# Programmer female outlinePRIYA CHENNA https://developer.salesforce.com/resources2/certification-site/images/credentials/SalesforceCertifiedAdministrator.jpg https://developer.salesforce.com/resources2/certification-site/images/credentials/SalesforceCertifiedPlatformDeveloperI.jpg

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CAREER OBJECTIVE:

Highly seasoned and Certified Salesforce Developer with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker independent worker and team player.

SUMMARY:

* Around 8+ years of experience in IT industry with extensive experience in **Salesforce.com CRM**, **Force.com platform** related technologies.

##### Experience in **SFDC Development** implementing APEX Classes, Lightning Components, APEX Triggers, Visualforce pages, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.

##### In-depth experience in **CRM business processes** like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.

##### Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.

##### Experience working **on POSTMAN** and **SOAP UI** tool for testing the integration and end point URL’s.

##### Created test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.

##### Review/Adjust/Write Apex and builds to maintain code coverage at a high percentage as well as meet business needs.

* Proficient in functionalities related to **Service cloud**, **Sales cloud** and **Community Cloud** (Partner/Customer Portals).

##### Expertise in **Lightning app builder** (salesforce 1) and implemented new applications based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.

##### Experience in data migration from Excel, MS outlook using **Data Loader**, **Data Import Wizard**, SFDC Data Export, Mass Delete, Informatica.

##### Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.

* Experienced using **Salesforce Lightning UI**. Created Lightning Apps combining **Lightning Design System**, **Lightning App Builder** and Lightning Component features.
* Good Understanding on concepts of **Lightning Web components.**
* Expertise in Visual Force, **APEX Database**, **APEX Triggers** and **APEX Testing**.
* Used **SOQL** and **SOSL Queries** within Governor limits for data fetching and manipulation needs of the application.
* Developed **Reports**, **Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Responsible for setting up **Salesforce DX** for development activities through Scratch Orgs.
* Extensively used Visual Studio code as source code editor for debugging and migrating the meta data components between various orgs using **VS code, GIT and GitHub.**
* Expertise in **APIs**, **REST API**, **SOAP API** and **BULK API** and also Experience working withF**orce.com IDE & Eclipse.**
* Expertise with various Salesforce deployment methodologies including change sets, force.com plug-in environment, Ant migration tool kit and eclipse.

##### Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.

* Strong understanding on data structures to ensure appropriate use of **de-duping**, **loading** and exporting tools for bulk data.
* Ability to work independently or in team in fast paced environment with strong leadership.
* Excellent communication skills and ability to effectively present to target audience.

**TOOLS AND LANGUAGUES:**

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| --- | --- |
| **Salesforce custom development** | Apex, Visualforce pages, Lighting components. |
| **Salesforce** | Apex Triggers, Batch Apex, Workflow rules, Process Builder, Approval process, Reports, Email Services, Sales Cloud, Service Cloud, Roles, Profiles, Communities, Case Management, Webservices, Apex Callout, Commerce cloud |
| **Data migration tools** | Informatica cloud, data loader, workbench, dataloader.io |
| **Tools** | XML, WSDL, ANT, Force.com IDE, Jira |
| **Application Programming** | Apex, Visualforce pages, C, HTML, CSS, JavaScript |
| **DevOps Tools** | GitHub, Jenkins, Flosum. |
| **Webservices** | SOAP, REST (Get/Post/Put/Delete). |
| **Project methodologies** | Agile, Waterfall. |

**Certifications:**

* Certified Salesforce Administrator
* Certified Salesforce Platform Developer-I
* Certified Salesforce App Builder

**Client: CRISP, Columbia, MD**

**Role: Sr. Salesforce Developer Nov 2020-Till date**

**Responsibilities:**

* Worked with Stake holders and Various divisions of Business using agile methodology to gather and document requirements for CRM implementation.
* Triggered interface events by user interactions, which includes **Lightning Component** framework.
* Responsible for conducting and strategizing most complex **salesforce org merges**.
* Experience working on **decorators** in **Lightning web components** and gained skills on mapping concept from Aura Components to Lightning Web components.
* Worked on **Single Sign-on SSO** to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC.

##### Worked on **Salesforce Communities** and created lightning components for Communities.

* Implemented **Email to Case** along with case Management, Assignment and Escalation to Support representatives.
* Worked on **Salesforce 1 Platform** to build Mobile App by enabling lightning components for use for salesforce1 mobile platform.
* Worked on **Workspace API** to open lightning components in tabs and subtabs.
* Efficient in monitoring Apex asynchronous processing using **future methods**, **batch apex**, controlling processes with **queueable ape**x and scheduling jobs using apex scheduler.
* Responsible for supporting on-going Integrations of salesforce with applications such as **SAP, DocuSign** and **JIRA**.
* Responsible for Integrating Salesforce with Third Party Applications through **Platform Events**.
* Developed custom **Rest Web Services** for handling data like Accounts, Contacts, Opportunities, sales orders from Legacy Systems to Salesforce.
* Worked on **dynamic apex**, single e-mail methods, mass e-mail methods, **wrapper classes** as per the requirements.
* Responsible for setting up **skinny tables** and using **query plan tool** for optimizing SOQL queries to handle large sets of data.
* Extensive experience writing **test classes** and made sure to include both positive and negative test cases.
* Experience working with **VS Code, Git Hub, SFDX** for Deployments.
* Assist with building of **test plans**, scenarios, and scripts to support QA/ UAT efforts.
* Provided offshore team with necessary KT sessions and assistance whenever required.

**Environment**: Salesforce.com Platform, Apex Language, Visual Force Pages, Workbench, SOQL, Data Loader, HTML, Java Script, Workflows and Approvals, Triggers, Reports, Dashboards, Agile.

**Client: Portland General Electric, Portland, OR Mar 2019– Oct 2020**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Gathered requirements, estimated **LOE (level of effort)** and created functional requirements for key

Salesforce projects.

* Implemented **Lightning Data Service** to load, create, edit, or delete a record in your component without requiring Apex code.
* Worked on **refactoring** the **existing code** to make sure the code follows salesforce provided core standards.
* Responsible for adding **remote site settings**, **connected app** and **named credentials** as part of Salesforce Integrations.
* Implemented **SFDC Integration** using REST/SOAP Web Service API'S for extracting the data from external systems.
* Experience in generating the reports and dashboards using **Einstein Analytics tool**.
* Responsible for setting up external data integration with **Salesforce Connect** including Creation of external data source, external objects and their fields.
* Create **implementation, testing,** and **QA plans** to support system changes and integrations.
* Experience on loading J**avaScript** and **CSS** libraries to **lightning components**.
* Minimized code in **JavaScript Controllers** by adding **reusable functions** in Helper Component.
* **Leveraged** **APEX** Controller to make a call for external requests to retrieve data from various **API's** and displayed them on to the component.
* Created relationships between objects, **rollup summary fields** and converted master detail to look up and vice versa for requirement changes.
* Integrated **third party web services** using callouts by generating the necessary stubs from the **WSDL files** for extracting the data from exter
* nal systems.
* Worked to **handle governor limits** of Heap size, view state problems, maximum SQL Queries execution etc.
* Worked with SOQL, SOSL relationship queries for **query optimization** and not to hit governor limitations.
* Developed various custom functionalities using **Asynchronous apex.**
* Experience in working on **production Issues** and **hot fixes** and managed to get daily data and metadata backups from salesforce.
* Experience working with **Flosum** tool to handle deployments and conduct code review sessions accordingly.

**Environment:** Agile, Saleforce.com, Salesforce Communities, Apex Classes, Visualforce, Triggers, Pages, Data Loader, Lightning Components, CPQ, Data Migration, HTML, Workflow & Approvals, Java Script, Reports, Custom Objects, Custom Tabs, Dashboards, Windows.

**Client: Nissan, Franklin TN Oct 2017 – Feb 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Working on a Large-scale & complex Salesforce development projects and participated in SCRUM sessions that includes Analyzing, Designing, Coding and Implementation.
* Embed Lightning Components in Visualforce page by using new **Lightning Out** feature by event-driven programming.
* Responsible for **running readiness check** to prepare detailed documentation on classic to lightning migration timelines and productivity.
* Responsible for setting up **Live-agent** and **Omni channel** Deployment and Installation.
* Developed **Lightning App** with enhanced **Lightning Templates** and experienced in modifying Visualforce pages to be supported in Lightning Experience.
* **Upgraded** Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Experience in handling events like **Component events** and **Application events**.
* Gained extensive knowledge about **lightning schema builder**, lightning app builder and **Lightning connect**.
* Extensively handled Data Migration through tools such as **SFDC Data import wizard, Apex Data loader** and **Workbench.**
* Developed **Single Page Applications** using Lightning Homepage, custom Lightning components, Lightning record page with lightning app builder**.**
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable** classes on hourly basis.
* Used test annotations **is Test, testSetup** and written test classes for web services by implementing Webservice Mock interface.
* Worked with **Dynamic Apex** to access Sobjects and Fields, execute dynamic SOQL, SOSL and DML

queries.

* Worked on configuring standard **Salesforce Chatter** and also customizing it by including custom logics on chatter objects using triggers and VF Pages.
* Worked on **Conga Composer** with SOQL Queries to build salesforce reports for our vendors and end customers to know their monthly usage.
* Performed **Steel brick CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.

**Environment:** Agile, Service Cloud, Health Cloud, Apex, Visualforce (Pages, Component & Controllers), JSON, XML, HTML, CSS, Workflow & Approvals, Reports, Custom Objects, WSDL.

**Client: EStone Information Technologies Pvt.Ltd, Mumbai, India Jan 2016 – Sep 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in all **phases of SDLC** including Requirements Collection, Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Worked on various **Salesforce.com standard objects** like Accounts, Contacts, Cases, Leads, Campaigns, Opportunities.
* Written customization code using **Apex Classes, Visualforce pages**, used Visualforce components like **Page Block, Command Buttons, Action Support, Action Function**.
* Worked extensively on **customization** of **Service Cloud console** by embedding visual force pages in custom console components, highlight panel.
* Created **custom controllers** implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed **Apex Triggers** to implement the business logic as per the requirements.
* Created **Public Groups,** Queues, **Permission Sets**, Profiles, Users & Security Settings based on role hierarchy.
* Configured **Web-to Case** and **Email-to-Case** Functionalities.
* Implemented **complex approval process** to ensure proper authorization in the high-stakes environment.
* Implement **data security/visibility rules** using sharing rules and configure OWD.
* Developed **Visualforce Pages** with **standard** and **custom** controllers**.**
* Responsible for rebuilding various process builder logic to trigger and developed **trigger dispatcher** classes to handle trigger events.
* Responsible for setting up **customer portals** and community administration tasks.
* Implemented **Wrapper classes** for better visual force pages management and smooth functioning.
* Used **Java script remoting** to call apex methods from java script to reduce visual force view state.
* Developed **custom Report types** and **dashboards** to better assist managers and also subscribed the reports to various business groups to receive email notifications.
* Have used the Salesforce **bulk API** to insert more than 500000 customer records from SAP.
* Created Custom Objects, Formula Fields, **Cross Object Formulas, Roll up summary fields**, validation rules, and dependent picklists and complex page layouts as per the requirement.
* Developed **Test classes** for all the Apex classes and Triggers with minimum 85% code coverage.
* Responsible for **deployments** using Changesets & Eclipse from the Sandbox to production environments.
* Involved in **demo sessions, testing** and **deploying** the application in UAT and QA environments.

**Environment:** Agile, Sales Cloud, Saleforce.com, Salesforce Communities, Apex Classes, Visual Force, Controllers, Triggers, Pages, Data Loader, CPQ, Lightning Components, Data Migration

**Client: Lloyds Bank – Bangalore, India     Jan 2013 – Dec 2015**

**Role: Java Software Engineer**

**Responsibilities:**

* Developed RESTful services to exchange and post data with external applications.
* Involved in Troubleshooting operational issues that spawned multiple layers in the environment.
* Used Tortoise SVN as the version control system for check-in and checkout of the code.
* Implemented the persistence layer using Hibernate ORM (Spring + JPA integration) and Spring JDBC.
* Involved in development of User Interface using HTML5, CSS/CSS3, JavaScript, and jQuery, AJAX and JSON.
* Designed user interfaces and subsystems according to the design specifications and evaluated and refined the prototypes.
* Used spring framework to implement the MVC design pattern.
* Used hibernate to map the domain elements and Criteria API, named query for querying

**Environment:**Java, JavaScript, HTML, CSS, JQuery, YUI, Spring framework, Hibernate, Rest Services, SQL, DB2, IBM Websphere

**Education:**

* Bachelors of Technology in Computer Science from JNTUH Institute of Information and Technology 2013.