**Saheli Banerjee**

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**PROFESSIONAL SUMMARY:**

* **7+ Years** of experience **in Salesforce.com CRM Platform using APEX, Force.com and Visual Force .**
* Experience in SFDC Development implementing the **APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.**
* Pervasive experience in performing the administrative and development related tasks like **consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.**
* Experience with **Salesforce AppExchange Apps, installations,** configurations and user security permissions to meet the organizational needs.
* Proficient in dealing with the functionalities related to the **Service Cloud and Sales Cloud.**
* Experience in Zuora with different modules like Customer Accounts (create/manage/delete Customers), Product Catalog (create/manage/delete Products), Subscription (Overview, Cancellations), Billing Operations, Invoice Processing.
* Experience in **Veeva CRM and Veeva Vault** Content Management applications.
* Experience in defining revenue stages and maintaining user log with Marketo AppExchange App - for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Thorough knowledge in the security and sharing model which is used to finely control the user’s access to different data.
* Acquainted and well versed with **CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.**
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Well versed in analyzing **CRM business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and merging management.**
* Experience with Code Deployments from Sandbox to Production and different environments using Change Set.
* Developed and worked on different **Salesforce.com** environments such as production and sandbox by employing the **Force.com Migration Tool and Eclipse.**
* Experience with Salesforce Service cloud implementation and **Sales cloud.**
* Developed Responsive Lightning Components for **Communities**. Created **Lightning Applications** that embeds Lightning components into Visualforce Pages.
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on **experience in writing SQL and PL/SQL programming with Oracle and MS-SQL Server.**
* Expertise in creating Visual Force pages and other custom components for **Salesforce1.**
* Good understanding of **Software Development Life Cycle (SDLC), Agile and Scrum methodologies.**
* Responsible for gathering the requirements by coordinating with the business analysts, developers and project managers, in order to better customize, and utilize the full functionality of the **Salesforce.com CRM solution.**
* Worked with Subject Matter Experts (SME’s) of different groups to gain detailed knowledge of the different systems and also to understand the cross impacts of the system by conducting meetings.
* Strong experience in working with **Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.**
* **Excellent technical, logical, code debugging and problem solving capabilities** and ability to watch the future environment, the competitor and customer probable activities carefully.
* A project oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages like **Java, C++, J2EE and web technologies like HTML, CSS, XML, JSP and JavaScript.**

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Veeva, Zuora, Marketo, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| Custom Integration | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| Programming Languages | APEX, Java J2EE, C, C++, C#, VB.Net, ASP.Net |
| Web Development Technologies | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL, JSON |
| Database Servers | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2, TOAD |
| Operating Systems | MS Windows, Unix, Linux, Mac OS – 9/10 |
| Software Development Methodologies | Agile, Scrum, MVC, SDLC |
| IDE | Eclipse 3.x, MyEclipse, Dataloader, MS Visio, Force.com IDE |

**PROFESSIONAL EXPERIENCE:**

**Client: Key Health Plans, Dallas, TX Jan 18 to Till Date**

**Role: Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software Requirements.
* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and **UI changes**.
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
* Developed and maintained visual force pages, custom components with responsive design using **bootstrap.**
* Designed and developed **Apex Classes, Controller Classes,** Controller Extensions and Apex triggers for various functional needs in the application.
* Used Pick lists, Dependent Pick lists, Record Types to enforce data quality.
* Triggered interface events by user interactions, which includes **Lightning Component framework** and also involved in building Lightning Components using the aura framework.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked with Organization Wide Defaults, Role **Hierarchies, Sharing Rules** and Manual Sharing to implement Record-based sharing.
* Involved in integrating web service with Salesforce.com to load Leads back and forth from Salesforce.com to Legacy and vice versa.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud** and **Apttus CPQ.**
* Worked on **service cloud** modules such as **web-to-case, Escalation rules**, and Assignment rules and Marketing Cloud in generating leads.
* Worked on **Salesforce Community** Workspaces for Community Management, Branding and Administration which includes Accessibility, Community Landing Page, and Permissions to Site Guest User.
* Customizing the Apttus product configurator and quote application according to business needs.
* Developed Visual flows and Login flows to Show the Maintenance Message to **CRM** and **Community** Users when Deployments are in Progress.
* Worked on Apttus support project to solve ongoing bugs/issues/enhancement on another project
* Worked on Various objects Related to APTTUS Configuration & Pricing management, like: **Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.**
* Experience in web technologies like **HTML, CSS and JavaScript, jQuery.**
* Performed Data migration using Import wizard, Data Loader and scheduling timely data backup operations using Apex scheduler.
* Added Lightning Component to **Lightning Pages and Record Pages**. Have worked on Apex classes,
* Visualforce Pages, 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.
* Worked on **AURA Framework** in order to develop components for the application.
* Worked in implementing applications based on **LDS** for rich enterprise visuals by writing code in CSS and following the guidelines for designing and also using the fonts and icons in the applications.
* Implemented to display error messages using show help message if invalid () method and also error messages like bad Input, type Mismatch etc.
* Created lightning page **with some customizations based on the components used and created the lightning app.**
* **Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers& Web Services API**. Creating new User Interface using **JavaScript, HTML and CSS** in Visual Force Pages
* Involved in the Web Services Integration to connect with the different Applications.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Implemented Single Sign-On with SAML on force.com

**Environment:** Saleforce.com platform, Apex Language, Service cloud,community , Lightning, Visual Force, Apttus CPQ, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Blooming Brands, Tampa, FL Dec’2016-June’2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Engaged with the sales team and business analysts to gather business and user requirements.
* Provide solution design to implement the requested functionality in **Salesforce.**
* Configure **Salesforce** objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Well versed with Salesforce.com **CRM integration**, developing and deploying the custom integration solutions. Hands on experience in creating, troubleshooting, modifying **APEX code** and Visual force pages.
* Worked with Approval processes that used Email Approval steps.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* **Veeva** responsible for capturing, analyzing, and designing of different integration points involved in the system with external systems.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration tools like **Informatica, ETL** Cloud Systems.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Developed and deployed workflows, Reports, Approval processes using salesforce.com platform.
* Developed reports, dashboards, and processes to continuously monitored data quality and integrity.
* Created and used Email templates in **HTML, Custom and Visualforce** format.
* Created Workflow Rules to automate **Tasks, Email Alerts, Field Updates,** time-dependent actions.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Performed **Data Migration** from legacy system to Salesforce CRM.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Used Change Sets to deploy code from sandbox to sandbox and production environment.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Administrated and monitored the company's **Salesforce CRM** applications.
* 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:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Alcon, Fortworth, TX Aug’2015- Nov’2016**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Worked with sales team & business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC).**
* Used Jira to synchronize between **Salesforce automatically created Salesforce cases from Jira.**
* Developed Apex classes and triggers on **Force.com** for various functional needs in the application and worked in improving existing Apex code.
* Developed **Apex classes, components, &Visual Force pages using HTML, CSS and JavaScript for front end validation.**
* Integrated Apex with External services by making callouts that used **SOAP and WSDL.**
* Worked with **Apex Scheduler to invoke Apex classes** at regular intervals.
* Worked with Dynamic Apex to access S-Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Worked on integration of two instances using **Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.**
* Deployed **Apex using Force.com IDE, Force.com Migration Tool and Web Services API.**
* Debug Apex script using Debug & System Log Console to find exceptions and execute Governors & Limits
* Worked on standard and custom S-objects on the **Salesforce.com (SFDC)** with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Implemented Single Sign-On with **SAML on force.com**
* Worked on **web UI Technologies Angular JS, JQuery, Java Script, HTML5, Ajax, and CSS.**
* Used Visualforce Templates & Placeholders to encapsulate page elements, reused across Visual force pages.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse.**
* Animated client-side user interface elements on a **visual Force page using JQuery.**
* Used **Force.com web services API to create, update, retrieve & delete data from SOAP web service with java**
* Experience in building new apps with the **Lighting App Builder and Lightning components.**
* Added Lightning Component to **Lighting Pages and Record Pages.**
* Used ANT script for manual deployments and used CICD with Jenkins for automated deployment.
* Worked in **GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.**
* Troubleshooting and configuring **Data Loader operations and running the Data Loader in batch mode.**
* Used Data Loader from command line and to upload attachments, documents to **SalesForce.com and for Bulk apex operations.**
* Creating user interface pages depending on the requirement using **JavaScript, Json, Ajax, angular.js, html, bootstrap and css.**
* Used **Informatica Cloud Data Loader** for passing data, Database to Flat files, Flat Files to Databases, Databases to Databases
* Used **QXchange** to integrate and manage large volumes of data from the systems.
* Involved in data mapping and migration of data from legacy systems to **SalesForce.com** Objects and fields.

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

**Client: Ecolab, Saint Paul, MN Nov’2013-July’2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Configured security by working on Organization Wide Defaults **(OWD),** Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* 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.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using **Data Loader and Import Wizard.**
* 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.
* Designed various types Email templates for auto response to customers.
* Created triggers to enforce the constraints on the fields and to schedule tasks.
* Created auto assignment rules using the workflow process to route tasks.
* Created Test Classes in order to check the **validation of triggers** and workflow rules.
* Involved in Data mapping specifications to create & execute detailed system test plans. **Data mapping** specifies what data to be extracted from internal data warehouse, transformed and sent to an external entity
* Standard and custom controllers were used to handle queries.
* Customized page & search layouts to organize fields, custom links, lists, & components on record pages.
* Handled administration, maintenance and support of Salesforce modules for 60 users.
* Used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents.
* Used Data loader for updating data and to **Upsert data** relations between standard and custom objects.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Web Services, WSDL, SOAP, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Client: Globalnest Technologies, India Jan’2013-Oct’2013**

**Role: Salesforce Developer**

**Responsibilities:**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timelines.

**Education : Bachelors** **from Calcutta University ,India ,2010.**