**Name: Sunitha**

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**Professional Summary:**

* Over **6+ years** of experience in Salesforce.com CRM Platform and Apex technologies.
* Good working experience in various capacities such as **Salesforce Developer, Salesforce Administrator.**
* Experience in working across various SFDC implementations covering **Sales Cloud**, **Service Cloud, Communities** and **Force.com Sites.**
* Expertise in **Full Software Development Life Cycle (SDLC)** implementation analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals-based object oriented enterprise applications.
* Expertise in Salesforce **Application Design and Data Model as per the Business Requirements.**
* Involved in building Custom Applications that includes administration, configuration, implementing and support experience with **Force.com** platform.
* Experienced customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Expertise in **Core Java**.
* Experienced in **Apex Classes, Apex triggers, Visual force pages**, Custom components, Custom Settings, Force.com API.
* Extensively worked on **SOQL, SOSL** and **DML**.
* Worked on **Lightning UI** and **Lighting Design system.**
* Hands on experience in developing and deploying custom integration Salesforce.com CRM solutions.
* Expertise working with **Rally** for tracking day to day activities.
* Added geographical redundancy to the computing needs in order to track the customers’ location using **Community Cloud**.
* Hands on experience working with **Jenkins** and **GIT HUB** for build and deployment process.
* Extensive experience in designing of Junction Objects, Custom Objects, Custom Fields, Pick list, Role based page layouts.
* Expertise working with **Service cloud** and **Community Cloud**.
* Experience in **Validation Rules, Assignment Rules, Workflow Alerts, Approval Processes and Approval Workflow**.
* Experienced in service cloud by adding object, Fields, Tabs, Reports and Dashboards and migrate data into Salesforce.
* Experience with data migration through Import Wizard, Data Loader, Workbench and Bulk API’s in Salesforce.
* Experience working on **Eclipse IDE with Force.com Plug-in for writing business logic in Apex**.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com.
* Worked on **MVC architecture** and HTML, XML, Java Script in developing web-based applications.
* Expertise in developing Web Services using **WSDL, SOAP and REST API’s**.
* Worked in Agile Framework and participated in Sprint planning for delivering projects.

**Technical Skills:**

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| **CRM Tools:** | Salesforce.com |
| **Salesforce Technologies:** | Salesforce CRM, Lightening components, applications, events, Triggers, Apex Classes/ Controllers, Visualforce Pages/Components, S-Controls, Web Services, Workflow & Approvals, Case Management Custom Objects, Dashboards, Snapshots, SOQL, SOSL. |
| **Salesforce Tools :** | Force.com IDE, Bitbucket, Github, SourceTree, Eclipse IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector, AppExchange |
| **Languages** | Apex, C, SQL, HTML, XML, CSS |
| **Java Technologies:** | Java, Servlets, JSP, JavaScript, Angular JS, Angular 7, JSF, JPA. |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003, Mac OS X 10.9/10.8/10.7, Linux. |
| **Databases:** | Oracle, SQL Server 2008. |
| **Mobile Application Tools:** | SalesForce1, Interface Builder. |

**PROFESSIONAL EXPERIENCE:**

**Client: Accident Fund, Lansing, MI Feb 2019 – Till Date**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by **Visual force, Force.com API, and Web Services.**
* Created page layouts, search layouts to **organize fields, custom links, related lists, and other components on record pages.**
* Designed and customized visual force pages using **controller extensions, custom controllers and standard controllers.**
* Developed **Apex triggers, classes to achieve** user’s desired functionality and have written the dependent test classes.
* Involved in Deployment, deployed all the **classes, triggers, objects, components, pages** from **sandbox** environmentto **production** environment**.**
* Knowledge on **Lightning.**
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Designed and deployed Custom tabs, validation rules, and Approval Processes for automating business logic.
* Provided business solutions to clients nationwide, ranging from Salesforce **Sales Cloud,** **Service Cloud,** and **Salesforce** Mobile Development.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Design of **Visual Force Pages, Snapshots, Dashboards and generation of Emails** per application requirements.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.**
* Used **Community Cloud** in order to perform computing types of applications, massive data simulations with data rich, real-time visualizations.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** SFDC, Apex, Data Loader, Force.com, Lightning, Import Wizard, Visual Force Pages, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, Eclipse IDE Plug-in, API, Sales cloud, Sandbox data loading.

**Client: Delta Dental, Lansing, MI June 2017 – Jan 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed **Visualforce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Designed, Developed & deployed various APEX Classes, Triggers, Test methods, Visualforce pages & also various Schedule, Batch and Future based Apex classes to implement the custom functionality. Developed triggers which added automatic templates to fire to the respective users.
* Involved in deploying the **AppExchange** applications and integrating with third party applications.
* Wrote **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Servicesfor extracting the data from external systems to display in the pages of **Salesforce.com.**
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed **Workflow rules, tasks, emails** and alerts to track customer related tasks and activities.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports** **AppExchange** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the Governor limits in **Salesforce.com**.
* Used **Salesforce Lightning** combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Implemented SFDC **Sales Cloud, Service Cloud**, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Used the **Java Ant** for testing and migrated the code to the deployment instance after testing.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, , SOSL, SOQL, Sales Cloud, Service Cloud, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

**Client: State Street, Quiency, MA March 2015 – May 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* As SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs
* Customized standard sales force objects like opportunity, contact, accounts, products, price books, case management, solutions
* Created pick lists, dependent pick lists, lookup relationships, record types, formula fields.
* Used data loader and scheduling tools to automate bulk data loading to keep systems in synch with legacy systems
* Mainly worked with **Lead Management** in SFDC.
* Worked on **Email handling requirements** for assigning the leads to Agents.
* Worked on **Apex Classes and Pages** to make enhancements on the existing functionality.
* Created custom **Profiles**, **Roles**, and **Public groups** to restrict the data access to the unwanted internal users depending on their job responsibilities.
* Created **Page Layouts**for various profiles to make the CSS people comfortable for inputting data into the CRM from customers.
* Implemented **Formula fields**, **Validation Rules, Workflow Rules**, and **Workflow** **Approvals**.
* Developed **Reports** and **Dashboards**, **validation** **rules**, **formula fields** for the application.
* Developed and configured Custom Reports to planning monthly, quarterly and annually and for **forecasting**.
* **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.
* Implemented **Web-to-Lead** and converted Lead to Custom Client Object (aka Account object). Maintained system interface diagrams and functional designs.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created **VF Components** used repeatedly in VF pages to reduce the redundancy when needed.
* Created Visual force and **HTML Email templates**to be sent to the customers depending on the action they perform after they log into the portal.
* Developed**VF pages** and associated **Apex classes** to allow the customers to register, login and submit their service requests which are resolved by CSS people.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Workflow & Approvals, Email Services, Security Controls, Eclipse IDE Plug-in.

**Client: H&R Block, Kansas City, MO Jan 2014 – Feb 2015**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Developed modules in Java and integrated with MySQL database.
* Responsible for coding using **Java** **Servlets**, Java Beans and XML.
* Worked with **OOPS** concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
* Expertise in performing operations such as Collections, Exception Handling and Multithreading.
* Developed web applications using **Spring** **MVC** framework.
* Setup the class path for the **Java** **JDK** and managed the **JVM** (Java Virtual Machine) settings.
* Involved in Analysis, Design and Development of different phases of Process Flow module.
* Designed and developed highly customized front end screens using framework library, JavaScript, HTML, CSS as a **Rich Internet Application** (RIA).
* Designed Graphical User Interfaces using **JSP’s**.
* Worked on various design patterns **UML** and Enterprise Application Integration.
* Implemented Action class and Action Forms using struts
* Worked on the design of the entire end-to-end architecture for the Classification Web Application.
* Added Dynamic functionality to the user interface using **Java** **Script**.
* Implementation of components and **wireframes** using cross-browser compatible **JavaScript**, **jQuery** and **AJAX**.
* Experience in Programming with SQL, PL/SQL.
* Used **JDBC** for administering and managing users and clients.
* Implemented XSLT transformation for converting XML to HTML.
* Implemented database tables, **middleware** designing, client-side web programming and server-side java programming.
* Followed **Scrum Agile** methodology for the iterative development of the application.
* Scripting of Test cases base on the specifications received for the request.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.

**Environment:**Java 1.3, Java Script, Java Beans, Java Servlets, jQuery, Apache Tomcat, Eclipse, AJAX, Windows, PL/SQL, JDBC, XML, CSS, HTML.