Samjhana Ramchandani

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**PROFESSIONAL SUMMARY**

* Highly skilled software professional with over 8 years of experience with over 6 years of demonstrated experience in Salesforce CRM as an administrator and developer.
* Proficient in performing detailed analysis of business and gathering technical requirements.
* Designed applications using Object Oriented Analysis and Design (OOAD) artifacts like Class diagrams, sequence diagrams, Activity diagrams, and Data Flow diagrams using UML.
* Expertise in development of Apex Classes, Triggers, Visual force pages, Components, Email Services, S-Controls using Force.com IDE.
* Experienced in use of Standard and Custom controllers of Visual force in development of custom Salesforce pages as required by business requirements.
* Experience in creation of Assignment Rules, Validation Rules, Workflows and Approval processes.
* Experience in developing User Interface, Page Layouts, Tabs, Custom fields, Custom objects, App Exchange, Validation Rules and Triggers.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Good knowledge in working with Lightning Components for faster development and better performance.
* Knowledge in SLDS CSS framework for creating lightning like pages in Visual force classic UI pages.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Hands on experience in writing SOQL, SOSL and Aggregate queries in Apex Classes and Triggers. Experienced in working with relational databases like SQL Server.
* Experience in scripting languages like HTML, XML, and JavaScript. Experience in writing custom JavaScript utilizing jQuery.
* Expertise in working with Cross Functional Technical and Business Teams within an Organization.
* Sound knowledge in Version control systems like Subversion, Clear Case, VSS.
* Excellent written and verbal skills. Ability to adapt quickly to challenges and changing environment.

**TECHNICAL SKILLS**

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| --- | --- |
| SFDC Technologies: | Apex, Visual force, Apex Triggers, SOQL, SOSL, Apex Web Services, Salesforce Lightning Components, Sales Cloud, Service Cloud |
| IDE: | Force.com IDE, Visual Studio 2010 |
| Web Development: | Visual force, C#, HTML, XML, CSS, JavaScript, jQuery |
| Database: | SQL Server 2005, Oracle 10g |
| Operating Systems: | Linux, Unix, Windows |
| Version Control: | Visual Source Safe (VSS), ClearCase |

**EDUCATION:**

Bachelor of Engineering in Computer Science, Mahatma Gandhi Institute of Technology, India

**PROFESSIONAL EXPERIENCE**

**Client: MASTERCARD, O’Fallon, MO AUG 2018 - Till Now**

**Role: Senior Salesforce Developer/Admin**

**Description:**

As a technology company in the global payments business, we operate the world’s fastest payments processing network, connecting consumers, financial institutions, merchants, governments and businesses in more than 210 countries and territories. MasterCard’s products and solutions make everyday commerce activities – such as shopping, traveling, running a business and managing finances – easier, more secure and more efficient for everyone.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Collected requirements, design workflows and to implement the work flow from different business groups within the organization.
* Worked with business analyst to analyze the business and technical requirements and by customizing standard objects of SFDC derived the solution.
* Developed Lightning components using aura components, JavaScript on client side and apex on server side
* Involved in lightning migration of organization from classic to lightning. Carefully migrated Apps step by step by profile basis and involved in training with super users for migration
* Achieved user design functionality using Apex triggers and write the dependent test classes.
* Developed and implemented workflows, field updates, email alerts, custom tabs, validation rules, approval processes.
* Organize fields, custom links, related lists and other components on record pages using page layouts, search layouts.
* From sandbox environment deployed all classes, triggers, objects, components, pages to production environment.
* Preparing and getting approval of design, functional and technical specifications from business using sales cloud.
* Synchronized data from Salesforce CRM to marketing cloud.
* Made customizations, implementation, integration with existing applications, community portals and mobile apps including marketing and service cloud implementations.
* Connected to various Salesforce orgs using Salesforce marketing cloud.
* Developed and customized visual force pages using standard controllers, controller extensions, and custom controllers.
* Using data loader from SFDC objects for insert, update and bulk import/export of data.
* Using force.com IDE developed and deployed deployment strategy to test, and production smoothly.
* Implemented lookup, master detail relationships, formula fields, pick lists, dependent pick lists
* And validation to the custom objects.
* For data migration with in governor limits used SOQL and SOSL using Force.com explorer.
* Configured profiles, permission sets and implemented security setting for the organization wide users.
* Managed custom fields, integration and data cleanup which are a part of administration tasks.
* Customized SFDC profiles and roles as a part of security and privileges.
* For different user profiles developed and configured reports, report folders and dashboards.
* Depending on the need in the organization.
* Configured the Salesforce.com environment. Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Created re-usable lightning components. Created Custom objects to build new application functionality in the Salesforce.com.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Developed Visual force page using the extension controller according to the clients’ requirement.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed SOQL and SOSL queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Integrated SFDC with Oracle ERP for order management system using Informatica.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Provided custom reports and dashboards to support the needs of the users and executives.
* Worked with Rest API and enhancing, supporting the application.

**Environment:** Salesforce.com, Apex, Visual force, Lightning Components, triggers, workflow, validation rules, SOSL, SOQL, AppExchange, report, dashboard, Force.com IDE, JavaScript, HTML, XML, Excel

**Client:** **Vanguard, Malvern, PA Nov 2017 - July 2018**

**Role: Salesforce Developer**

**Description:**

Vanguard is one of the world's largest investment companies, offering a large selection of high-quality low-cost mutual funds, ETFs, advice, and related services. Individual and institutional investors, financial professionals, and plan sponsors can benefit from the size, stability, and experience Vanguard offers.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Salesforce implementation with strong expertise in the following modules: Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud and Force.com.
* Closely worked with other salesforce.com consultants while implementing the solutions for the needs of organization.
* Agile methodologies (SCRUM) was implemented that includes daily scrum with team.
* Created record types and assigned page layouts based on the profile to the record type.
* Developed Reports and Dashboards for various business users on Opportunities, Cases and Accounts.
* Worked on importing existing information into Salesforce Knowledge.
* Created User profiles with the appropriate User permissions and then assign to User profiles.
* Worked on deploying Salesforce components across various sandbox to production instances by using ANT Migration Tool.
* Deployed application from sandbox to different other sandbox as well as into production environment using change set, Eclipse and Force.com Migration tool.
* Created custom objects and defined lookup and master-detail relationship on the objects. Also created junction objects to establish connectively among objects.
* Worked on Service Cloud implementation and have experience in developing Email templates within Marketing Cloud
* Used Salesforce Lightning Components for building Customized Components replacing the existing ones by using JavaScript on the client side and Apex on the server side.
* Involved on creating Lightning pages inside Lighting Community Builder.
* Involved in building responsive single page application using JavaScript framework such as Angular.JS.
* Developed Lightning apps with Lightning Components and make them compatible with Salesforce1 mobile configuration.
* Performed Bulk Data Migration from Legacy Systems to Salesforce using Import Wizard, Excel Connector, and Data Loader.
* Followed agile methodology. Attended stand-up meetings on daily basis and organized meetings with teams on weekly basis.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Reports and Dashboards.
* Created workflow rules and defined related tasks, time triggered tasks, process builder, email alerts, field updates to implement business logic.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Handled various support issues on day-to-day basis and update JIRA accordingly.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Used Salesforce marketing cloud to create journey and sync data from Salesforce CRM to Marketing cloud.
* Automatically log the call information and interaction time used CTI in Salesforce.
* Made customizations, implementation, integration with existing applications, community portals and mobile apps including marketing and service cloud implementations.
* Connected to various Salesforce orgs using Salesforce marketing cloud.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Involved in Source to Target mapping to load data into Salesforce from SQL Database using Informatica Cloud.
* Handled Regression testing for various scenarios and logged the bugs in JIRA.
* Developed SOQL and SOSL queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Provided custom reports and dashboards to support the needs of the users and executives.

**Environment:** Salesforce.com, Custom Objects, Custom Tabs, Chatter, Email Services, Workflow & Approvals, Reports workflow, validation rules, report, dashboard, Data Loader, Box.com, JIRA, Informatica Cloud, SAP, Excel

**Client: State Farm Insurance, Richmond, VA Sep 2016 – Oct 2017**

**Role: Salesforce Admin/Developer**

**Description:**

State Farm is a group of [insurance](http://en.wikipedia.org/wiki/Insurance) and [financial services](http://en.wikipedia.org/wiki/Financial_services) companies in the United States. Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, Communities, Partner portal) for business support and technical support for its channel customers. Web-to-case, Email-to-case was configured for case management. Implemented Real–time/ batch data integration and huge data migration from Siebel to Salesforce using Informatica for various objects in Salesforce.

**Responsibilities:**

* Worked on various Salesforce.com standard objects including accounts, contacts, reports, dashboards, events and tasks. Followed agile development methodology for implementing the project.
* Created various profiles, roles, and page layouts and configured the permissions based on the organization hierarchy requirements.
* Designed and deployed custom tabs, validation rules, approval processes and auto-response for automating business logic.
* Developed cascading style sheets (CSS) for creating effects in Visual force pages. Created workflow rules and defined related tasks, email alerts, and field updates.
* Installed the call center applications and allowed the end users to maintain a track history of customer’s complaints.
* Created email templates and inbound emails using Visual force for clients and customers.
* Enabled chatter for the organization and to effectively communicate with the users in the organization.
* Implementation of data loader for loading the data. Performed data cleanup and/or data migration to/from salesforce.com.
* Developed business documents for Salesforce.com custom objects. Worked on different portals like self-service portal, partner portal and customer portal.
* Implemented Salesforce.com web services client using sales force web services API, Java, XML and partner WSDL.
* Developed several custom reports & dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel. Provided training for the business users about the system.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, WSDL, Windows

**Client: Well Care, Tampa, FL Jan 2014 – Aug 2016**

**Role: Salesforce Admin/Developer**

**Description:**

Well Care provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare. The Salesforce CRM Application is implemented to consolidate sales management for all the regions. Salesforce CRM Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

**Responsibilities:**

* Involved in group for requirement gathering throughout the planning and implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed and developed Visual force pages based on the business requirements
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing SalesForce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Interacted with the SalesForce.com premium tech support team on a regular basis.

**Environment**: SaleForce.com platform, Visual Force Pages, Apex Language, Data Loader, HTML, JavaScript, Sandbox data loading, VSS.

**Client: Sonali Castings Pvt. Ltd., India June 2012 – Dec 2013**

**Role: .Net Developer**

**Description:**

The system is designed to manage and expedite contracts administration and management tasks. The application supports the tracking, management and reporting of procurement activities to provide accurate detailed information regarding the current status of procurement requests, purchase orders, receipts, and invoicing associated with the Contracts owned by Digicon.

**Responsibilities:**

* Designed and developed Graphical User Interface (GUI) using Windows Forms Controls.
* Involved in various phases of SDLC including requirements gathering, design, development and integration testing phases.
* Collaborated with leads and Architects in defining and document common architecture patterns for Search, List, Detail, Submission and Confirmation pages.
* Maintained and built strong relationships while assisting and advising in financial decisions and choices.
* Developed application using Microsoft Application Blocks for Data Access and Exception Handling.
* Implemented data manipulation and validation logic using C# classes in business layer.
* Created complex Queries related to joining tables and aggregating data against SQL Server database.
* Worked with Dataset, Data Adapter and Data Reader to transfer data from SQL Server database to middle tier components.
* Developed and Consumed Web Services to retrieve purchase orders and associated invoice.
* Worked with Visual Source Safe (VSS) as source control.
* Generated reports using SSRS and exported them to PDF and DOC formats.

**Environment:** Visual Studio 2005, Windows Forms, C#, Web Services, ADO.NET, SQL Server 2005, Visual Source Safe (VSS), SSRS.