**Name: Lalitha **Graphical user interface, text, application

Description automatically generated

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**Summary:**

* 7+ years of experience in the IT industry and around 4+ years of experience as a **Salesforce developer/Administrator** and force.com platform. Having extensive knowledge in implementing, customizing and maintaining Sales force solutions.
* Experience in Administration, Configuration, Implementation, and Support of **Sales force** CRM based on **Apex** Language and leveraging **Force.com** Platform.
* Proficient knowledge of **Governor limits**. Experienced in optimization of existing code in according to the governor limits.
* Worked extensively on various **Salesforce.com** standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads and Campaigns.
* 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.
* Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Expertise in administration of profiles such as role, user, fields, layouts and picklist management.
* Expertise in building **Visual Force Pages, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer communities, Analytic Snapshots.**
* Knowledge of configuration and maintenance of security settings such as implementing organization wide defaults, role hierarchies, criteria/ owner - based sharing rules, profiles and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Performed data analysis for data migration, integration to Salesforce from other data bases and performed Data migration using Data Loader, Import/ Export Wizard.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets, **Force.com** Migration tool and **Eclipse**.
* Hands on experience in data migration between cross technology platforms using App Exchange Data Loader.
* Experience with **Visual Force, JavaScript,** Apex controllers, Triggers, Batch jobs & standard SFDC components.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Skilled in **SQL** and **SOQL** (Salesforce Object Query Language) and **SOSL** (Salesforce Object Search Language).
* Experience in providing production support, Root cause analysis and fix.
* Leading a Salesforce Production support team.
* Experience in **SFDC** development using **Apex classes and Triggers, Batch apex, Email services, Visual Force Pages, Web Services, SFDC Integration.**
* Experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Worked extensively on Databases like **Oracle, MySQL** server and immensely experienced in writing **SQL Queries, Oracle PL/SQL, and JDBA.**
* Involved in Business Requirements Gathering, Functional and Technical documents development, Unit Testing, Functional Testing.
* Reporting status of work done by offshore team to onsite team lead.
* Providing KTs to freshers to make them familiarize with Salesforce.
* Hands on experience in building processes using **Process Builder**in sales force.
* Proficiency in **SFDC** administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in use of **Standard and Custom controllers** of **Visual force** in development of custom sales force pages as required by business requirements.
* Taking interviews on behalf of organization.
* Focused, self-motivated, organized, quick learner and team oriented.
* Strong organizational and project management skills, able to plan, prioritize and meet deadlines.
* Authorized to work in United States for any employer.

**Technical skills:**

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| --- | --- |
| **Salesforce** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visual force Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Apex Scheduler, Batch Apex. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, API Tools (Data Loader), Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| **Other CRM** | Veeva, ServiceMax, Apptus, CPQ |
| **Integrating Tools** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Programming Languages** | Apex, Java, Python, C, C++, SQL, SOQL, SOSL, Spring Framework, Spring MVC |
| **J2EE Technologies** | JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j. |
| **Web Technologies** | HTML, DHTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API |
| **Databases** | SQL Server, My SQL, MS Access, DB2, RDBMS, Oracle, MS Access. |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Unix, Linux |
| **Web Services** | SOAP, WSDL, XML, REST |
| **Methodologies** | SDLC Methodology Waterfall, Iterative, Agile Scrum |

**CERTIFICATIONS:**

* Salesforce Certified Administrator (Credential ID: 21800466)
* Salesforce Certified Platform Developer 1 (Credential ID: 21896533)

**Professional experience:**

**TMNA Services, Philadelphia, PA Mar 2020 to Till now**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Development of sales and marketing applications using Salesforce
* Worked on various objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards in **Salesforce**
* Design, development and deployment of Custom objects, Custom tabs, Entity-Relationship data model, Validation Rules, Workflow Rules, Process builder, Auto-Response Rules, Page layouts, Components, **Visual Force** Pages in accordance to the business expectation
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder
* Created a Case Management System using **Lightning Components, Controllers, Helper Methods, CSS, Bootstrap** and**JavaScript**.
* Worked on writing Apex Triggers, Apex Classes, Batch Apex and Scheduled Apex. Worked on Salesforce Lightning Components for building customized components replacing the existing ones. Also embed Lightning Components in Visual force page by using newLightning Out feature by event-driven programming.
* Hands on experience in using the **Aura framework** and Salesforce Lightning Design System (**SLDS**).
* Experienced Salesforce developer in Developing Apex Classes, Triggers and Visual force Pages, Lightning Component bundles.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed very complex Visual force pages & web forms using **JavaScript, CSS3, Bootstrap, HTML5**, **JQuery, Angular JS** and Controllers.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in using Eclipse.**
* Deployed the code developed in the Dev **Sandbox to the** **Test Sandbox and the Production sandbox**.
* Community/Portal functionality in support of CloudCraze.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Explored Aura framework, Lightning Components and **SLDS** (Salesforce Lightning Design System)
* Using Data Loader for insertion, update, and bulk import/export of data using **SOAP/REST APIs**.
* Ability to build apps on **Heroku** and experience using Heroku connect.
* Used Web Services like **SOAP**, **REST** framework to exchange information on exchange rates.
* Customized Salesforce.com **Fields, Record Types, Page Layouts**and**Queues**.
* Implemented **field level security, page layouts** to restrict the visibility and accessibility of fields for different profiles.
* Worked on using **Jitterbit**to insert the data in to Salesforce from Excel and as well as from Legacy systems.
* Created test scenarios on Sandbox environment to perform **unit testing** and migrated code for deployment.
* Created the workflows for automated lead routing, lead escalation, alerts.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Read, extract and load of data from comma separated value (**CSV**) files and excel sheets
* Creation of Workflow Rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Quality management and building of test cases/scripts/plans throughout the Apex development process
* Deployment of **Apex Classes**, Controller Classes, Extensions and **Apex Triggers**
* Application maintenance through incident, problem and change management and remediation of any business reported issues
* Interacted directly with solution designers and architect team to ensure Salesforce solutions are scalable.

**Environment:** Salesforce.com, Customer Portal, Apex, Visualforce, Lightning, Heroku, Jitterbit, CSS Style sheets, Security settings, Sandbox data loading, Apex Data Loader, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, SOAP API, Windows 7.

**Moneygram, Dallas, TX Oct 2018 to Feb 2020**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Designed, Developed and maintained Salesforce Standard objects, Custom objects and Junction objects; and also created User Roles, Security Profiles, Sharing Rules, Permission Sets and Workflow Rules
* Implemented Picklists, Dependent Picklists, Lookups, Master-detail relationships to the Custom objects
* Developed Reports, Dashboards, and processes to continuously monitor data quality and integrity
* Creation of Workflow Rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Created **Visualforce pages** along with controller extensions, standard controllers and custom controllers.
* Implemented single sign-on with SAML on Force.com.
* Wrote **SOQL**and**SOSL** statements within **custom controllers, extensions**and**triggers**.
* Wrote **Test classes** and strived for code coverage of each component at least 85%.
* Designed, and implemented the **Custom Objects, Custom Tabs, Custom Fields, Field Dependencies, Home Page components, Validation Rules, Workflow Rules, Record Types, and Page Layouts** as per the business needs.
* Worked on Data migration tasks using **Data Loader**and**Workbench**.
* Created **Email Templates, Visualforce Email Templates, and Mail Merges** and**automated Email Process** to send installation instructions to new and existing customers.
* Integrated Apex with External services by making callouts that used **SOAP**.
* Worked on **REST API** web services for lead management, **SOAP API** web services with **XML** as intermediate platform.
* Generating an XML file including all the components developed for a Release.
* Monitor configuration data updates regularly during the development and production timeline.
* Sample Testing to verify the components are migrated as per the Requirements.
* Software development involved using **Eclipse**,**Ant**, **Maven**, local depository and Clear case.
* Worked in querying Salesforce.com databases using **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects with consideration to Governor Limits.
* Worked on Lightning components using **JavaScript** and **CSS**
* Worked on customizing Apex Triggers, Classes and Visual Force, Formulas, Workflows, Approval processes, Page layouts, Record types, Permission Sets, Reports and Dashboards
* Worked on deployment of Apex and Controller Classes, Extensions and Apex Triggers
* Worked on **SQL** and **SOQL** (Salesforce Object Query Language) and **SOSL** (Salesforce Object Search Language)
* Developed **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.
* Worked on Data backup, code migration, pre-deployment activities through change-sets, Force.com IDE and post deployment activities.
* Created Visualforce Pages for Custom Login and Configuration of Communities.

**Environment:** Saleforce.com platform, service cloud Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Resource Management, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP, SOAP, REST, XML.

**DTI, Dover, DE April 2017 to Sep 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with Salesforce CRM sales cloud as per the project requirement.
* Responsible for customizing salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Cases, Reports and Dashboards.
* Involved in **SFDC** Setup activities and customized the apps according to the functional needs of the organization.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Worked with standard objects in customer and partner portals.
* Designed, developed Apex Classes, Controller Classes, Extensions and Apex Triggers for different functional needs in the application.
* Created several workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created **Profiles**, **Roles**based on **Organization role hierarchy**and implemented **Record-Level**and **Field-level Security**and configured their**sharing settings**.
* Created **Email templates and Mail Merge templates** and was involved in doing the mail merge for different standard and custom objects.
* Worked on **Sales cloud**and**Service cloud**.
* Created workflow rules and defined related tasks, time triggered tasks, email alert, filed updates to implement business logic.
* Developed **Visual Force / APEX** custom and extended controllers and triggers to support quotation enhancement.
* Developed APEX triggers, Apex classes for various functional needs in the application.
* Good Knowledge in utilizing Force.com API's such as **REST, SOAP, Metadata** and **bulk**.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in accordance with organizational requirements.
* Created and used different **HTML** Email templates.
* Worked on Sales cloud, service cloud, Customer Portal and Salesforce chatter.
* Developed and configured various Custom Reports and Report Folders for different user Profiles based on the need in the organization.
* Created data migration document for import/export of data from data loader.
* Used **SOQL** & **SOSL** with in Governor Limits for data manipulation needs of the application usingForce.com Explorer.
* 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 and for different user profiles based on the need in the organization.
* Worked on **REST** and **SOAP** Apex web services along the custom web service method

**Environment:** Saleforce.com platform, Visual Force pages, Apex Language, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Salesforce.com Data Loader, Security Controls, HTML, Java Script, Web Services, Sandbox.

**Micro Focus, India May 2013 to Dec 2016**

**Role: Java Developer**

**Responsibilities:**

* As a member of team involved in designing and developing a framework.
* Involved in development of mockup screens and web portals.
* Used Java, WebLogic 5.1, 6.1 and 7.1, **EJB 2.0, Java Mail, Struts, Servlet, JSP, JMS, XML, HTML, JDBC, SQL, Oracle 8i** and **JavaScript**.
* Installed and configured **WSAD** as a development environment**.**
* Implemented **SOAP** protocol to get the requests from the outside System.
* Used Rational Clear Case as a source control for code changes.
* Followed coding and documentation standards.
* Configured the XML files for Spring Security injection to ensure the back-end security by discriminating the role of users as well as access authority for the URIs and Server side assets.
* Used Multithreading to simultaneously process tables as and when a specific user data is completed in one table.
* Used **SQL Queries** and Stored Procedures extensively in retrieving the contents from **SQL Server**.
* Responsible for the Analysis and detailed Design of the Database Tables.
* Used JSP for taking the user input and sending it to the Java business classes.
* Used Photoshop to design buttons and menus for the website.
* Extensively used **XSL** as a **XML** parsing mechanism for showing Dynamic Web Pages in **HTML** format.
* Translated visual designs into meaningful user experiences using various presentation layer technologies including **HTML, JavaScript**and **Servlets**.
* Extensively used XSL as an XML parsing mechanism for showing Dynamic Web Pages in **HTML** format.
* Developed complex intra Portlet communication across web applications using cooperative Portlets.
* Developed simple Portlet messaging on a single page using Portlet **API**.
* Used Portal Enable, Portal Extend for personalization, content publishing, document management, productivity functions along with the scalable portal framework.

**Environment:**Java, J2EE, XML, HTML, LDAP, EJB, JSP, JDBC, Servlet, SOAP, Struts, JNDI, Unicode.

**Education:**

* Masters of Science in Computer and Information Systems Security from Wilmington University – DE.
* Bachelors in Engineering and Technology – INDIA.