RADHIKA

6092500310

Around 6 years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering requirement analysis, design, development, implementation & enhancement of projects using Salesforce.com CRM, Salesforce Administrator and Java/J2EE technologies and followed Agile (SCRUM) & Waterfall Methodologies.

* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, validation rules, reports, dashboards, tasks and actions.
* Extensive experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL, SOAP and REST Web services.
* Performed administrative activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, and End User Training Development.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader
* Key player in migrations and deployment of code from one environment to other using Force.com deployment.
* Strong understanding of Relational Databases and how they work – specifically SQL based databases like SQL Server, Oracle, Sybase, Teradata.
* Extensive experience in designing validation rules, custom objects, custom fields, role based page layouts, workflow alerts & actions, pick lists, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements.
* Strong Spreadsheet skills – specifically with migrating data from Excel to SFDC (and other data sources).
* Good Knowledge on SOQL and SOSL for Querying and Searching Data for Force.com platform.
* Prior experience working on a data migration project and preferably with both domestic and international migration projects.
* Responsible for documenting changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Proficient in implementing business flows using the Declarative framework via Workflow Rules and Approval Processes.
* Knowledge of development/coding standards and best practices in VF/Apex and governor limits.
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Strong understanding of SDLC methodologies (Agile, SCRUM, RUP, other).
* Good understanding with Client/Server architecture, Object-Oriented Design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture.
* Experience with UI / UX development.
* Technical ownership with a can-do attitude to proactively drive and deliver a project through all SDLC phases."
* Implemented Data Modeling in sales cloud and service cloud.
* Developed dynamic web apps for mobile and desktop device using lightning Framework.
* Proficient in Data Migration from Traditional Applications to Salesforce Using Data Loader Utility and Informatica on Demand.
* Extensive experience in analytical, problem solving and organizational skills and PC software skills including Microsoft office suite of products such as word, power point, Excel, MS Project, etc.
* Experience designing and developing integrations from Force.com to upstream and downstream applications using Force.com API(s).
* Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.
* Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS)
* Experienced working in Agile methodology and implementing sprint planning.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers).

**Technical Skills:**

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| **Force.com** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Marketo, S-Controls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in |
| **Business Process** | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements |
| **Visual Force** | Custom Visual Force Pages |
| **Languages** | Apex, JavaScript, SQL. |
| **Database** | Microsoft SQL Server, MS Access |
| **Web** | HTML, XML, CSS, JavaScript, JSON, JQuery, SOAP, REST |
| **Platforms** | Windows, Windows Server. |
| **Tools** | Data Loader, Workbench, Eclipse IDE. |
| **Operating Systems** | 2003/XP/2000/NT/98/95, MS-DOS, UNIX |

***Certifications: Salesforce Administrator***

**Professional Experience:**

**Client: Prudential  
Role: Salesforce Admin   
Location: Roseland, NJ**

**Duration: Jan 2020 – Till Date**

**Responsibilities:**

* Developing business logic, advanced CRM capabilities and user experience on the Salesforce.com platform.
* Develop real-time and batch integrations between Salesforce.com and internal/external systems.
* Implement, enhance and support customizable third-party applications for Salesforce.com platform, such as Calendar Anything, Map Anything, RIVA, and others.
* Improve and evolve existing technical processes and Propose technical solutions to business problems leveraging industry knowledge, and partner product knowledge, and thought leadership.
* Handle day to day operational questions/issues from internal clients as well as perform production support duties.
* Collaborate with the team(s) to architect and design capabilities that align with the project roadmap.
* Collaborate with delivery manager and business partners to ensure technology roadmap is in alignment with business goals.
* Play any role on the delivery team as needed to support the high performing Agile delivery model
* Defects from PROD Environment are fixed promptly within the deadlines and tested thoroughly before deployments for error free Code.
* Maintained Test Class Code Coverage above 85%.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* SFDC Development in implementing Apex Classes, Triggers, Visual force pages, **SOQL and SOSL.**
* Several function-specific modules were successfully implemented, deployed, and tested on schedule and are currently in use by a pilot group of end users.
* Maximum, error-free code coverage was achieved despite migration of code from multiple environments.
* Production issues were fixed in a timely fashion resulting in minimal business impact.
* Solutions developed are accessed via both mobile and desktop.
* Technical processes used by development team have been streamlined.
* Overcame significant complexities in data availability, consistency, and structure to produce mission-critical modules.
* Developed dynamic web apps for desktop devices and mobile using **Lightning Component framework**.
* Used **out-of-the-box** components from the Aura framework, such as aura: iteration and UI: button to build apps.
* Successfully worked with A**ura framework** and **LDS Implementation**.
* Responsible for developing and Maintaining SFDC applications using Apex, custom settings, triggers, JavaScript’s, JSON and SOQL.
* Responsible for integrating SFDC with 3rd party systems as well as create and maintain custom objects, fields, validation rules and workflows rules.
* Created Customer user interfaces with visual force, Salesforce API’s (REST, SOAP etc.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, Java 8, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, ETL tools, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**Modern Rural Youth Development Organization, India**

**Salesforce Admin Jan 2018 to Dec 2018**

**Responsibilities**:

* Analyzed business requirements and design document with the business and development team to understand the functionality of the application
* Created data migration checklist and field mapping document
* Migrated data like Accounts, Contacts using Apex Data loader
* Eliminated and merged duplicate Accounts and Contacts in Salesforce
* Loaded Periodic data into various Configuration only and Developer Sandboxes after refreshes
* Migrated Custom fields, Public Groups, Custom Settings using Packages.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Customized user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users of the respective organization
* Used Chatter, Chatter desktop extensively for file sharing and Ideas sharing
* Migrated Custom Links and Buttons that were used for various business needs
* Deployed Components and Data from one environment to another using change sets
* Created List Views and gave training to end users how to create views to filter their result
* Created of reports to make it available for users globally
* Prepared User guide to help how to make team group and share accounts, tasks event within those group
* Developed Dashboard and Report for the Management and End Users
* Developed various Custom Objects, Tabs, Components and Controllers.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed Several Reports using salesforce.com platform.
* Created and used Email templates in HTML and Visual Force.
* Used Conga Composer to generate dynamic reports.
* Worked in Data Migration from Traditional Applications to Sales Force Using Data Loader
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Exported data using data loader to help organizations need to convert from salesforce to e-CRM
* Worked with Security Controls like sharing settings, field accessibility and data accessibility to restrict data access.
* Monitored secured networks and reset user passwords and security tokens for accessing salesforce application.
* Employed Conga Merge application for multiple format document generation when leasing contract is created.

**Environment:** Apex Data Loader, Apex Classes, Visual Force Pages, Sandbox, Sales Cloud, HTML, App Exchange, MS Office, JavaScript and Salesforce Chatter.

**Airtel, India**

**Salesforce Support Analyst May 2015 – Nov 2017**

**Responsibilities:**

* Designed and customized 150+ profiles, permission sets, Roles, Field-level security, Record Types and dashboards.
* Worked on custom objects, applications, and custom report types. Dealt with queues, groups, and created assignment rules, email alerts, and templates for case management.
* Configured Salesforce functionalities to enhance performance of business processes by 15%
* Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.
* Automated tasks across SQL infrastructure using Cron and REST to minimize downtime and maintenance windows.
* Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Components, Visual Force Pages to suit to the needs of the application.
* Involved in extracting data from multiple data sources, perform multiple complex transformations and land data into SQL Server Tables.

**SONI Group, India**

**System Administrator Jul 2013 – Apr 2015**

**Responsibilities:**

* Coordinated regular full and incremental backups of all systems at main office, properties, and disaster recovery site.
* Overhauled equipment refresh process with automated image deployment (Symantec Ghost) and upgradeable FRUs.
* Established user/computer security using group policies to enforce password complexity and administrator access.
* Oversaw Active Directory tasks (resetting passwords, unlocking accounts, group memberships, OU management).