**Swetha Dasari** 

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**PROFESSIONAL SUMMARY**

* **Around 7 Years** of experience in **salesforce.com** Administration/Development on force.com platform including analysis, modeling, design, coding, testing and implementation
* I am **Admin,Advanced Admin** and **Platform Developer 1 Certified** Professional.
* Excellent collaboration skills working with customers, cross functional teams and business stake holders. Ability to work in a**Application Design** and Development on Multitenant **Force.com** platform.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**.
* Hands on experience in salesforce.com CRMintegration, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying **Apex code** and **Visualforce pages**.
* Strong knowledge on **Administration setup, Apex, Visualforce** and experience with different SFDC development tools like **Force.comEclipse IDE**and **integrationtools** like **Apex Data Loader,** Import Wizard and Data Manipulation Language for data migration and management in bulk.
* Experience in Apex coding to implement the complex business logic with in **Governor Limits**.
* Developed test classes and test methods to ensure maximum code coverage in production instance.
* Implemented and executed **Debug Logs** and **System Logs.**
* Experience in developing client-specific solutions on **force.com** platform using **Apex classes** and **Triggers, Visualforce, Force.comIDE, SOQL**, **SOSL**
* Developed Salesforce Lightning applications using Lightning components, controllers, and events and used custom CSS in the components
* z**Services/XML**.
* Extensive experience in designing of **Custom Objects**, **Custom Fields**, **Pick List**, **Role** based **Page Layouts**, **Workflow Alerts** and **Actions**, **Validation Rules**, **Approval Processes**, **Custom Tabs**, **Custom Reports**, **Report folders**, report extractions to various formats, design of **Visualforce Pages**, **Record Types**, **Dashboards**, and **Email** generation according to application requirements002E
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using aura framework.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.
* **Call Routing** in **Omni Channels.**
* Having Administration experience on **CRM** applications like data exports & imports, application support, **Security Administration**, **Maintenance**, and **user**&**security management**.
* Strong experience in **Agile** and **Waterfall** methodologies.
* Good understanding of SFDC implementations covering **Sales Cloud, Service Cloud** and App-exchange applications
* Experience in web technologies like **HTML**, **XML**, **CSS**, and **JavaScript**.
* Excellent Troubleshooting Skills and Problem Solving Capabilities.
* Excellent written andverbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Tenacity to resolve issues cross-functonality.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Classes, Apex Triggers, Apex Custom Controllers and Extension, VisualForce (Pages, Components & Controllers), Validation Rules, Workflows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Sandbox development and testing, Apex Data Loader, SOQL, SOSL, Dashboards, Analytical Snapshots, Apex Web service, Service Cloud,Field Service Lightning |
| **Salesforce Tools** | Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, AppExchange |
| **Languages** | Apex, C, SQL, HTML, XML, CSS |
| **Java Technologies** | Java, JavaScript |

**CERTIFICATIONS:**

* **Salesforce Certified Administrator (ADM201)**
* **Salesforce Certified Advanced Administrator (ADM211)**
* **Salesforce Certified Platform Developer 1 (DEV401)**

**WORK EXPERIENCE:**

**Client: Liberty Mutual, Boston, MA Sep’19-Till Date**

**Role: Salesforce Developer/Administrator**

**Responsibilities**:-

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Interacted with various Business User Groups (**Sales and Ops)** to gather the document requirements.
* Responsible for automating the processes, development using **Apex, Visualforce** following the apex best practices
* Experience working across various **SFDC** implementations that are covering Sales cloud and Service Cloud.
* Successfully migrated the existing visual force pages to lightning by building advanced lightning components.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time**troubleshooting**.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to **read, extract and load** data from **comma separated values (CSV**) files.
* Used **Apex Data Loader** to migrate data such as accounts, Products, Quotes and Forecast from different legacy systems.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Experience with **Enterprise Integration tools.**
* Packaged and Deployed customizations from **Sandbox** to other environments using **Migration Tool - ANT.**
* Contract life cycle management: configuring Agreements, Templates, Query Templates, Agreement Output formats, Agreement Protection, Agreement Rules, Configuring Wizard and Approval Management.
* Developed robust lightning pages using aura framework and placed them on the community builder.
* I configured product and pricing setup using **CPQ/Product consoles** which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Setup a **Omni channel** with all **routing configuration**
* I also worked on **Apttus Advanced Workflow approvals**, **Apttus** order management, created agreement wizards, validation rules, contract templates.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages.
* Follow modern Dev-Ops process using Git and Continous integration tools.

**Environment:**Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, Lightning Components, Visual Force, SalesForce.com Data Loader, Security Controls, Sandbox, Eclipse IDE Plug-in, Dashboards, Data Migration Tool ,ANT.

**Client: Home Depot, Atlanta, GA Jul’18-Aug’19**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked with Business System Analyst to provide recommendation and designed the Best Solutions for implementing new business ideas.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Experience in **aura framework, Lightning** Components and Salesforce Lightning Design System (SLDS).
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple **Lightning** Components, added **CSS** and **Design Parameters** that makes the Lightning component look and feel better. Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Performed **data migration** from **Microsoft CRM to Salesforce.com**.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Development, implementation and update focusing on Sales cloud and **Service cloud.**
* Developed **SharePoint** site with number of pages and integrated with salesforce.
* Developed various **Custom Objects**, **Tabs, validation rules, Components**.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Managed ongoing support requests and Administrative needs of users.
* Integrated Salesforce CRM and the legacy system using Cast IronIntegration Systems
* Worked on **Salesforce.com** Standard Objects such as **Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.**
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key **business metrics.**
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Built CTI adapters with **Salesforce CRM** call center uses to integrate with their Salesforce Softphone.
* Implementation of **Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Wrote an **Apex Trigger** on Contact for cross-object field update for reporting purposes.
* Integrated Salesforce.com with external systems like **Oracle and SAP** using **SOAP API and REST API.**
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Case Assignment Rules to direct the case to appropriate group such as Stories & PCS Central Support.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Involved in Test configuration **Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, SOQL, SOSL, Sales Cloud, Service Cloud, HTML, Javascript, Jquery ,CSS, Ajax, IDE, API , CTI Tool Kit, Cast Iron, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Client:Cigna health, Franklin Lakes, NJ Sep’16-Jun’18**

**Role: Salesforce Developer**

**Project Description: Cigna Health** is one of the largest health services organisation in the United States. Through its affiliated health plans, companies deliver a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services, along with a wide range of specialty products such as life and disability insurance benefits, dental, vision, behavioral health benefit services, as well as long term care insurance and flexible spending accounts.

**Responsibilities:-**

* Involved in Salesforce.com Application Setup activities and **customized the apps** to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE** Plug-in using Eclipse.
* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Opportunities, Reports** and **Dashboards**.
* Involved in **data mapping** and **data migration** from **Oracle** database to **SalesForce.com** objects.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers
* Developed and configured various Custom Reports and **Report Folders** for different user profiles based on the needs in the organization.
* Worked on **GeoPointe**application, took part in designing and developing the functionality in order to generate maps for **Standard** and **Custom objects.**
* Created and deployed several **Reports** and **Dashboards** using salesforce.com platform.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the **governor limits** for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and used **Email templates** in HTML and Visualforce.
* Integrated the web services by generating the necessary stubs from the **WSDL files** for extracting the data from the home grown applications by using the home grown web services.
* Used the sandbox for testing and **migrated the code** to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Developed ETL mappings in Informatica for Integration between Salesforce and Oracle.

**Environment:**Salesforce.com platform, Apex, Visualforce (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Workbench, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

**Client: TD Bank, Cherry Hill, NJ Dec’14-Aug’16**

**ROLE: Salesforce Developer**

**Roles & Responsibilities:**

* Performed the role of SalesForce.com Developer and Administrator in the organization.
* Migrated data using Apex Data-loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.
* Created multiple **Lightning** Components, added **CSS** and Design Parameters that makes the **Lightning component** look and feel better.
* Involved in designing, coding, debugging, and performance analysis as well as being involved with customer deployments, partner product integrations and competitive benchmarking.
* Created modern Enterprise **Lightning Apps** combining **Lightning** Design System, **Lightning App Builder** and **Lightning** Component features.
* **Salesforce Apex** development and related technologies on the **Salesforce.com** platform, such as **web service endpoints, triggers,** scheduled jobs, deployment, and packaging.
* Development experience in any object-oriented language such **as Java, C#, Python**, or more **Apex**
* Enterprise software architecture, object-oriented design and development.
* Used Agile methodology of daily standups, story pointing, and sprint planning.
* Working with product managers and business analysts to understand business needs and recommend technical approaches
* Revision control, continuous integration, and repository best practices. Used **Git**, feature-branching, and Codeship.
* The ability to communicate clearly in written documentation about desired functionality, technical design decisions, or application features.
* Upgraded some **Apps** from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Developed and configured **Reports, Dashboards** and Report Folders for profiles based on requirement of organization.
* Worked on integration web services features like **REST** and **SOAP APIs.**
* Updated the **APEX Controller** and Helper functions regularly making the Component Context Aware as per business requirement.
* Always wrote test methods with code coverage of 85-100%.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Deployed and debugged **Force.com** application in Eclipse development environment using **Force.com Eclipse IDE plug-in.**
* Designed various Webpages in Visualforce for customers to select a variety of services offered by the org and integrate them with the sales team.
* Implemented the Standard Set Controller and its attributes to paginate the records in Visualforce Pages.
* Developed interest plan template and automated outbound events using **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the Governor limits for various functional needs in the application.
* Experience in working with **Salesforce.com Sandbox** and production environments.
* Interacted and communicated with sales operation team, product management team and other stakeholders to gather the requirements.
* Experience working with **Scratch Orgs.**

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL, and Eclipse IDE Plug-in, Git-Hub, Feature branching, im, Code-ship, Sublime for coding, Hip-chat.

**Client: Spark Technologies, India Sep’13-Nov’14**

**Role: Java Developer**

**Responsibilities:**

* Implemented the project according to the **Software Development Life Cycle (SDLC)**.
* Implemented **JDBC** for mapping an object-oriented domain model to a traditional relational database.
* Created Stored Procedures to manipulate the database and to apply the business logic according to the user’s specifications.
* Develop web applications using **ASP.NET and MVC**
* **Develop front-end applications using JavaScript**
* Design, develop, test, support and deploy desktop, custom web, and mobile applications.
* Develop and write high quality coding that meets customer requirements.
* Developed the Generic Classes, which includes the frequently used functionality, so that it can be reusable.
* Exception Management mechanism using Exception Handling Application Blocks to handle the exceptions.
* Designed and developed user interfaces using **JSP, Java script and HTML**.
* Involved in Database design and developing SQL Queries, stored procedures on MySQL.
* Used **CVS** for maintaining the Source Code.

**Environment:** JAVA, Java Script, HTML, JDBC Drivers, Soap Web Services, UNIX, Shell scripting, SQL.

**Educational Details**

**Master of Computer Applications(2010)- Periyar university, India**

**Bachelor of Computers(2007)- Kakatiya University, India**