**Spandana**

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**SUMMARY:**

* Overall 7+ years of Experience in IT involving Salesforce Administration, implementation, Development, Testing and Production Support of Salesforce.com CRM, Force.com platform and related applications.
* Salesforce Certified Administartor.
* Experience in Implementation and customization of Salesforce Sales cloud, Service Cloud Applications.
* Strong Experience in design, development and customization of applications using Apex Classes, Controllers, Triggers, Visualforce pages and test cases.
* Extensively worked on design, development and implementation of asynchronous processes using Future, batch, schedulable and queueable approaches.
* Experience in design, development, testing and implementation of applications in Salesforce lighting, using Aura framework. Developed multiple custom lightning applications and components using html, JavaScript, SLDS and apex (server-side controller).
* Developed multiple lightning record pages, App pages, home pages and lightning Applications using Lightning App Builder and activated for different record types and profiles per business needs.
* Worked on migrating applications from classic to lightning and training users.
* Good understanding of Salesforce APIs such as REST API, SOAP API, Bulk API and Streaming API.
* Good experience in design and development of Rest APIs and Apex service class framework.
* Worked on multiple Integrations to consume APIs of other systems and make callouts
* Experience is setting up Service cloud features like OMNI channel, Queue routing for Inbound and Outbound customer support groups.
* Experience working with Case Management, Email-To-Case, Web-To-Case and Support Processes.Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.
* Created and executed Selenium test script suites using Selenium Web Driver.
* Extensively worked on process Automation using Validation rules, Assignment rules, Escalation rules, workflows, Process builders, Approval process and Auto-Launch Lightning flows
* Strong experience with SOQL, SOSL queries and DML operations for data manipulation on custom and standard objects such as Account, Contact, Opportunity, Case and Lead.
* Extensively worked on creating Custom Objects, custom fields (picklist, formula etc.,), page layouts, compact layouts, Tabs, record types, list views, related lists, custom settings, custom labels, static resources, email templates, email alerts etc.
* Worked on setting up of OWD (org wide defaults) for standard and custom objects and setting up of Profiles, permission sets, Roles, sharing rules, public groups, queues, company profile, Network access (IP Whitelisting).
* Good experience in creating or customizing applications to match changing business needs.
* Created and deployed Report folders, Reports (Tabular, summary and Matrix reports) and dashboards using salesforce.com platform for business leaders.
* Experience in creating the relationships/ junction objects like Master-detail, lookups, Entity Relationship data model.
* Worked closely with Java development team in Agile Environment to build and support current dashboards and portals.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.edundant array of independent disks.
* Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Lead.
* Extensively worked on data import and export activities using Import Wizard and Data Loader for insert, update and delete.
* Very good understanding and experience on deployments using change sets.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving.

**TECHNICAL SKILLS :**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages, Lightning Components, Workflow Rules & Approval Process, Process Builder, Validation Rules, Assignment Rules, Reports, Dashboards, Sharing Rules, Chatter, Dashboards, Analytic Snapshots, Custom Objects, Custom Fields, Case Management, Test Classes, Assignment Rules, Escalation Rules, Apex Web Services, Import Wizard, OMNI Channel |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production) |
| **Databases** | SOQL, SOSL |
| **Languages** | Apex,HTML,SQL, CSS, XML |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, Unix |

**WORK EXPERIENCE:**

**AIG, Houston, TX Sept 2019 to Current**

**Salesforce Developer**

**Project Summary:**

Extending the life insurance platform: Add functionality of sales staff qualification exam (Build with Visualforce pages). - Implementation for the imported car sales platform. - Implementation for the product quality control and service management platform of manufacturing company. - RFQ response and demo environment building for the product quality control and service management platform of manufacturing company.

**Responsibilities:**

* Closely worked with SalesForce.com team while implementing the solutions for the requirements.
* Developed multiple lightning record pages, App pages, home pages and lightning Applications using Lightning App Builder and activated for different record types and profiles per business needs.
* Worked on migrating applications from classic to lightning and training users.
* Worked on multiple Integration projects involving design and development of Rest APIs and Apex service class framework.
* Worked in Salesforce Service Cloud configuration and customizationand have hands-n experience .
* Handled various support issues and defects on day-to-day basis and updated JIRA
* Developed several Triggers, Apex classes and Visual force pages as part of the application development.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Salesforce customization and configuration on Lightening.
* Experience on development in Lightning Design System (LDS) and Lightning Components Development.
* Designed, Implemented the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup, Many to Many relationship and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.

**Environment:**Saleforce.complatform,Lightning Experience, Apex Language, VisualForce (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows

**CBES, Chicago, IL**

**Salesforce Developer Jan 2018 – Feb 2019**

**Project Summary:**

 Project is a typical recruitment process for engaging the persons on the basis of contract, implemented through salesforce. It use customer portal for sign-up followed by submission of detailed online form by the candidates Uploading the supporting documents. After following the pre-defined approvals and scrutiny of profile by the dealing hand candidate is called for interview. Candidates can check their status and result on the site

**Responsibilities:**

* Worked on SRS Document, analyze requirements and define solution based on Salesforce.com functionality.
* Created various Profiles, Roles, 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.
* Followed Agile Methodology and as a process attended Daily Scrum Meetings, Retrospective Meetings, Sprint Planning Sessions and Backlog Grooming Sections. Scheduling Apex jobs for processing large records.
* 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.Used Selenium IDE API to automate tests on cross browser and cross platform environment. Sound knowledge on Object Oriented Programming concept and Java Language.
* Developed business documents for Salesforce.com Custom objects.
* Used Force.com Migration tool to make deployments to different sandbox environments.
* Used Force.com Eclipse IDE for developing Apex Pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments
* Configured Custom Objects, Formula Fields, Validation Rules, Assignment Rules, Workflow
* Configured List Views, Custom Reports & Dashboard.
* Set up Data Security for the users
* Used Data Loader to Import Data from Legacy system.

**Environment**:Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Force.com API, Informatica On Demand, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Oracle 10g

**BHUG(Blood Hound Underground), Brownsburg, IN Aug 2016 –Dec 2017**

**Salesforce Developer**

**Project Summary:**

 Project is all about developing Schedulers for PCs, Mobile phones and Tablets to provide an interface to the Managers, Laborers and Field Technicians etc. with all necessary information’s and specifications to complete their jobs and keep track of their Jobs performed. The Field technicians and laborers are allotted jobs on daily basis which they need to complete, and the system helps to assign and manage the jobs with resources required by the technicians or laborers to complete the job. The system helps the techs and laborers to move from one job site to another in a systematic manner.It keeps track of their job from starting point to the point when day ends. With the help of the system they access Schedulers according to their hierarchy.

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Worked on enhancements to SFDC application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on Salesforce implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards and batch classes.
* Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of Salesforce and using Visual force Pages, Apex Triggers.
* Handy experience in database operations, system processes, and analyzing errors that occur when executing a transaction or while running unit tests, which are processed in Debug Logs.
* Written Apex Triggers and classes with code optimization taking into consideration the Governor limits as a solution in attaining the customizations requested by the business users.
* Actively participated in preparing documentation for salesforce.com customizations, enhancements done by me, for future reference.
* Actively managed in resolving issues during testing phase and deployments both in Sandbox as well as Production.
* Played an active role in supporting the release team during the deployments in staging environment and production, performed the post deployment activities in production.
* Huge data loads included millions of records- thereby involving my intense role during data migration for all the major projects in production and sandbox instances.
* Actively coordinated and participated in the meetings with the off-shore teams and in alpha review and has been one of the key point of contacts in the team.

**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**SOSIO Technologies Pvtlimited,Hyderbad, India July 2013 – March 2016**

**SalesforceAdmin/Developer**

**Project Summary:**

 Project Management system is an automated system for managing all the activities of projects. It is designed to manage and store project information that is used in application. The project is the clear identification of the work that is required to successful complete or deliver a project in time.

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
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