

vAISHNAVI DAVULURI

Certified Salesforce Lightning Developer 6175155810|Vaishnavi.d249@gmail.com

# Skills Summary

* Around **8 Years** of IT experience in all Software Development Life Cycle (SDLC) phases from requirement gathering to analysis, design, development, implementation, and enhancement of projects in **Salesforce** and **Java**. Over 5 years of experience in implementation and design of **Salesforce. com platform, Salesforce CPQ** and **Force.com** platform with proficiency in using **Java** and **Scripting languages as Salesforce Developer and Administrator**. Strong interpersonal communication, time management, process optimizations and Problem-solving skills with detail orientation in the technology arena.
* Strong experience working with **Apex classes** and **Triggers, Controllers** and **Controller Extensions, Components, Test Method** and **Application Design** and **Development** onMultitenant **Force.com platform**.
* Experience with **Sales Cloud** and **Service Cloud** Implementations with in-depth knowledge and understanding of business processes like **Campaign Management, Lead Management, Order Management, Account Management,** and **Case Management**.
* ExperiencewithModel View Controller **(MVC) architecture** and **component-based architecture.**
* Designed, developed, and deployed **Apex Classes, Controller Classes, Batch Classes, Schedule classes and Apex Triggers** for various functional needs in the application.
* Strong hands on experience in **Lightning Platform using Apex, Visualforce, and Lightning Components.**
* Extensive experience in salesforce.com **Customizations**, **Data-loading**, **Integration,** and **deployment.**
* Expertise in **Configuring, Implementing,** **Administrating** and Supporting **salesforce.com SFA** applications based on **Force.com** Platform.
* Extensive development experience with best practice implementations using **Salesforce Lightning Components**.
* Worked on new concepts of **Salesforce Lightning components, lightning action buttons** and also Salesforce Mobile Application related development activities.
* Writing **Apex batches, Schedule classes** by implementing interfaces to process large data sets
* Experience with **VisualForce** pages using Standard Controller, Custom Controller and Extension Controllers
* Developed re-usable UI Components with **the Lightning Framework** andBuilt Apps visually with **Lightning App Builder.**
* Experienced working with various **AppExchange** products and **CPQ** products like **Salesforce CPQ (formerly SteelBrick CPQ)** and **APPTUS CPQ.**
* Experience with Steel brick CPQ and DocuSign.
* Created **custom integrations** to and from **Salesforce** to other **cloud** applications including complex transformations.
* Experienced in working on **client-server framework of lightning components** enhancing better performance of apps and accelerate their development.
* Experienced in Integrating Salesforce Data with 3rd Party Systems Using **SOAP and REST API** Webservices.
* Experience as Business analyst working with **Subject Matter Experts** (SMEs) and documented them in a format that could be reviewed and understood by both business and technical teams.
* Strong experience in configuring **Chatter** (Salesforce.com) to process secured data within the company.
* Worked with Client to implement - **Salesforce DX.**
* Implemented data security/visibility rules using **Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules** across objects and sharing data to different set of roles.
* Assisted on various **CRM projects**, developing charts, dashboards, entities, fields, forms, and views to meet defined requirements.
* Deliveringservice everywhere through **Field service lightning, omni Routing, Social Customer Service.**
* Responsible for Direct Interaction and Communication with the clients, requirement gathering, analysis, work delegation, **development** and **deployment** of the software projects.
* Working with **visual studio code**, **Eclipse** with **Force.com** plug-in for sandbox backup, components **validation** and **deployment** to support development to QA, UAT and production rollouts
* Experience as web developer with a strong background working on open source technologies HTML, CSS and JavaScript.

# TECHNICAL SKILLS:

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| Salesforce Technologies | Standard objects, Workflow & Approvals, Apex Language, Apex Classes/Controllers, Apex Triggers, Lightning Components, VisualForce Pages, Data Loader, Offline Edition, Integration, migration, Reports, Dashboards, Force.com IDE, SOQL, SOSL, Custom objects, S-Controls. |
| Web Technologies | SOAP, REST, Apache 2.2, HTML, CSS, AJAX, jQuery, JavaScript, JSON, XML, WSDL, Web Services, REST |
| Programming Languages | APEX, JAVA, C, C++ |
| Databases  | MS SQL Server, Oracle |

# Education

* ***Bachelor’s in Computer Science engineering****, VIT UNIVERSITY, Vellore* ***(2009-2013)***

# Certification

* ***Salesforce.com Certified Platform Developer 1***
* ***Salesforce.com Certified Administrator***

# Experience

## Citizens Bank, Rhode Island

### Sr Salesforce Developer / Jan2020 – Till date

### **Description**: Citizens Financial Group, Inc. is one of the nation’s oldest and largest financial institutions. Headquartered in Providence, Rhode Island, Citizens offers a broad range of retail and commercial banking products and services to individuals, small businesses, middle-market companies, large corporations and institutions.

***Responsibilities:***

* Worked on resolving extremely critical Code based Tickets then and there being on Onshore.
* Created **Knowledge Articles** which can be attached to a case that has a sufficient information about the case.
* Worked on **Rest API** calls for contact management to flow into two different systems.
* Involved in working with 5 different channels of case and assigning skills.
* Automation Testing using **Eclipse IDE**, by sending REST API Calls using cucumber and **Manual testing** for UI
* Worked on Salesforce **Entitlements** and **Milestones** for **Case Escalations** and **OmniChannel** for a case assignment.
* Involved in creating **Lightning Application using lightning components and SLDS**.
* Preparing the pre-deployment and post-deployment steps well in advance of the deployments.
* Continuous Integration (CI/CD) using **Jenkins** as a part of biweekly Agile Sprints. Presentations to client before deployments.
* Working on **Sales Cloud**, i.e. Account, Account Team, contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Working on **Service Cloud** i.e. Case, Approval Processes, Milestones, OmniChannel Routing Configurations, Skill based routing, Public Groups and Queues management.
* Assigning Cases to Queues thereby to **Public Groups, Approval Escalations** configuration to Queues and handling **Approval** **responses via emails to either approve or reject the case**. **Email Message Object, Pending Service Routing Object and Capacity allocations to the Omnichannel Agents.**
* Working **with Visual Studio Code, Eclipse with Force.com plug-in for sandbox backup, components validation** and **deployment** to support development to **QA, UAT** and **Production rollouts**.
* Enhanced **communities** by adding new fields, fields set using Salesforce Lightning.
* Created Server **APEX Controller for Salesforce Lightning Experience** and added **Lightning Component to Lighting Pages and Record Pages.**
* Worked extensively with lightning **process builder flows, Connect API, Chatter and quick Action**.
* Created service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Apex Triggers** to include extra functionality and wrote **Apex Classes and Controller** to provide functionality to the Triggers.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response Rules** for automating business logic.
* Worked on **Salesforce DX** for primarily by developers, allows users to have true version control. Which allowed developers to have better control over collaboration, auditing, and disaster control
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Created **workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.**
* Created templates, **approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Experience in Lightning components and Aura Framework.
* Worked with **Steelbrick CPQ** and configured **DocuSign**.
* Strong hands on using **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Experienced in using **Data loader** to load the records on to the force.com platform**.**

***Environment****:* Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Visual studio, Custom Reports, Dashboards.

## Salesforce.com, Dallas, TX

### Sr Salesforce Developer / Juner2018-Dec2019

### **Description:** Salesforce.com is an American cloud-based software company headquartered in San Francisco, California. It provides customer relationship management service and also sells a complementary suite of enterprise applications focused on customer service, marketing automation, analytics, and application development.

**Responsibilities:**

* Developed Lightning component framework include an **out-of-the-box** set of components, **event-driven architecture**, and a framework optimized for performance.
* Involved in various stages of **Software Development Life Cycle** (SDLC) in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service cloud, Marketing cloud), Communities, Sites, and Force.com platform.
* Building of **custom lightning components** to display the list view of orders and an order detail page to handle the business logic.
* Using Community Builder create community pages for Dealers and used the SLDS for styles and apex classes for DML operations.
* Worked on custom implementations of **community builder lightning components, java script buttons, lightning compatible VF pages, lightning components.**
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend, **Visual Force pages and Salesforce Lightning Experience as user interface**.
* Configured **Sales Force Automation** (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Used **GitHub,** for code migration from Personal Sandbox to Dev and used **ANT** tool to migrate from Dev to QA
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes and Controller** to provide functionality to the visual pages.
* Created Lightning Component tabs and visual force tabs.
* Created and **Debugged Lightning Components, building with Lightning App Builder** and Visual force with the new Lightning Design System.
* Created Custom Objects and fields for transactional and contractual information.
* Worked on **customer portals and communities administration**. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. **Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Developed **complex workflows and approval processes** for automating business logic.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and **REST** based **Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Integration of Sales cloud with external information systems using **SOAP API** web services.
* Used @HTTP Get and @HTTP Post annotations for creation of **restful Web service** API.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked with admin team to create profiles and **implemented Object and field level security** to hide critical information on the profile users.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages** to develop custom business logic.
* Created Executive and other Dashboards using **wave Analytics.**
* Implemented Wave analytics and designed Wave dashboards, lenses and datasets.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.**
* Made new feature enhancements on Service cloud console view and developed some Visual force components.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning(Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

## RallyHealth, Minnesota, USA

### Salesforce Developer / Jan2017-May2018

### **Description**: Rally Health, Inc. is a consumer-centric digital health company that makes it easy for individuals to take charge of their health and collaborates with health plans, health care providers, and employers to engage consumers. The company has a leading digital health platform that delivers web and mobile solutions to help people manage their employee benefits, health and well-being, and health care needs.

### **Responsibilities:**

* Resolving various salesforce tickets based on the project Requirements.
* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, enhancements, and testing.
* Worked on creating the **Lightning Application** using **lightning component** and **SLDS**.
* Developed various **Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual force pages.**
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented **picklists**, **lookups**, **master detail relationships**, **validation and formula fields** to the custom objects, **workflow rules** and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Involved in Salesforce Development Cycle with Sales Cloud, Service Cloud and Marketing Cloud.
* Experienced on using **Salesforce CPQ** for Salesforce to configure, price and quote new deals, add-on sales and renewals
* Performed related configuration for approval rules, process builders and flows
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.

***Environment****:* Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Bit Bucket.

##  ITC Infotech, INDIA

###  Salesforce Developer / May2016-Dec2016

***Description:*** ITC Infotech is a global technology solution and services leader providing business-friendly solutions, that enable future-readiness for clients. ITC Group brings together digital expertise, strong industry specific alliances and deep domain expertise. They are focused on Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality.

***Responsibilities:***

* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension.
* Experienced in schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.

## Techyred Solutions

###  Salesforce Developer / March 2015- April2016

***Description:*** Techyred is a premium design agency that focuses on quality, innovation, & speed. They utilized technology to bring results to grow client’s businesses. Throughout the years Techyred has been able to create stunning, award winning designs in multiple verticals while allowing clients to obtain an overall better web presence.

***Responsibilities:***

* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
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* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension.
* Experienced in schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.

## Visual Soft, Hyderabad, India

###  Java Developer / Jan2013-Mar2015

### **Description:** This project aims to design the banking system module, for individual, private, business customers. It has checking account, credit card, loan, mortgage features for individual and more options like investment opportunities for business and cooperate customers.

**Responsibilities:**

* Gathered and **analyzed the requirements** and converted them into User Requirement Specifications and Functional Requirement Specifications.
* Involved in Full **Software Development Life Cycle (SDLC)**. Used **Agile Methodology** to develop the entire application.
* Designed and implemented the User Interface using **HTML, CSS, JavaScript, jQuery and SQL Server.**
* Developed Interfaces using **JSP** based on the **Users, Roles** and **Permissions**. Screen options were displayed on User permissions. This was coded using Custom Tags in JSP using Tag Libraries.
* Designed and developed database in **Oracle.**
* Worked in all the modules of the application, which involved front-end presentation logic developed using **JavaScript.**
* Developed **CSS** style sheets to give gradient effects. Developed **page layouts, navigation** and **icons.** Applied industry best practices and standards when project requirements were lagging.
* Implemented login page using **HTML, CSS, jQuery, AJAX and JSON.**
* Used **jQuery plugins** auto complete, **validation**, **drag** and **drop** and more exceptionally.
* Worked closely with **QA** team and fixed **QA bugs** as well as production issues.
* Worked on **cross browser compatibility issues** and fix the bugs pertaining to various browsers

**Environment:** Java, JSP, Oracle 8i, Servlets, Apache Tomcat, Java Beans, JDBC, Java Script, HTML and Dream weaver.