

Megha Singh  
[megha.sgh04@gmail.com](mailto:megha.sgh04@gmail.com)  
8830658088

---

### **PROFESSIONAL SUMMARY**

- Overall 7+ years of experience in the IT industry with experience in Salesforce.com CRM Platform including Lightning, Apex technologies, Sales Cloud, Service Cloud, Marketing cloud.
- Experienced in all phases of the Software Development Life Cycle (SDLC) and project lifecycle processes. Highly skilled in Salesforce.com (SFDC) development and implementation.
- Extensive experience in Salesforce Customization, creating Roles, Profiles, Page Layouts, Record Type, Assignment Rules, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, Approval Workflow, Customer Service, and Support Administration.
- Proficiency in Salesforce Lightning Process Builder, Lightning UI/UX, app builder, and creating Visual Workflows, Salesforce support communities, and Chatter groups.
- Good knowledge of the mobile application, Salesforce 1.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports, and Dashboards.
- 2 years of experience with **Vlocity**, java and 6 years of experience in Salesforce.com CRM Platform including Lightning, Apex, LWC, JS, Sales Cloud, and Service Cloud.
- Implemented **Vlocity** for different clients with excellence.
- Excellent knowledge of Apex development in creating Triggers, Apex Classes, Standard Controllers, Custom Controllers, and Controller Extensions.
- Developed SFDC Customized Reports, Dashboards, and Processes to continuously monitor data quality and integrity.
- Configured security and sharing rules at object, field, and record levels for different users at different levels of an organization.
- Worked on multiple Lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
- Experience on LWC Framework by developing a Community page and implementing the native features for the mobile.
- Proficient in Data Migration from Traditional Applications to Salesforce Using Data Loader Utility.
- Developed Lightning App for agents with enhanced Lightning Templates and experienced in modifying Visualforce pages to be supported in Lightning Experience.
- Well-versed with current releases of Salesforce and hands-on experience in new features such as Lightning and Communities.
- Expertise in building Visual Force Pages, Visualforce Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs, and Customer Portal.
- Involved and provided support during the UAT. Knowledge of Customer Portal/Partner Portal implementation.
- Have administration experience on CRM Applications like Data Exports Imports, Application Support, Security Administration, Maintenance, and User & Security Management.
- Well-versed with **Vlocity** Out of the box features and functionality.
- Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom Apps, Field-level Security, and Permission Sets for client services and marketing.
- Experience in SFDC development using Apex classes and Triggers, Batch apex, Email services, Visual Force Pages, Web Services, and SFDC Integration.
- Employed Data Loader to import data from Oracle to the Salesforce database and completed the configurations in Oracle application to the Salesforce platform.
- Experience in installing Salesforce AppExchange Apps, configuring and maintaining user security permissions in compliance with organizational needs.
- Worked on the enhancements where we used the Lightning Web Components and Aura Components together in the applications with no visible differentiation to the end-users.
- Expertise in Web Technologies like HTML, XML, CSS, JavaScript, and jQuery.
- Produce all sales and marketing reports, and work to refine new reports and dashboards continually.
- Worked on customization of visual force to have a lightning experience for desktop and mobile applications.
- Dealt with querying Force.com database using SOQL & SOSL queries and designed separate VF pages by writing queries in Apex classes which helped to write multiple queries.
- Worked efficiently on Object Oriented Languages like Java, J2EE, JSP, and other Java Technologies.
- Experience on Community Cloud to connect with customers and employees with each other.

## TECHNICAL SKILLS

<b>Salesforce CRM</b>	Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL Aura Framework.
<b>Force.com Tools</b>	Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. Jenkins.
<b>Languages</b>	SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, jQuery
<b>Web Technologies</b>	HTML, CSS, AJAX, XML, JavaScript
<b>Database</b>	Oracle, MySQL, SQL server
<b>Platform</b>	Windows, Linux, MAC
<b>IDE</b>	Visual Studio

## EDUCATION

- Bachelor of Engineering- CSVTU
- Diploma in Business Administration - SCDL

## PROFESSIONAL EXPERIENCE

### **Vivante Technologies**

#### **Role: Salesforce/Vlocity Developer**

**Aug 2021 - Present**

- Experience in customizing standard objects such as Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns and Dashboards.
- Created Lightning web components, added CSS and Design Parameters which improves performance.
- Good understanding of Software Development Life Cycle (SDLC), Agile Methodology with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
- Experience in creating custom applications, custom objects, tabs, custom fields, also advanced custom fields (Master-Detail, Lookup, Formula, Pick List) and visual force pages, leveraging the Force.com platform and Apex coding.
- Worked on **Vlocity**, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
- Used Vlocity methods such as Omni Script to complement inherent Salesforce functionality such as Lightning Experience and Apex to create unique customer-based solutions and lead the estimation and timeline process.
- Build different reusable components and libraries to support common functionality and features.
- Work with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
- Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.
- Design and Develop customer solutions in **Vlocity**, Visualforce, Apex, CSS, JavaScript and other technologies.
- Create automation and use monitoring tools to efficiently build, deploy and support cloud implementations. Leverage scripting technologies and tools for a faster time to market, gather data for analysis and complete tasks.
- Built applications functionality using **Vlocity** components like Omniscripts, Dataraptors, Integration Procedures, Vlocity Actions and implementing REST APIs from scratch and extensive experience on inbound and outbound integration and Authentication.
- Design and develop customer solutions in **Vlocity**, Visualforce, Apex, CSS, JavaScript, and other technologies.
- Use Salesforce Lightning Components for building Customized Components by using JavaScript on the client side and Apex on the server side.
- Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
- Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
- Experience on creating for solutions to the customers using **Vlocity**, Apex, JavaScript.
- Proficient in Salesforce Administrative tasks like creating and managing Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
- Well versed with migration of Vlocity components using Data Packs and manage connected Orgs.
- Build customized components replacing the existing ones, using JavaScript on the client side and Apex on the server side.

- Design, implement and deploy Custom Objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
- Building Complex and Reusable Components in Vlocity.
- Developed Batch classes, Schedule Apex, HTTP call out, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
- Conducted Gap Analysis on **Vlocity** Insurance Cloud functionality to shore up any process gaps between current and future state capabilities.
- Creating unique client-based solutions using Lightning, Apex (Classes, Triggers, Batch jobs), Javascript and Visualforce.
- Create and use Email templates in HTML and Visual Force.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

**Environment:** Salesforce.com, Force.com, Vlocity Apex, Data Loader, SOQL, SOSL, Import Wizard, Aura Framework, Eclipse IDE, Sales Cloud, Service Cloud, GitHub, Controllers, Visual force Pages, GitHub, and Triggers.