**SWAPNA.CH (Certified Salesforce Developer)**

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**PROFESSIONAL SUMMARY:**

* Over **9 Years** of IT experience that includes over **5 years** of experience in **Salesforce.com CRM Platform and Apex technologies and** around **4 years** of experience with **Java/J2EE**.
* Experience in working with Salesforce developer toolkit **(Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API).**
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions and lightning components.**
* Strong experience in defining and managing **custom Objects, creating page layouts,** developing field validations**,** campaign Management**,** formulas and workflow rules **using Salesforce.com and Eclipse IDE for Salesforce.**
* Extensive work experience on designing of **custom fields, role based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experienced in creating and activating the **Marketing Campaigns** in **Salesforce.com**.
* Experience working with **Salesforce.com Sandbox** and **Production** environments.
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Experience in using lightning app builder.
* Interacted with different business teams and end users for gathering information and requirements for **implementing Salesforce community cloud** for partners and documentation.
* Salesforce Marketing Cloud Administration, Configuration & Setup.
* Worked on **customer portals** and **communities' administration**. Created **Custom Dashboards** for community **managers** and recruiters home page and gave accessibility to dashboards for authorized people.
* Extensive knowledge on **Sales cloud, Service cloud, Custom cloud, Chatter** and **App Exchange** applications.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Worked on Salesforce Import and Export wizard, Work bench, Informatica on Demand, Force.com
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Expertise working on various SFDC implementations including Lightning Application, Sales cloud, Service cloud, Marketing cloud, Call center, Chatter and App-Exchange applications.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Good experience on Salesforce Lightning. Experience in third party integration with ERP.
* Proficient in MuleSoft AnyPoint API platform on designing and implementing Mule APIs. Strong working knowledge on API Gateway.
* Experience in building reusable UI components with lightning component framework.
* Proficient in administrating the organizational setup using **Salesforce administration**.
* Set up workflows for marketing in exact Target which will send out emails based on time intervals.
* Configured the customer journeys with the company, worked on Journey Builder, Email Studio and Automation Studio of Salesforce Marketing Cloud (Exact Target).
* Used **Email to Case, Web to Case** features and created a **community** where the customers can create, update and manage their **cases**.
* Good experience in working with **Cloud computing** / **SaaS** technologies.
* Experience in using **Force.com Web services API** for implementing **web services** in the application for access to data from different users.
* Experience in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows,** and **Approval Processes** for automated **alerts, field updates**, and **Email** generation according to application requirements.
* Experience in implementing **security** and **sharing rules** at **object, field,** and **record level** for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Proficient in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Experience in writing **Triggers, SOQL and SOSL** statements.
* Hands on experience in using the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Good exposure on **Design Patterns** (Creational, Structural and Behavioral).
* Experience in designing skills with **E-R Diagram** and **UML Diagrams.**
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as **JSP, Servlets**, **Tiles**, **Struts, Spring, XML, XSL, HTML, JavaScript, JDBC** and **CSS**.
* Good exposure to RDBMS, SQL and **PL/SQL**, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to **UAT (User Acceptance** Testing).

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers), Field service lightning.  |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**Education Qualifications: -**

* BSc. MicroBiology - Hyderabad RBVRR women’s college Autonomous – 2010.

**Certification: -**

* Certified Salesforce Administrator
* Certified Salesforce platform Developer-1

**PROFESSIONAL EXPERIENCE:**

**Client: Wind Stream Communications, Little Rock, Arkansas Sep 2019 to till dateRole: Salesforce Lightning Developer**

**Description:**

**Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Worked on **Templates** using **Angular JS.**
* Called REST web services through **Angular JS services to get JSON** Object and modified the response object to display in UI.
* Visualforce Pages using front-end technologies like **JavaScript, Angular JS, HTML & CSS** and included Apex Triggers for extra functionality and wrote Apex Classes and controllers to provide functionality to the **Visual Force pages**.
* Configured Salesforce.com to meet business requirements - including **fields, page layouts, workflows, approvals and validation rules.**
* provided appropriate support to service technicians accessing sales and **servicemax** managed objects like **Accounts, products, location, installed products, service contracts, parts orders, work orders, cases**, and service invoice
* Developed and configured various **Custom Reports** **and Report Folders** for different user profiles based on the needs in the organization.
* Implemented CPQ solution using **Apttus CPQ** & **Contract Management** for various customers in industries.
* Created **user roles** and **profiles, security controls** and **shared settings**.
* Hands on configuration and Customization of **Service Max application**
* Good understanding of PM Engine**, ServiceMax MFL & iPad Mobility tools.**
* Design, develop and implement solutions for the **Apttus system deployed** on the Salesforce platform
* Participate in requirements and solution design workshops with IT and business stakeholders
* Assist with validation of requirements gathered from the business
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and **Development with Salesforce.com** on **Service Cloud** and **Sales Cloud.**
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Worked on **large Salesforce CRM implementations** including**- Improving Sales Process**, **Partner Portal Implementation, Orders and Discounts, Integration** and legacy systems etc.
* Created workflow rules and defined related tasks**, time triggered tasks, email alerts, field updates** to implement business logic.
* Implemented **Configuration, Customization and Development** with Salesforce.com on Service Cloud and Sales Cloud.
* Created **Workflow alerts**, and **automated email response** and used series of Ant Scripts to commit and pull files from **GitHub**.
* Created a process for **sales team to self-price** certain products using price books.
* Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
* Made new feature enhancements on **Service cloud console view** and **developed** some **Visual force components**.
* Designed various **Webpages in Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE and Sandbox environment**.
* Created Executive and other **Dashboards using wave Analytics**.
* Implemented **service cloud functionality like case management, field service management and CTI integration.**
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Implemented Security access to the user profiles by creating **Object level security, Field level security and Record level security**.
* 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.
* Extensively used tools such Informatica for integration of data with legacy ERP system.
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on **Agile and Scrum Methodology** for Salesforce custom app implementation.

**Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, Angular js, GitHub, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Delta Dental, Michigan, MI**  **July 2018 - Aug 2019Role: Salesforce Lightning Developer**

**Description:**

**Responsibilities:**

* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on batch apex to auto create opportunities based on close date of a current contract.
* Developing Triggers with **bulk-safe** and have a minimum **of 75% code coverage**.
* Implemented auto create events on public calendar using trigger and custom settings.
* Experience working in **service cloud, supporting cases**, developed workflows and triggers for automated case resolution
* Responsible for performing **administrative functions** in Salesforce CRM such as create/modify pick lists and lookup fields.
* Worked on implementing **Chat Agents** in Salesforce using Live Agents.
* Setting up of **Pre-Chat** and **Post-Chat** pages in Salesforce
* Setting up **25 users** as Chat Agents
* Create reports and dashboards to provide meaningful insights on the **'customer interactions'** to the customer service managers.
* Act as the primary point of contact for Multi call center sites.
* Design and implement optimal CRM workflow configurations for Call Center Operations.
* Implemented **Email to Case, Web to Case** functionalities and Data Loader to bulk load Cases data into Salesforce.com from other databases and CSV files.
* **Reengineered APEX** code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Integrated the **web services** by generating the necessary stubs from the **WSDL** files for extracting the data from the home-grown applications by using the home-grown web services.
* Created workflow rules and defined related tasks, Time-triggered tasks, email alerts, field updates to implement business logic.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements, created an app Call Center in salesforce and assigning users to Call Center application.
* Supported 3 offices, over 1600 Salesforce users - Call Center Users(Deposits and Invest).
* Used Custom Settings to store frequently used data and Field Sets to avoid code changes when new fields are added.
* Implemented Mass Edit functionality for various functional needs using VisualForce page and apex.
* Used **SOQL and SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database object.
* Worked on custom email notification using trigger and email templates.
* Defined look up and **master-detail** relationships on the objects and created junction objects.
* Handled administrator functions including user account maintenance, reports, dashboards and other routine tasks.
* Made new feature enhancements on **Service cloud console view** and **developed** some **Visual force components**
* Using **Workflow rule implemented email alert, field update**, changing record type and created with time dependent workflow action.
* Used **Data loader** for data migration and integration.
* Used Picklists, Dependent Picklists and Record types to enforce data quality.
* Used **Tabular, Summary and Matrix** reports to customize Standard reports and create Custom reports.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Client: Sonepar USA, Philadelphia, PA May 2017 - June 2018**

**Role: Salesforce Developer**

**Description:** Sonepar corporation is a B-to-B distribution of electrical products, solutions and related services which provides Digital, Integrated supply, Safety, Automation & control, Energy audits & retrofits, Store room & project management.

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* 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.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Worked extensively in force.com sites with **Customer community**.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Involved on creating lightning Pages inside **Lightning Community Builder**.
* Created **Community, Enabled Community Users**, Profiles and Access
* Used Field service lightning to complete field service tasks as required.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* 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 and for different user profiles based on the need in the organization.
* Worked on implementing Customer communities for Thermo Fischer. Using the **Customer community**, the customer can find the required banking information. Go through the articles that are published. Post FAQ's. The community site also contains branding pages to show case articles.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the **force.com** platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Created UI Pages using lightning app builder
* Created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Used **Informatica** cloud service to integrate the data between systems.
* Involved in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM**.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Informatica on Demand.**
* Implemented data migration using **Informatica** on demand and data loading using Data loader, import wizard.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* **Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.**

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**Client: Ally Financial, Charlotte, NC JUNE 2016 – April 2017**

**Role: Salesforce Developer**

**Description:** Ally Financial is a bank holding company, provides financial services including car finance, online banking via a direct bank, corporate lending, vehicle insurance, mortgage loans, and an electronic trading platform to trade financial assets.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upsert, export** operations on millions of records.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Created and maintain a **Salesforce Partner Community** to collaborate with the partners and to share their ideas and case issues.
* 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.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse**.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **master detail relationships**, validation and formula fields to the **custom objects**.
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components** on a record detail.
* Customized **User Roles, Role hierarchies, Profiles and Sharing settings** to ensure that the protected data is available only to the authorized users.
* Created **templates, approval processes, approval page layouts and defined approval actions on them** to automate the processes.
* Worked with **SOQL,** **SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce **Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Designed and developed **Service cloud** and integration.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Extensively involved in **Data Migration** from three **legacy systems** to **Salesforce.**
* Supported the **Data Migration** activities for migration the data from various business sources with the support of Salesforce.com.
* Migrated data from ACT CRM to Salesforce CRM using **Informatica** on Demand.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment:** Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts, Oracle and Windows

**Apotex, Bangalore, India AUG 2011 – DEC 2015**

**Role: Java Developer**

**Responsibilities:**

* The project is related to Income Support Division (ISD) which assists low income New Mexicans with various programs including SNAP, Cash Assistance, Medical Assistance, Energy Assistance and MSP.
* Developed **many JSP pages,** used **JavaScript** for client side validation.
* **MVC** framework for developing **J2EE** based web application.
* Involved in all the phases of **SDLC** including Requirements Collection, Design & Analysis of the Customer specifications, Development and Customization of the Application.
* Developed the **User Interface Screens** for presentation using **AJAX**, **JSP** and **HTML**.
* Created and maintained mapping files and transaction control in **Hibernate**.
* Eclipse used as Java **IDE** tool for creating **JSPs**, **Servlets**, **EJBs**, and **XML**.
* Design and develop Servlets, **Session** and **Entity** Beans to implement business logic and deploy them on the Web Logic Application Server.
* Written and debugged the **ANT Scripts** for building the entire web application.
* Used XML to transfer the application data between **Client** and **Server**.
* **XSLT** style sheets for the **XML data transformations** that included both mid-layer transformations **(XML to XML)** and final transformations **(XML to HTML)**.
* Developed **webservices** in**Java**and Experienced with **SOAP**, **WSDL**.
* Used the **JDBC** for data retrieval from the database for various inquiries**.**
* Perform purification of the application database entries using **Oracle10g**.
* Participate in **Client side** and **Server side** data validations using the **JavaScript.**

**Environment**: Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Structs, JSTL, UML