**Shruti A**

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**PROFESSIONAL SUMMARY:**

* 7+ years of hands-on experience on Salesforce Developer & Administration with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Good experience in developing Salesforce **Lightning** **Apps, and Lightning web components, Controllers** and **Events**.
* Experience with **SDLC** process in **agile** methodology. Strong implementation and rollout experience with salesforce.com **CRM** (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Extensive administrative experience in designing custom and junction objects, look-up and master-detail.
* Experience working in a **collaborative** environment with **Source-Driven Development** shifting source of the code from org **to version control system** using **Git**.
* Relationships, pick lists, custom fields, page layouts and custom tabs.
* Worked extensively on various **Salesforce.com** standard objects like Accounts, Contacts, Opportunities,
* Built **Lightning components** using Aura framework with backed Apex Logic.
* Proficient in **Lightning** component tabs and **Visualforce** tabs.
* Experience in SFDC development using **Apex** classes and **Triggers, Visual Force, S-Controls, Force.com** IDE, SOQL, SOSL.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.
* Proficiency in **SFDC** Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, **Workflows, Validation rules, Tasks** and actions.
* Developed **SFDC** Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Experience in Salesforce **Lightning** applications developing **Lightning** **Components**, Controllers, Events and **Lightning Web Components (LWC)**.
* Strong implementation and rollout experience with salesforce.com CRM (**Sales Cloud, Service Cloud, Community, and Marketing cloud**), Collaboration cloud, Communities, Sites and Force.com Apttus CLM & CPQ platform.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Experience in creating, maintaining and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Extensively worked on SOQL and Apex Triggers to implement business logic. Worked in SAAS platform like Amazon, Google to integrate with salesforce to achieve new capabilities.
* Knowledge of configuration and maintenance of security settings such as implementing organization wide.
* Good understanding of cloud computing services and Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud, Commerce Cloud, Community Cloud and Marketing Cloud.
* Deep technical experience with architecture, design and hands - on programming on diverse technologies like Microsoft (.NET, ASP.NET, SharePoint), Salesforce, Lightning, Apex etc.
* Defaults, role hierarchies, criteria/ owner-based sharing rules, profiles and **permissions, setting login hour, and IP** ranges in compliance with organizational needs.
* Experience in Data Migration using Import Wizard and other integration tools like Infosphere, **Apex Data Loader**.
* Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in **Apex.**
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL**, and **SOAP**.
* Hands on experienced in database development using **PL/SQL** in **MySQL, SQL server 2005** and oracle.
* Good understanding of **Processes Automation** and **Continuous Integration (CI/CD)** used to build the release and ensure the quality security and efficiency of the developments using open and standard **tools** including **Bit bucket**, **Jira**, **Jenkins**, Selenium.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud, Call center** and App-exchange applications.
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
* Proficient in authoring Business Requirement Documents (**BRD**) into System Requirement Specifications (**SRS**) and identifying interface and business process specifications.
* Highly involved in customizing the Salesforce functionalities like custom buttons, custom/standard objects, tabs, and validation rules, workflow rules.
* Developed custom **Reports** and **Dashboards**, for management using **Tabular, Summary, Matrix** and Joined reports.
* Migrated data from Siebel to Salesforce using **Data Loader, Cast Iron** and **Informatica ETL** tool.
* Proficiency in Object Oriented Languages like **C++, Java, J2EE** and J2EE framework Struts.
* Experience in web technologies including **HTML, XML, CSS**, Java Script, jQuery.
* Proficient in databases including Oracle 12c/11g, **MS SQL Server 2005/2008** & MS Excel.
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments.

**Technical Skills:**

* **Salesforce Technologies** **-** Apex (Apex Trigger, Apex Class & Web Services) Visualforce, Salesforce DX, Salesforce CLI, Einstein Analytics, Sales cloud, Lightning Web Components, data modeling, Web API, Reports, Dashboards, Validation Rules, Users, Roles and Profiles Deployments, SOA services, Workflow Rules, Approval Process,NetSuite**,** Apptus XAE, APEX language, Apex Data Loader, Change Sets, Process builder, flow and CPQ.
* **Tools/Utilities -** Bitbucket, Jira, Jenkins, Selenium, Visual Studio Code IDE, Git, Eclipse, Force.com IDE, Workbench, SOQL, SOSL, ANT Migration tool, JSON, Service Now, G Suite, MS Office Suite
* **Languages -** Apex, Java Script, Java, C Language XML, HTML, CSS
* **IDE’S -** VS Code, Force.com, Apex data loader.
* **Database** - SOQL, Oracle, MySQL.
* **Web Services -** SOAP, REST
* **Agile Tools -** JIRA, Version One
* **Web Technologies -** Visualforce, JavaScript, HTML, CSS, jQuery, PHP.
* **Platforms and OS** - Windows, Mac Os

**CERTIFICATIONS**

* Salesforce Certified Platform Developer I (PDI)
* Salesforce Certified Administrator

**Education:**

* Bachelors in Engineering at Sinhgad Institute India

**Professional Experience:**

**Farm credit Financial Partners- Agawam, MA Jan 2020 to till Date**

**Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, and Reports.
* Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Worked on Salesforce CPQ configuration, pricing, discounting, document generation and integration.
* Worked with Sales Rep, Executives and Business unit by addressing their related issues on Salesforce queries.
* Developed custom links, formulas, Layouts, workflow and approval processes. Set both object-leveland record level security in Sales and ServiceCloud**.**
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into   Salesforce.
* Used Lightning design system to make logic clear and user-friendly Integration with Commerce Cloud (OCAPI).
* Implemented **Salesforce Lightning Web Components** (LWC) for small set of users within the organization.
* Created many **Lightning Web Components (LWC)** and server-side controllers to meet the business requirements.
* Having Experience working in Financial Service Cloud, Sales Cloud, Service Cloud, Customer portal using Salesforce CRM.
* Implemented **Salesforce Marketing** Cloud integration, developed programmatic content in line with company business goals and customer experience objectives.
* Understand client business requirements and provide recommendations and best practices for solutions in Salesforce **Marketing Cloud.**
* Experience using Salesforce Lightning UI, Knowledge on Salesforce Lightning schema builder, process builder, app builder, components and lightning connect.
* Created multiple Lightning web Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Successfully configuring the Marketing Cloud to connect with digital marketing capabilities of the Salesforce Marketing Cloud with the data management, campaign management tools and segmentation in Salesforce.
* Worked on Financial Service Cloud to develop the Application.
* Developed Lightning apps using Lightning web Components and made them compatible with salesforce1 mobile app.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Performed app exchange integration of CPQ to configure and ensure the pricing & quoting accuracy.
* Expert in Salesforce CPQ (Steelbrick) strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
* Experience working with the Financial Services Cloud to provide personalized service to the client and increase the productivity.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Created multiple Lightning web Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked on CRM modules like sales cloud, service cloud with functionalities like Opportunity Management and Case Management.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Worked closely with product owner along with a cross functional team to design and engineer solutions meeting customer B2C Commerce requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created Email Templates, Workflow, Tasks, Email Alerts, Field updates and Process Builder.
* Integrated Salesforce with Amazon Alexa to perform salesforce tasks through voice commands using AWS services.
* Written test methods and Test cases with code coverage of more than 80%.
* Developed Apex classes, Controller, Custom Controllers and Triggers for various functional needs in the application.
* Integrated commerce cloud and created admin page with possibility to manage
* Implemented Salesforce.com CRM applications, develop complex applications, delivering user training, architectural and package implementations on Commerce cloud B2B.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries. Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.

**Environment:** Salesforce.com platform, HTML, JavaScript, .Net, Apex Classes, Lightning web components, Salesforce Data Loader, Data.com Clean, MarketingCloud, Commerce cloud, CPQ, Financial Service cloud,SOQL, SOSL, Lightning web component, Triggers, Service cloud, Security Controls

**Carmax – Richmond, VA Oct 2018 to Dec 2019**

**Salesforce Developer/ Admin**

**Responsibilities:**

* Interacted with various business users for analyzing user requirements and provided design document, developed POC as per business needs.
* Developed **Apex Classes** (Custom/Extension Controller Classes), **BatPlch, Schedule classes, Triggers** on standard/custom objects as per the user requirements.
* Written **SOQL**& **SOSL** queries with consideration of Governor Limits for data manipulation needs of the application against force.com platform database sObjects.
* Developed **Apex Custom/Extension** Classes to handle various Visualforce pages actions, implemented JavaScript remoting to handle client request in asynchronous fashion.
* Used **JavaScript, jQuery** for client-side validations, rendering/refreshing various blocks of the pages based on user selection.
* Developed salesforce1 **Lightning components development** for existing business groups and converted Visualforce pages with lighting experience.
* Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in **Apex programming** language with **Lightning Experience**.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes and Controller** to provide functionality to the **visual pages in Lightning UI**.
* Extensive experience in SFDC development using **Apex classes** and **Triggers, Visual Force, Force.com IDE and CPQ.**
* Created Custom Layout **Lightening** components to make the XMLHTTP call to private server.
* Developed Apex **Restful** web services for inbound calls to salesforce for various standard and custom objects.
* Written utility classes to use across the org and Test Classes for Unit testing of Controllers, Triggers, Batch, Schedule classes for written for various business functionality.
* Written Lightning component and used it in visual force pages to compatible with Lightning experience.
* Implemented Salesforce.com CRM applications, develop complex applications, delivering user training, architectural and package implementations on Commerce cloud B2B.
* Worked with Apex Triggers for automation process. connecting the Zuora connector for Salesforce CPQ by using the global methods.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Leads, Campaigns, Data modelingApptus XAE**,**Sales cloud**, **Lightning Web Component,SOA services,Reports and Dashboards.**
* Developed Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Worked as a part of enhancing the Global **Salesforce Service Cloud application** and the connected eco-system of **3rd party** applications and **data integration points.**
* Enabled Aura Framework, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in **Lightning Applications.**
* Using the Zuora CPQ programmatically mainly for creating and submitting the Salesforce CPQ contracts to Zuora by automating manual steps during the quoting process.
* Build a custom Lightning web component, aura to add/ delete new records on click of a button.
* Used Eclipse with Force.com Plugin, Developer Console as in IDE for development.
* Worked on various salesforce Standard/Custom Objects, Lookup, Master-Detail, Junction Object relationships, Formula, Rollup Summary fields, Page layouts, Custom/Lightning Tabs, Record Types, Validation Rules, Reports and Dashboards.
* Worked on customization of **Sales, Service** and **Marketing** cloud object Accounts, Contacts, Opportunities, Products, Pricebook, Campaigns, Campaign Members and Cases.
* Configure **Salesforce and marketing cloud integration** user along with configuration in Salesforce.
* Experience in Force.com sites development using **Visual force, jQuery, custom labels, Ajax toolkit and CSS.**
* Implemented **Web-to-Lead, Email-to-Case** for capturing Salesforce Leads and Emails created via web and emails received from customers.
* Created Assignment, Escalation rules on Case object to assign the Web-to-Cases automatically to Queues and users.
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Web Components (LWC)** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Deployed Apex using **Force.com IDE, Force.com Migration Tool** and **Web Services API.**
* Configured Process Builder, Workflow rules, Approval process and various associated actions on objects for business automation.
* Used Data Loader for data migration & integration from legacy system to Salesforce CRM.
* Deployed salesforce components across various sandbox and production instances using Force.com Migration tool, Change sets and Eclipse.

**Environment:** Salesforce CRM, Force.com Platform, Apex Language, Visualforce Pages, Components, Triggers, SOQL, SOSL, Batch, Schedule, Web Services, SOAP, WSDL, REST, JSON, Salesforce1 Lightning, Data Loader, Workflow & Approvals, .Net, CPQ , Lightning web components, Process Builder, Reports, Dashboards, Service Cloud, Email Services, HTML, CSS, Marketing Cloud, Java Script, jQuery, Git, Force.com Migration tool, Eclipse IDE, Developer Console.

**All State Insurance – Phoenix, AZ May 2017 to Sept 2018**

**Salesforce Developer/Administrator,**

**Responsibilities:**

* Started **as Salesforce Administrator**, responding to user requests, customization requests from developers.
* Used **SOQL and SOSL** in **Apex Controller classes and Triggers by** taking Governor Limits into consideration and also when performing different **CRUD** operations on the Standard or Custom Objects.
* Implemented **Bulk upload functionality** for inserting **Accounts, Contacts, Opportunities, Cases, Custom Objects data** into Salesforce in single load at a time (Limit of 100 records) by reading data from a .csv file using a visual force page and Apex DML to insert the record into Database at the backend controller.
* **Time dependent Workflows and scheduled Apex** class has been implemented based on the time-based execution and by meeting certain **Rule Criteria’s** and writing **Formulas**.
* Created lot of **Page Layouts and Record Types** and related them based on Record Types by providing access to the respective profiles.
* Used **JavaScript and CSS and HTML 5** in **Visual force pages development** in order to provide proper validations on fields, event action in the page, design of fields and layout of the page.
* Generated all kinds of **Reports and Dashboards** provided by Salesforce as required by business.
* Experienced in deploying the **Apex code**, **Triggers**, **Custom objects**, **Reports**, **Report Types**, **Workflows**, **page layouts**, **Record types** using outbound change sets in Sandbox to Inbound change sets in Production.
* Created the **Technical Specification** documents.
* Created **the data structure** and planned the security for various profiles.
* Created business rules to ensure **the data integrity** and built the approval processes.
* Created **triggers** and **classes** to automate the Opportunity and Quote integration process.
* **Provided technical assistance** and guided the developers in the team.
* Developed **multiple Custom Objects** to the needs of the project.
* Implemented **multiple discounts** and **finance charge calculations** on the Opportunity.
* Provided the sales teams the option of generating **multiple quotes** and **automated the Quote** acceptance process.
* Designed and developed the .NET Services for performing the real time updates of Opportunity Split functionality in Salesforce.
* Built the **deployment planning document** and did the production migration.
* Created a **custom order object** to the extensive order processing needs of the business.
* Integrated **Jitterbit** to have a seamless flow of data between Salesforce and **SQL**.
* Handled hundreds **of requests per week** to enable smooth functioning of applications on Salesforce Platform.
* Identified **recurring issues** and created **JIRA** tickets for developers.
* Worked with various salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Developed various **Custom Objects**, **Tabs, Components** and **Visual Force Pages**.
* Coordinated issues with **Developers**, **Scrum masters**, **Offshore Contacts**, and **Product Owners**.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.

**Environment:** Salesforce.com, Apex, Visual Force, Workflow Rules, .Net, Custom Settings, Profiles, Roles, Reports and Dashboards, Process builder, JIRA

**Westfield Insurance- Westfield Center, OH Oct 2015 to April 2017**

**Role: Salesforce Developer**

* Worked in all the stages of the project from successful deployment and production support.
* Worked on deploying the Salesforce mobile application for the FSEs as a prototype.
* Customized sales process in Salesforce and interfaced it to Siebel.
* Worked on the data load from Siebel to Salesforce.
* Worked on the data analysis, Data cleansing for data Loads.
* Extensively used Data Loader tool for one-time data load and Cliq tool for schedule loads.
* Worked on Advanced workflow, Reports, Dashboards, validation, governor rules, web to case.
* Used Demand tool of CRM Fusion for data cleansing of Accounts and Contacts.
* Created Approval processes that inform the management according to the business requirements.
* Created triggers that send API messages to external system as part of the sales process
* Assisted in creating page layouts and search layouts.
* Developed Visualforce pages using custom controllers and Apex Classes to implement the sales order business logic.
* Assisted in creating new Workflows
* Created custom objects, fields and relationships.
* Used callouts by importing wsdls which are converted to Apex Classes
* Worked on installation and configuration of Cast iron studio and Appliance
* Used salesforce web service callouts to interact with Cast iron
* Worked on integration between SAP RFC and salesforce using Cast Iron
* Worked on WMC and CLI components in Cast Iron to manage the project
* Created cast iron orchestrations for product pricing call from salesforce to SAP
* Queried Salesforce database using SOQL and SOSL
* Created test classes to help test the custom code before deploying it to production.
* Assisted in setting custom profiles and field accessibility.

**Environment:** Apex, VisualForce, Web services, SOSL, SOQL, Data Loader, Cast Iron Integration Appliance, PL/SQL, SQL Server 2000, Java , HTML, JavaScript

**Terasoft, India Aug 2013 – Sept 2015**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Gathered the requirements from Production Owners and making sure that delivers the feature by end of sprint.
* Managing the Administrative tasks like creating Hybrid Profiles, Roles, Users, Page Layouts, Email Services, Workflows & Approvals, Reports, Dashboards, Tasks and Events.
* Coordinating with business and providing the demo documents in each sprint features.
* Created lightning process builder to update the data in junction case objects.
* Used data loader tool/dataloader.io for importing and exporting data in org.
* Used Sesame – App exchange tool for archiving the data in salesforce prod org.
* Handling the production issues in service now and ensuring that issues are resolved within SLA.
* Responsible for monitoring the informatica jobs for daily load between legacy apps to salesforce.
* Involved in salesforce data transformation/migration using ODS and MDM.
* Monitoring the salesforce storage limits and used sesame tool to archive the data.
* Managed User Roles, Security and Profiles that was essential for the Salesforce Data implementation.
* Responsible for maintaining Salesforce org including, but not limited to, roles, profiles, security, data and objects within the Salesforce applications.
* Written anonymous scripts, SOQL & SOSL searches for data analysis and updates.
* Created the process builders to automate the business processes and field updates.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Created the case inventory management to support the customers in service and sales module.
* Responsible for providing the Salesforce Environment Strategy for Monthly Releases in Agile- Scrum.
* Managing the salesforce sandboxes – 2 Dev, 1 Dev Pro.
* Creating and Managing the GitHub – Repositories & Branches.
* Managing the teams, Group security control management at each repository level.
* Drive Planning & delivery of High – quality Salesforce based application deployments.
* Responsible for Salesforce Deployment & Managing branches of GIT to keep all the orgs in Sync.
* Integrated ANT with force.com migration tool retrieving metadata components using package.xml and build.xml.

**Environment:** Force.com IDE, Salesforce Classic and Lightning, MuleSoft, Salesforce.com CRM Application Platform, Force.com, Apex Language, Apex Triggers, Apex Data loader, GitHub, Visualforce, SOQL, SOSL, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, JavaScript, Eclipse IDE Plug-in.