

**Sushma**

**Salesforce Developer/ Administrator**

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**Profile Summary:**

* 7+ years of development, implementation, and maintenance experience in the Salesforce.com CRM Platform as **Developer/CRM, Sales Cloud, Service Cloud, Communities**, **Vlocity** with full-cycle implementations across multiple projects**.**
* Worked in all stages of Software Development Life Cycle (SDLC), Requirement Gathering, Design, Development, Testing, Implementation, and Support.
* Have experience in 3 **full life cycle implementations in salesforce**.com.
* Expertise in Salesforce **Lightning Components Salesforce Connect** and **Lightning Pages** and **Lightning Design** Systems.
* Assisted in **Migrating** to the Lightning Experience.
* Experience in building re-usable **Lightning components and using Lightning Framework**.
* Experience in using client side and server-side controllers in **Lightning Design**.
* Technical Knowledge about Salesforce **lightning schema builder, process builder, app builder, components and lightning connect.**
* Actively participated in multiple phases of **SDLC**- Feasibility, Implementation, Production and Development, Delivery of projects in **SFDC**.
* Experienced in implementing Cloud based solutions using Salesforce platform both as an administrator and developer.
* Experience in SFDC development using the **APEX classes, Triggers, Batch processes, S-Controls, Components, VF Controllers, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in**.
* Extensive experience using **Sales force Administration (SFA),** Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards.
* Strong experience with SFDC configuration, customization, programming **with APEX APIs, APEX Web services** (**REST and SOAP), APEX Triggers**, and implementing new instances of Salesforce.com.
* Experience in **data migration** from Legacy Systems using Data Loader.
* Experience with Salesforce customization, Security Access, Creating Profiles, Roles, Sharing rules, Users, Page layouts and email services.
* Good experience in setting up relationships in view of business use cases using Salesforce relationships **Master-Detail, Lookup** and **Many-to-Many** (Junction Object) between objects.
* Experienced in SFDC development using Apex Classes, Batch Class, Schedule Class, Triggers, Test Methods, Visualforce Pages, Visualforce Components & Controllers **Force.com IDE, SOQL, WSDL, REST** and **SOAP.**
* Created various SFDC **Administrative roles**.
* Integrated Salesforce.com applications with external systems using **Web Services** and **Apex Web Services** classes and XSL. Used REST full web services.
* Good understanding of **Salesforce.com Governor Limits** with an ability to optimize code to respect those limits.
* Created workflow rules, Case escalation rules, Case assignment rules in **service cloud**.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Experienced in **Object Oriented Analysis** and Design and **Object-Oriented Programmi**ng and Design Patterns under MVC (Model View Controller) Architecture.
* Experience in Designing **Visualforce pages with JavaScript** Remote using client-side technologies like **JavaScript and CSS.**
* Created many **Email Templates and Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects **in lightning experience.**
* Developed SFDC customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Experience in working with **Debug Apex Scripts** using Debug **Logs** and System Log Console to catch Exceptions and execute **Governor Limits**.
* Experience in **developing custom debugger** to identify transaction exceptions.
* Experienced in **Migrations/deployments** between Salesforce.com **sandbox** and multiple-instance production environments.

**Technical Skills:**

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| Salesforce Technologies | Salesforce SFA, Salesforce CRM, Apex Language, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Analytic Snapshots, Lightning components, Lightning App Builder, Aura Lightning Component Framework |
| Salesforce Integration API: | Apex Web services, SOAP, REST, Bulk API and Streaming API. |
| IDE'S | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Workbench. |
| Methodologies& Tools | SDLC, Agile, Bugzilla, Jira. |
| Business Modeling Tools | Microsoft Visio |
| Platforms | Windows NT/2000/2008/XP/VISTA, Linux |
| Documentation Tools | MS Office product: Word, PowerPoint, Access, Excel, Outlook |
| Language | C, C++, Java, HTML, XML, ASP.NET, .NET  Framework, C#, JavaScript |
| Scripting | Java script |

**Education:**

* Post Graduate Diploma in Management Information Systems and Computer Applications, Osmania University, Hyderabad
* Master of Science in Computer Science, Osmania University, Hyderabad.
* Bachelor of Computer Science, Osmania University, Hyderabad.

**Work Experience:**

**Client: Zayo, Tulsa, OK**

**June 2018 – Present**

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

**Responsibilities:**

* Working on a **Large-scale & complex** Salesforce development projects along with integrating date from other systems/Repositories.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.**
* Performed Salesforce.com **configuration** activities creating **Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues**.
* Automated **sharing rules** whenever there is a new change in Sales teams instead of using an Apex trigger.
* Tested apps by appending multiple components to a **Lightning** **Application** thereby deployed Applications from **Sandbox** to **Production** and Implemented on **Force.com** **IDE Plug-in** using Eclipse.
* Used **SOQL queries** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created **page layouts, search layouts** to **organize fields, custom links, related lists** and other components on record detail pages and edit pages.
* **Created Email templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience**.
* Created many **Lightning Components** and **server-side controllers** to meet the business requirements.
* Used **Lightning process builder** for visualizing and creating automated business processes.
* Created Wave **datasets** from using internal Salesforce data and external data sources.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Used **SKUID** to create custom components as an extension to Lightning.
* Used Single sign-on, SAML settings to enable the user to login to various applications.
* Developed Test classes for all the Apex classes and Triggers with minimum 92% code coverage for triggers and classes.
* Implemented the Web Services through **WSDL** in the Salesforce.com for outbound messaging.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System, Lightning App Builder and Lightning Component features.**
* Enabled **Aura Framework**, by adding **Aura Attributes** **and Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

**Environment:** Agile, Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services.

**Client: WellPsyche Medical Group, Los Angeles, CA**

**Duration: Feb 2017 - Apr 2018**

**Role: Salesforce Developer/ Administrator**

**Responsibilities**:

* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked on implementing new business logic, solution and enhancements (Classes, Triggers, Visual Force Pages, Batch, Rest/SOAP Services) making use of **Apex, Visualforce, Force.com IDE, Force.com Migration Tool, SOQL**.
* Worked on developing Lightning applications and components.
* Developed a custom layout for homepages on web and mobile for Lightning Experience with Lightning App Builder.
* Performed Configurations such as creating tabs, Apps, Object Permissions, Creating and maintaining User's, User Permission and Roles, Maintaining Profiles, Page Layout Assignment between different **profiles and Record Types**.
* Migrated data from external sources and performed **insert, delete, upset,** and **export** operations on millions of records.
* Worked efficiently with standard Salesforce.com objects like **Accounts, Contacts, Leads, Cases** and **Opportunities.**
* Strong knowledge of Force.com platform technologies including **Apex, Triggers, Visualforce, Workflows and Approvals, Integrations** with end-to-end product development experience.
* Proficient in Data Migration Form Traditional Applications to Salesforce using **Data Loader Utility**.
* Worked on various SFDC implementations covering Sales Cloud, Service Cloud, Chatter and AppExchange applications.
* Implemented change control from development **sandboxes** to production and across the development lifecycle.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining **Lightning Design System, Lightning App Builder and Lightning Component features.**
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed **the Lightning App, Lightning App Builder, Lightning Utility Bar, Lightning Components**.
* Experience in creating **Lightning Components** and used Salesforce Lightning Design System (**SLDS**) to convert existing Visualforce pages to **lightning components.**
* From a developer sandbox to integration testing or from user acceptance testing (UAT) to production, release management is the framework to enable effective organizational control and implemented alongside deployment management process.
* Involved working in the integration’s components by consuming **Restful APIs**. Hands on experience in **Marketing CloudSales Cloud** and **Service Cloud** functionalities.
* Generated Apex Classes using **WSDL** and wrote business logic layer for integration with external web services to the system for functional needs.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Informatica, Deployments, Apttus, Lightning components, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in, AppExchange apps, SOAP and RESTAPI.

**Client: TTEc, Englewood, CO**

**Duration: Dec 2016 – Dec 2017**

**Role: Salesforce Developer**

**Responsibilities**:

* Created and managed complex workflow rules, data validation, Apex triggers, schedulers, and batch apex.
* Worked on implementing new business logic and enhancements (Classes, Triggers, Visual Force Pages) making use of **Apex, Visualforce, Force.com IDE, Force.com Migration Tool, SOQL.**
* Develop several classes, triggers in APEX for various Business Application such as Firm Platform, Plan Project, DC Plan Intermediary, Systematic Campaign Closure.
* Maintain and create custom **Objects, Custom Fields, formula fields, Permission Sets, Validation Rules, workflow rules and Approval processes.**
* Performed Configurations such as creating tabs, Apps, Object Permissions, Creating and maintaining User's, User Permission and Roles, Maintaining Profiles, Page Layout Assignment between different profiles and Record Types.
* Create and Customize several Page layouts, search layouts, custom links, and related lists
* Developed various Custom Objects, Tabs, Entity-Relationship data model, **validation rules, Components and Visualforce Pages.**
* Created Web-Lead, Big Deal Alerts, Custom Forecasting, Territory Management
* Created **workflow rules** and defined related tasks, **Time-triggered tasks, email alerts,** field updates to implement business logic.
* Used Salesforce **Lightning Components** for building customized components replacing the existing one.
* Upgraded some **Apps from Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of page.
* Involved in **Test configuration Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Experience in **Data Migration** from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Deployed many applications on **sales cloud, service cloud** which includes the call center and marketing applications.
* Worked on **Service cloud** console application to create a new VF view of different cases at a time inform of tabs.
* Used **SOQL SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Configured **Service Cloud** features and done service automated**.**
* Used **Sales Cloud integration** solution between Enforce ERP applications and the Sales Cloud of force.com.
* Worked with the custom Customer Community and managed the membership of the community along with **Service cloud** functionalities to deal with the various cases filed by the customers.
* Implemented the requirements on Salesforce.com platform **and Force.com IDE Plug-in using Eclipse.**
* Worked on Implementation and post-production support on CRM applications.
* Worked on various App Exchange products according to the needs of the organization.

**Environment:** Salesforce CRM, Apex Language, Visual force Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Java Script, CSS, XML, Web Services, SOAP, UI, Eclipse, Oracle, SOQL, SQL SharePoint.

**Goma Net Technologies Pvt limited, India**

**July 2015 – June 2016**

**Salesforce Admin/Developer**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Worked on enhancements to SFDC application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on Salesforce implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards and batch classes.
* Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of Salesforce and using Visual force Pages, Apex Triggers.
* Handy experience in database operations, system processes, and analyzing errors that occur when executing a transaction or while running unit tests, which are processed in Debug Logs.
* Written Apex Triggers and classes with code optimization taking into consideration the Governor limits as a solution in attaining the customizations requested by the business users.
* Actively participated in preparing documentation for salesforce.com customizations, enhancements done by me, for future reference.
* Actively managed in resolving issues during testing phase and deployments both in Sandbox as well as Production.
* Played an active role in supporting the release team during the deployments in staging environment and production, performed the post deployment activities in production.
* Huge data loads included millions of records- thereby involving my intense role during data migration for all the major projects in production and sandbox instances.
* Actively coordinated and participated in the meetings with the off-shore teams and in alpha review and has been one of the key point of contacts in the team.

**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**Client: General Use tech solutions, India**

**Duration: May 2013 – Apr 2015**

**Role: Business Analyst**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Created user Roles and Profiles and sharing settings.
* Used field level security along with page layouts to manage access to certain fields.
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Downloaded and installed App Exchange packages like Google Ad words for campaigns and UPS for shipping.
* Developed a web-to-lead functionality to vertrue.com site which directs leads to Salesforce CRM.
* Created various Reports 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 needs of the organization.
* Familiar with Syntellect Phone link CTI salesforce application which is used to provide agents with click-to-dial and screen pop capabilities.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Conducted GAP Analysis and enhanced business process by integration
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

**Environment:** Saleforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow and Approvals, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, HTTP, XML, Force.com IDE, Chatter, HTML 5, CSS, Bootstrap, JavaScript, Apptus, Windows 2003