  
 **Poushya**

**Salesforce Developer/Admin**

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# Professional Summary:

* Over 7+ years of total IT experience with **Salesforce.com CRM** and **Force.com** platform as **developer** and **administrator.**
* Good Understanding of **salesforce.com, Sales Cloud, Service Cloud, AppExchange** and **Salesforce** Communities.
* Interface with vendor partner's and Designed, Developed, maintained and implemented systems in Salesforce to support automation for **CRM, SaaS operations, IT**, and **customer support** processes
* Experience in **Change Management, Application Lifecycle Management** using **Sandboxes** Environments.
* Hands on Experience in **Data Management, Data Security, Data Modeling, Workflow Automation, Formulas** & **Validations, Chatter.**
* Experience working with **Einstein Analytics (Wave Analytics).**
* Responsible for Customization of the **Salesforce Sales Module** for capturing the **Lead Generation, Accounts, Opportunities.**
* Knowledge onthe **Field Service Lightning mobile app** how it works and aids on-site job management to a mobile workforce.
* 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.
* Basic knowledge on how to setup **multi-level territories** of technicians, create maintenance plans to view **service tasks**, generate **service reports** in turn to manage work orders, scheduling and **mobile workforce**.
* Sound knowledge on **Visual Force Pages, Apex Triggers, Apex Classes, Batch Apex, HTML** and **JavaScript**, **SOQL, SOSL, Process Builder, Workflow, Visual Workflow and Approval Process, Reporting** and **Dashboards** to support process automation.
* Supported projects and initiatives like Data migrations, business process implementations, and Automations. With strong administration and support expertise in Salesforce.com, including Security.
* Involved in **Data Migration** by using **Data loader, Workbench** and **Command Line Data Loader**.
* Experience in Administration, Configuration, Implementation and Support of **Salesforce CRM**.
* Hands on experience in implementing security and sharing rules and **Apex Language**.
* Experience in creating the **Validation Rules, Approval Process, workflows for automated lead routing, lead escalation** and **Email Alerts.**
* Good work experience in designing various **Webpages** in **Visualforce.**
* Experience in designing and developing **Apex Classes, Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Monitor functional and integration test execution on **Sales force CRM, Veeva CRM**.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud**.
* Implementation experience of Salesforce.com applications like the Sales, Marketing and Service and Support Modules.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* Expertise in **Service Cloud console** with exposure to **CTI** adapters and **mobile** application integrations.
* Experience working with **Force.com IDE, Data Loader, Apex Explorer** and **Salesforce.com Sandbox** environments.
* Usage of **scripting tools** and Service Now functionality to create script to automate routine tasks being done in **Service Now**.
* Experience in working with **Debug Apex Scripts** using **Debug Logs** and **System Log Console** to catch Exceptions and execute **Governor** **Limits**.
* Proficient in **Bug Severity analysis, Bug tracking system** and **Bug Reporting**, can prioritize issues based on important, urgent and hot fixes and Proficient in Tracking and Reporting defects using Industry and Internal tracking tools like **Quality Center, Jira and BugZilla**.

# Certification:

* Certified Salesforce.com Platform Developer 1
* Certified Salesforce.com Admin (201)

**Technical Skills:**

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| Salesforce.com Technologies | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Data Loader, Custom Objects, Case Management Automation, Workflow & Approvals, Dashboards, Reports, Salesforce lightening components, AppExchange Products, Einstein Analytics, field service lightening. |
| Databases | Microsoft SQL Server, MS Access |
| Web Technologies | HTML, DHTML, CSS, XML, AJAX, JavaScript. |
| Programming Languages | SQL, PL/SQL, Java Script, C, C++ |
| Project Management | Microsoft Office (Word, Excel, PowerPoint), Microsoft Project, Agile & Waterfall methodologies |
| Browsers | Internet Explorer, Firefox, Chrome, Opera & Safari |
| Operating Systems | Windows XP, 7, 8 & server 2003, UNIX, Linux and Mac OS |
| Force.com Tools | Eclipse, Workbench, Data Loader, Force.com Explorer, Dataloader.io, DBAmp, Force.com Explore, Jitter Bit, Anaplan, Link Point 360, Backupify, Enabler4Excel, GIT, SOAP UI |

# Professional Experience:

**Client: McKesson, Jacksonville, FL Jun 2017 – Till Date Role: Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and using other Platform based technologies like **Visualforce, Force.com,** and **Web Services**.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Worked with **SOQL, SOSL queries** with **governor limitations** to manipulate the data from Salesforce.com platform databases.
* Written **Apex batch** and **Scheduled classes** to process large volume of data on a periodic basis.
* Created **various Reports (summary reports, matrix reports, pie charts, dashboards)** and **report Folders** to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Used **SOAP API** for integrating Salesforce.com with external system to perform data migration. Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Enabled **Single Sign-On** to let users access authorized resources with one login.
* Worked **on** troubleshooting **service cloud, supporting cases**, developed **workflows** and **triggers** for automated case resolutions
* Developed **Email templates** in Text, **HTML** and Visualforce for setting up email alerts for auto response and data updates.
* Written **Apex Test classes**to Unit test Apex classes before Production deployment.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **sandbox to sandbox/production**using**ant migration tool, Eclipse**and**Change Set**.
* Created and developed **Wave Apps, Datasets, Lenses and Dashboards** in **Einstein Analytics.**
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in **Einstein Analytics.**
* Worked on **CRM** platform environment of **SFDC Sales Cloud** and **Service Cloud modules**
* Worked on customization of **Sales Cloud schema** by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Troubleshooted issues connected to **Call Centers**, usage of **CTI adapters** and **Mobile** applications.
* Created **roles, profiles, access settings, workflow rules, validations, page layouts**, creation and modification of **fields**.
* Experience in **installing, evaluating AppExchange** application on salesforce.com platform
* **Debug** Apex scripts using **Debug Logs** and System Log Console to catch Exceptions and execute Governor Limits.
* Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created **Lighting components** and **server-side controllers**, added **CSS** and **design** parameters for them, which improves **performance**.
* Created a **lookup** utility using **Lightning, Apex classes** and **SOSL to lookup Users** and add them as a **Case Team** to the case record.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader, Apttus CPQ/CLM, Service Cloud, Sales Cloud, Developer Console, Force.com

**Client: State Street Bank, Quincy, MA**

**Role: Salesforce Developer Jan 2016 - Jun 2017**

**Responsibilities**:

* As a **SFDC developer** interacted with various business areas to gather requirements and developed data model to suit complex business needs.
* Developed **APEX triggers, classes, Test methods & Visual Force pages** to implement the custom functionality.
* Customized **standard sales force objects** like **products, price books, case management** and **solutions**.
* Created **Custom Objects** and **defined lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Administered Salesforce.com SFA setup, which involved modifying **roles** and **profiles**, creating/ modifying **dashboards/reports** and **managing users**.
* Created **use case scenarios**, **custom work flow** and **business logic.**
* Created **Profiles, Roles** based on Organization role **hierarchy** and implemented **Record**-**Level** and **Field-Level security** and configured their **sharing settings.**
* Developed presentation layer using **HTML, CSS, JSP and JavaScript**.
* Designed very complex Visualforce pages using **JavaScript, CSS, HTML, JQuery** and Controllers
* Development of **SOAP** and **REST** based web services used for custom development
* Integrated the external system like **CSP**, **Workbench** and making callout to them using **SOAP**.
* Managed **Auto response rules** if customers approached beyond the business hours.
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Created Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Developed **Cascading Style Sheets CSS** for creating effects in Visual force pages.
* **Worked on Sales Cloud, Service Cloud**, **Service Max web service, Force.com Community Portal, Chatter Knowledge One**and**App-exchange on Salesforce.**
* Maintained users with **Service Cloud** to communicate with **customers** and **partners**.
* Experienced in reporting the data or results in different ways in user friendly way using salesforce **wave analytics**.
* Implemented **Wave analytics** and designed **Wave dashboards**, lenses and datasets.
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and **Opportunities** using **Data Loader**/ **DBAmp** and **Import Wizard.**
* Evaluated **Salesforce.com** support module for call-center and help desk application.
* Created many **Lightning Components** and **server-side controllers** to meet the business requirements.
* Involved in migrating the **standard** and **custom objects** in standard experience to lightning experience.
* Used Change Sets to deploy components between **sandboxes**.
* Configured **Data Loader** and uploaded data in **CSV** **files** into Salesforce, checking for the correctness of the data.
* Worked on **MS SQL Server** for CRUD operations on database
* Performed code review of the application to make sure the source code confirms to industrial coding standards and followed good programming practices.
* Used the **Sandbox** for Development and Testing and Migrated the code to the deployment instance after testing.
* Tested Users on **Veeva Irep**.
* Worked with call configuration and customization in **Veeva** online and Irep application. Allowing users to capture every aspect of their interactions with HCPs.
* Created Surveys for the Business users, added Survey questions and publish the Survey to end users online and **Veeva Irep**.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Veeva CRM, Sandbox data loading, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE

**Client: Capital One, Plano, TX**

**Role: Salesforce Consultant / Developer Mar 2014 - Aug 2015**

**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.
* 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 for different user profiles based on the need in the organization.
* 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.
* Designed Implemented and deployed the **Service Cloud** with various custom-built Page Layouts Custom Tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the **Service Cloud** specific to them.
* Involved in client-based meetings to fulfill the end requirement using **BMC Remedy Force** increasing the sales process.
* Extensively worked on integrating **REST API** using callouts framework in SFDC
* 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**.
* Involved in building reusable UI components with **lightning component** framework.
* Involved with **Salesforce.com** Premier Support and handled the **support cases** with the help Salesforce.com support.

**Environment:** Salesforce.com, Apex, Visual Force, Sandbox Testing, Eclipse IDE Plug-In, Data Loader, Dataloader.io, Dream Factory (Snapshot), Bristlecone ODI Adapter, Force.com Explorer, Link Point360, Jitter bit, Backupify, Enabler4Excel.

**Client: Pentagon Global solutions, Hyderabad, India**

**Role: Salesforce Administrator Jan 2012 – Nov 2013**

**Responsibilities**:

* Involved in analyzing the requirement and writing the detail **Designs** for **use** **cases**.
* Responsible for Salesforce customizing i.e., creating **custom objects, Page Layouts, Record Types, Validation Rules, Workflows** and **Approval Process.**
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Worked extensively on SFDC objects **Leads, Accounts, Contacts, Opportunity** and various other **custom objects.**
* Worked with the **user group** for requirement gathering throughout the planning and implementation.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non- functional requirements.
* Managed **relationships** between Salesforce managed package partners.
* Implemented **changes** in the Salesforce organization and maintained the updating them.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data **cleansing, custom objects, work-flow.**
* Interacted with the **Salesforce.com** premium tech support team on a regular basis.
* Designed company data layout and customized workflows.
* Worked on **Lead customization** by enabling **Lead Process, Web-to-lead, Assignment rules** and **custom Lead** conversion using Apex and Visualforce pages.
* Worked on **Apex Triggers** and **Apex Classes** for custom logic.
* Integrated with Little **Pay Page payment gateway** and other custom third-party systems.
* Created an **interactive UI** to improve customer experience while recording the damage incurred to the property using **Visualforce pages**.
* Responsible for migrating data from **SQL Server** to salesforce.com using **Jitter bit**.
* Created **Jitter Bit Jobs** to Sync data between Salesforce and SQL Server.
* Created and maintained the **email templates** to be used in the Workflows, Auto Assignment Rules and **Auto Response Rules** related to Lead Management module in **Sales Cloud**.
* Performed mass insert, update, upsert, delete using **Data Loader tool.**
* **Migrated** the whole application from one instance to the other and **production**.
* Documented **data mapping, reports** and **dataflow diagrams.**

**Environment:** Salesforce.com customizations like Workflow Rules, Record Types, Validation, Formulae, Custom objects, Page Layouts, Apex Trigger, Apex Classes, Visual Force, Reports, Sites.com, Apex Callouts, Web Services (REST & SOAP), jQuery, Jitter bit, SQL Server 2008.

**Education:**

Bachelor’s Degree in IT, JNTUH, Hyderabad, India**, 2012.**