needs of the application.
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Created Email templates for inbound emails using Visual force for the clients and customers.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards. A
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Created different Workflow Rules and Approvals for various campaign processes.
* Maintained data cleanliness and accuracy by adding Custom Validation Rules and Triggers.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader by writing SOQL queries.
* Worked with web based technologies like HTML, XML, and JavaScript.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize Salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Extensively involved in writing Test classes and moved code into production environment.
* Participated in the training sessions provided by the Salesforce team and supported the end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Managed Users, hierarchical Roles, Profiles, Security controls.

**Environment:** Saleforce.com platform, Apex, Visual force, Controller extensions, Data Loader, HTML, Workflow &amp; Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Cast Iron, Sandbox data loading, Eclipse IDE Plug-in, Sandbox Test, Oracle, Windows.

**Client: Momentum Telecom, Birmingham, AL Jan 2016 - Jul 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in migrating from classic to lightening by gathering all the required configurations and customizations as per business requirements by leading the roles of admin and lightening developer.
* Created custom object, custom fields in lightening experience. Also, involved in creating Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used Force.com toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic and also involved in Salesforce platform Integration and marketing Cloud.
* Worked on Batch Apex, Schedule Classes, Visualforce pages and integrated with external source by developing Apex Web Services.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on CRM modules like sales cloud, service cloud with functionalities like Opportunity Management and Case Management. Developed lightning pages and displayed it in community builder.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked with Force.com IDE to develop Custom Application in both marketing C Sales and Service Cloud Modules.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Implemented DML activities for Inserting and Updating records.
* Was responsible for the data maintenance and data integrity within the Force.com platform.
* Performed Sales Cloud configurations and used its features such as Lead Management, Email integration, Sales Forecasting, marketing Cloud and Wave Analytics.
* Implemented Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Created and used Email templates in HTML and Visual force. Also, designed various web pages in visual force for capturing various customer enquiries.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in Lightning experience.
* Knowledge in configuring product and pricing setup using CPQ/Product consoles formatted and migrated the user data into Lightning Experience.

**Environment:** Salesforce.com platform, Apex Language, CRM, Visual Force, Pages, Data Loader, Workflow &amp, Approvals, Security Controls, Sandbox Data loader, Eclipse IDE, Lightning, Oracle, Windows.

**Client: WellPoint Inc**

**Employer:** **Cognizant Technology Solutions Feb 2011 - Mar 2013**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* 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 for different user profiles based on the organization’s need.

**Environment:**  Saleforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**Client: Bank of America Mar 2007- Oct 2009**

**Employer:** **Infosys Technologies Ltd**

**Role: Informatica ETL Developer**

**Responsibilities:**

* Developed Mapping/Mapplets/Workflows involving various ETL processes using Informatica.
* Created Bteq scripts and shell programs according to the project need.
* Reviewed the code developed by other team members in line with the functional requirements.
* Taking care of the quality works of the project for internal audits.
* Validated the deliverables according to the gathered business requirements and also at par with client expectations.
* Prepared High level and Low Level Design documents.
* Developed Mapping/Mapplets/Workflows involving various ETL processes using Informatica.
* Created Bteq scripts and shell programs according to the project need.
* Created macros and stored procedures in Teradata.
* Repository migration done from test server to production server.
* Taking up issues and providing fix for them and also minor and major enhancements that have to be implemented in the system.
* Used different kind of functions like expression, lookup etc to mould the data in required form.
* Developed and maintained mapping and session parameter files as a part of our schedule processes.
* Reviewing the code developed by other team members in line with the functional requirements.
* Coordinating project activities at offshore and interaction with the onsite team.
* Ensuring Process quality compliance for the project (start-up audit, monthly process audits and delivery audits).
* Maintained change log for each data model.
* Prepared minutes of meeting and weekly status report.
* Validated the deliverables according to the gathered business requirements and also at par with client

**Environment:**  Informatica, Teradata, UNIX