**Chandini Seepana**

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**Professional Summary:**

* Having 5 years of experience in Salesforce.com in development and Administration.
* SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.
* Experience in SFDC Technologies such as Apex, Visual Force.
* Extensive experience over creating Workflows, Validation rules and sharing & security rules.
* Experience in Generating Reports & Dashboards, customized reports and analysing the data in SFDC.
* Effectively Used Data Migration tools like Apex Data Loader and Import Wizard.
* Experience with Salesorce.com developer tool kit including Apex classes, controllers and Triggers, Visual force, Force.com IDE, Migration Tool.
* Experience in writing the SOQL and SOSL queries to retrieve the data.
* Possesses experience in all facets of Software Development Life Cycles (SDLC) viz. requirement analysis, architecture, design, development, testing, and post implementation revisions.
* Excellent team player and execute tasks under less supervision.
* Committed to excellence, self-motivator, quick-learner, diligent, team-player, and a prudent developer with strong problem-solving skills and communication skills.

**Work Experience:**

* Worked as a **Software Engineer** in **Tech Mahindra** as a payroll of click object it solution Pvt Ltd from **May 2016** to **March 2021.**

**Education:**

* **Bachelor of Technology (B. Tech)** from JNTU University in 2012.

**Technical Skills:**

Programming Languages : C, C++, Apex, J2SE

Web Technologies : Visual Force, JavaScript, HTML, CSS

CRM Packages : Salesforce.com

Database : Oracle, MS Access, SOQL, SOSL

TOOLS : APEX Data Loader, Force.com IDE (Eclipse)

**Project # 1:**

**Title: CBM (Corys Building Materials - Hepworth)**

**Role: SFDC Developer**

**Description:**

Corys Building Materials maintain the sales order details of 3 regions like UAE, Oman, Qatar. It shows the daily, monthly, yearly targets to the users as a Reports & Dashboards. Used third party integration Jitterbit. Data is continuously integrated from Oracle to Salesforce using Jitterbit. Implementing custom Forecast to get the best reports.

**Responsibilities:**

* Used **Jitterbit** to integrate Oracle.
* Implementing **custom Forecast**.
* Created relationship objects which created in **Salesforce to ERP**.
* Created **Lightning Components** for JavaScript buttons.
* Created multiple **Custom Reports** and **Dashboards** for the user visualization based on requirement.
* Implemented new **Role Hierarchy** structure.
* Designed and deployed the **Custom Objects**, **Custom Tabs**, **Validation Rules**, **Workflow Rules**, **Page layouts**, **Custom Settings**, **Approval Process**, **Visual Force** Pages to suit to the needs of the application.
* Co-ordinating **Territory Management with Forecasting**.
* Developed **Apex Classes**, **Controller Classes**, **Extensions** and **Apex Triggers** for various functional needs in the application.

**Project # 2:**

**Title: Ajman DED CMS (Case Management System)**

**Role: SFDC Developer**

**Description:**

Case Management System is used in Ajman DED. CMS handles the complaints, suggestions and inquiries from the customers. It automatically assigns to the related department. Related department can solve the cases particular period of time. Otherwise it will have escalated to Managers. Customers and Employees will receive the Emails and SMS to mobile when the case is created and solved.

**Responsibilities:**

* Created **architecture, design, implementation** from ground level.
* Used Rest API for **SMS integration** to SMS Country.
* Created **Entitlement Process, Milestones** for Cases.
* Created **Workflows, Validation Rules, Email Templates** for different profiles.
* Created **Apex Classes, Triggers, Visualforce Pages, Test Classes.**
* Used **Records Types, Page Layouts, Custom Settings**.
* Created **Reports & Dashboards**.

**Project # 3:**

**Client: Hollister, IL**

**Role: SFDC Developer**

**Responsibilities:**

* Worked with various standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards** and alsocreated **Custom Objects.**
* Developed **Standard & Custom Controllers** as well as controller Extensions for different Functionalities.
* Have Written **Apex Triggers** for various functional needs in the application.
* Developed and deployed workflows for **opportunities and products / assets management.**
* Created **workflow rules** and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Created **Formula Fields, Validation Rules** for the flexibility and functionality of force platform application.
* Implemented **Look-up & Master-Detail relationships** and **formula fields** among the Objects.
* Used **field level security** along with page layouts to manage access to certain fields.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed and configured various **Custom Reports and Dashboards** for different user profiles based on the needs of the organization.
* Created and used **Email Templates** in HTML and Visual force.
* Worked with **Apex Data Loader** for Uploading the Leads, Opportunities and their related activities into Salesforce.
* Have Written **Test Classes** for various Business classes in order to achieve the Code Coverage.

**Project # 4:**

**Client: Perceptive Software, USA**

**Role: SFDC Developer**

**Responsibilities:**

* Involved in Gathering Business Requirements and Analysing & Documenting them.
* Worked on **customizing various standard objects** like Campaign, Leads, Accounts, Contacts, Opportunities, Cases, Dashboards and Reports.
* Worked on creating custom **E-Mail templates like Mass Email, Email Templates, and Communication Templates** to be sent to customers regarding the new campaign benefits.
* Experience in using Apex Data Loader for various data related operations like data inserting, updating, upserting, deleting and exporting.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL & SOSL** for data fetching and manipulation needs of the application using platform database objects.
* Created different **workflow rules and approval flow** for various campaign processes.
* Created multiple **visual force pages** for various requirement needs.
* Created multiple **custom reports and dashboards** for the user visualization based on requirement.

**Project # 5:**

**Client: Qualcomm, San Diego, CA**

**Role: Salesforce Administrator/ Developer**

**Responsibilities:**

* Designed, developed and deployed the **custom objects, page layouts, custom tabs, components, Visual force pages, apex classes** to meet the needs of the application.
* Created **workflow rules and defined related tasks, time triggered tasks, email alerts, field updates** to implement the business logic.
* Intensely worked with **Apex Classes** and **Triggers**.
* Created email templates and inbound emails using visual force for client’s customers.
* Developed business documents for Salesforce **custom objects**.
* Provided support ongoing salesforce.com maintenance and administration services including periodic **data cleaning, custom objects, workflows** and **triggers**.

**(Chandini Seepana)**