**MITHILA ****Email: mithilam386@gmail.com**

**Ph: 571-660-1781**

**PROFESSIONAL SUMMARY**

* Around 8 years of Overall Professional IT experience with 6 years of Extensive Salesforce experience, Involved in various stages of **Software Development Life Cycle (SDLC).**
* Configured, implemented, administrated, and maintained the **Salesforce.com** **Platform.**
* Possess comprehensive understanding on SFDC full life cycle implementation experience with **Sales Cloud**, **Service** **Cloud** and **Force.com** Platform.
* Worked extensively on **Salesforce Lightning Platform.**
* **Salesforce Lightning** Experience - Used SLDS for developing **Lightning Components**, **Actions, Events** and **Server-Side Controller.**
* Experience in modifying **Visual force** pages to be supported in **Lightning Experience** and good understanding of lightning mode and its features.
* Worked on **Validation Rules**, **Workflows**, **Approval process** & developed user interface through **Lightning Component.**
* Hands on experience in SFDC development using the **APEX classes, Triggers, Components, Reports,** **Force.com IDE,** Eclipse with **SOQL, SOSL** and **Force.com** plug-in.
* Experience developing **Custom UI** with **AJAX functionality** using Visual force pages, Visual force Tags, Attributes and Controllers.
* Experience in **Salesforce.Com CRM Integration**, **Developing** and **Deploying Custom Integration Solutions** using **REST** and **SOAP API.**
* Proficient in analyzing business requirements, **Entity Relationship diagram (ERD**) and implementing them to Salesforce objects, master-detail relationships, lookup relationships.
* Excellent understanding on **OOPS** concepts and have experience working on **Java** to **Salesforce Integration** using **WSC.**
* Experience in customizing **Sales Cloud** and **Service Cloud** applications and utilizing **Lightning** **App Exchange** packages.
* Effective employment of **Apex Data Loader,** **Import Wizard** and **Data Manipulation Language** for data migration and management in bulk.
* Expert in implementing **Security, Sharing rules, Profiles** and **Permission** sets at object, field and record level for different users at various levels of organization.
* Expertise in **Wave Analytics, Salesforce Reporting** and **Dashboards** for executives.
* Experience in deploying between the **Production and Sandboxes** by employing the Force.com **Migration Tool** and **Eclipse.**
* Strong knowledge of **Salesforce** standard data structures and familiarity with **Force.com Explorer, Force.com** **Migration** and **Force.com Excel connector.**
* Proficient in creating **Custom Objects**, **Custom Fields, Custom Tabs, Pick list, Profile Based Page Layouts,** **Custom** **Reports, Workflows, Relationships, Record types, Validation Rules.**
* Worked extensively on various salesforce.com standard objects like **Accounts, Contacts, opportunities, Products, Price** **books, Cases, Leads, Campaigns, Reports** and **Dashboards.**
* Experience with databases such as **Oracle and My SQL.**
* Proficiency in web technologies like **HTML, XML, CSS, JavaScript, WSDL, and SOAP.**
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Excellent team player with **Interpersonal, Communicational, Organizational** and **Project Management** skills.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work environment. Versatile team player with excellent analytical and presentation skills.

**CERTIFICATIONS**

* **Salesforce Certified Administrator (ADM201)**
* **Salesforce Advance Administrator (ADM 211)**
* **Salesforce Platform Developer (PD1)**

**TECHNICAL PROFICIENCY**

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| --- | --- |
| **Salesforce.com Technologies** | Apex Language, Lightning Application, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Workflow rule, Approvals, Case Management Automation. |
| **Programming Languages** | Java (J2SE, J2EE), C#.Net, PL/SQL, Perl. |
| **Business Processing** | 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. |
| **Scripting Languages** | HTML, XML, Java script, CSS. |
| **Web Services** | WSDL, SOAP/REST API |
| **Databases** | Oracle 10g, 11g, MySQL, Microsoft Access, SQL Server 2000/2005/2008. |
| **Packages** | MS Word, MS PowerPoint, MS Excel, MS Project, MS Visio, Macromedia Dreamweaver, Rational Rose, Google Drive, Eclipse IDE. |
| **ETL/Integration Tools** | Apex Data Loader, Informatica, Boomi, Cast Iron, Force.com Workbench, TIBCO. |

**PROFESSIONAL EXPERIENCE**

**DXC** **Technology, New Orleans, LA**

**Duration: July’19 - Present**

**Role: Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Interacted with various business user groups to identify gaps between business needs and standard application functionality, design and documented solutions that fill the gaps.
* Created modern **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
* Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Designed, developed and deployed **Apex Classes**, **Controller Classes**, **Extensions**, **Apex triggers** and **API integration** for various functional needs in the application using the **Eclipse IDE.**
* Designed and developed the **Custom objects, Custom tabs, Validation rules, Page layouts, Components**, **Visualforce Pages** on **Lightning Platform.**
* Worked on Jira to track daily progress and followed Agile methodology for best practice.
* Experience delivering CI/CD automation solutions in an agile software organization.
* Experienced supporting custom CPQ processes in Salesforce.
* Created integration with Apttus CPQ and CRM applications and automating processes on salesforce platform.
* Administered setting up of **Analytics Cloud- Wave Analytics** onto Business Platform.
* Worked on **Salesforce1 Mobile Administration.**
* Implemented **Pick lists, Dependent Pick lists, Lookups, Master detail relationships**, validation, and formula fields to the custom objects.
* Created **Field Level Security** along with **Page Layout** to manage the visibility and accessibility of fields for different **Profiles.**
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Worked with **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and **Opportunities** using **Data Loader** and **Import Wizard.**
* Implemented **Web to Case, Email** **to Case** functionalities to provide a better customer support to the customers.
* Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning web Component** features.
* Developed **Assignment rules**, **Escalation rules** to enable proper routing of cases to the case team members.
* Developed **Workflow Rules**, **Tasks**, **Emails** and **Alerts** to track customer related tasks and activities.
* Designed several types of **Email templates** for auto response to customers.
* Develop mockups using **Visual force pages**, **Boot strap**, **Java script** for feedback.
* Develop complex functionality using **Apex** – **Triggers, Classes, Controllers, Web Services.**
* Application framework design with respect to convenience of the end users.
* **Environment:** Salesforce.com Setup Builder, Data Loader, Apex Language, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, force.com IDE, Microsoft Office.

**Comcast, Philadelphia, PA**

**Duration: Dec’17 – June’19**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked closely with Business managers to understand the **Use Cases, Business** requirements and further converted them the technical specifications.
* Involved in analyzing the implementation gap between **Salesforce Classic** and **Salesforce Lightning.**
* Developed **Lightning Components** and **Lightning Apps** to provide better and more interactive interfaces to help with the enhancement of Sales to End users.
* Designed and developed **Lightning Community** website for Sales team using **Lightning Community Builder**, **Lightning Components**, **Lightning Events**, **HTML, CSS,** and **Lightning Controllers**.
* Implemented user interface using **JavaScript and CSS** on top of **Visualforce.**
* Worked on **Analytics Cloud.**
* Enabled **Preview Thumbnails** for all Lenses and **Dashboard** on **Wave Analytics** Wrote **Custom** **Web service** classes in **Apex** to integrate the salesforce with third party application by **REST API**, **SOAP API.**
* Customized objects, **page layouts, record types, workflows, validation rules, formula fields, reports, dashboards and chatter** as per business requirements on **Salesforce Lightning Platform.**
* Implemented **CTI** to serve both **sales** and **service** purposes for both **inbound** and **outbound calls.**
* Wrote **scheduled classes** to perform the data manipulations on nightly or weekly bases using the **batch apex.**
* Created the **APEX classes,** **custom controllers**, **controller extensions**, **Visualforce pages** and **APEX Triggers** to develop the custom functionality and meet the business requirements.
* Used **GIT** for version controlling system and used source tree as an **UI** to perform the code **push/pull operations.**
* Used **Sublime, MavensMate, GIT,** force.com migration tool and **Jenkins** combination along with script to develop code, maintain the versioning and moving code around the environments.
* Defined sharing and visibility along with **roles, profiles, sharing rules** and written apex-based sharing in few scenarios where it’s required to add sharing and team members.
* Created test scenarios on **Sandbox environment,** created packages and moved it between **Sandboxes** and **Production** environments to place final implementations.
* Installed and configured **Apex Data Loader** and involved in migrating data into Salesforce application using **Apex Data Loader** through **CSV files.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Provided **Post-Implementation support** to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Implemented **Security and Sharing rules** at object, field, and record level for different users at various levels of organization. Also created various profiles and configured the permissions based on the **Organizational Hierarchy.**
* Executed various levels of **Unit, Integration, User Acceptance** and **Operational Acceptance** testing using test cases to prove that system conform to specifications of business and quality requirements.
* Participated in weekly change **control meetings** and performed application and global impact analysis. DAP Directory integration for Salesforce.com.
* Worked on **SFDC, CRM, SFA** and **Billing Modules** (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting).

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Marketo configuration and customization, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Charles Schwab, West Lake, TX**

**Duration: June’16 – Nov’17**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Participated in requirements gather and develop data model to **suit complex business** needs.
* Closely worked with **Salesforce Consultants** while implementing the solutions for the requirements.
* Involved in Implementation of **Analytics cloud- Wave Analytics platform.**
* Customized the **Dashboards** to the track usage for productivity and performance of business centersand their sale
* Created **Wave Analytics Permission Sets** and **Assigned** them to **Users.**
* Created **Custom Objects** and defined **lookup** and **master-detail** relationships on the objects and created **junction objects** to establish connectivity among objects.
* Developed **Apex classes,** **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Developed **workflow rules** for various tasks and **Email alerts** as per the requirements.
* Developed a flex based custom application for **data validation** and check for **data discrepancies.**
* Developed and supported **Extraction, Transformation and Load process (ETL)** using **Informatica.**
* Implemented pick lists, dependent **pick lists,** and **validation formula** fields to the custom objects
* Developed **Approval process** for the application by implementing custom formulas in various stages of approval.
* Developed **Visual force pages** to enhance **User Interface** on Salesforce Platform.
* Imported data into custom objects from various sources using **Data Loader.**
* Involved with **Salesforce.com Premier Support** and handled the support cases with the help Salesforce.com support.

**Environment**: Salesforce.com, Informatica power Centre V7, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.

**Anthem, Indianapolis, IN**

**Duration: May’15 – Jan’16**

**Role: Salesforce Developer/Analyst**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of **Salesforce Administrator** in the organization.
* Worked closely with **Sales team** and **Business analysts** and performed detailed analysis of business and technical requirements and designed the solution by customizing various **Standard objects** of Salesforce (SFDC).
* Involved with **Operations Manager** and **Users** to determine business requirements, provide administrative support and design /implement solutions in **Salesforce CRM.**
* Involved in the **maintenance** of the previous versions of the product by addressing **bugs** and **client issues.**
* Responsibilities include defining **integration architecture, documenting technical requirements,** and identifying success criteria.
* Created **Profiles, Roles** based on Organization **Role hierarchy** and implemented **Record-Level** and **Field-Level** **security** and configured their sharing settings.
* Created **Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts,** **Field Updates** and **Outbound Messages** to manage the **Workflow & Approvals.**
* Responsible for enabling **Network-based security** and organization-wide list of trusted IP address.
* Worked on various salesforce standard objects like **Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes**, **Activities, Dashboards and Reports.**
* Created the **workflows** for automated **Lead Routing,** **Lead Escalation** and **Email alerts.**
* Customized **Page layouts** for **Opportunity, Contacts,** and **Accounts** depending upon user **roles, and groups.**
* Developed and configured various **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Responsible for creating **Sharing rules** among all the users in **Different Roles** and **Subordinates.**
* Responsible for creating **Queues, Workflows rules** and **Tasks** to share and automate work to the users in the **Queue.**
* Created **Unit test cases** and coordinated **change requests** to drive the business requirements during **Integration** and **Testing stages.**

**Environment**: Salesforce.com platform, Apex, Visualforce pages, Data Loader, HTML, Java Script, Eclipse IDE.

**A Square Technologies, Bangalore, India**

**Duration: Aug’12 – Dec’13**

**Role: Jr. Developer**

**Responsibilities:**

* Involved in all aspects of Software development life cycle and followed **Agile methodology** to develop project plans.
* Developed the user interface using **JSF** with client-side validation to view the individual details and implemented **jQuery AJAX** calls in JSF web pages to render the response on to UI.
* Implemented **Spring Controllers** that integrates with front-end framework. Developed DAO components by implementing **Spring DAO** and established efficient exception handling and logging using **Spring AOP.**
* Implemented Generic **DAO** using Spring **JDBC** to handle database operations on Similarly Constructed Tables.
* Developed web application using **JSF** Framework. Used **JQuery** and **JSF** validation framework for front end validations.
* Used **Jersey-Client API** for creating client classes to consume **Restful** services.
* Worked on Used Struts-Validator framework for all front-end Validations for all the form entries.
* Developing SQL queries for different database operations in DB2.
* Deploying and testing the application in **WebSphere App Server.**
* Used RAD for developing the application components.
* Participating in Code review process for peers.
* Involved Analyzing, Fixing Production, **UAT and QAT Issues.**
* Extensively Using Junit for Unit Testing.
* customized in place of **testing** built-in salesforce functionality
* Responsible to validate end-to-end test case scenarios and coordinating with QA Team.

**Environment:** J2EE, Spring, Web Services, REST, SOAP, WSDL, XML, XSD, Oracle, DB2, Web Sphere, JSF, JSTL, JQuery, Ajax, HTML, JavaScript, Linux

**Essae Digitronics, Bangalore, India**

**Duration: June’11 – Aug’12**

**Role: Business Analyst**

**Responsibilities:**

* Interacted with the client and the Technical Team for requirement gathering and translation of Business Requirements to Technical specifications.
* Performed extensive data modeling to differentiate between the OLTP and Data Warehouse data models.
* Hosted the application online using Microsoft share point excluding some functionality those were developed to use by employees only.
* Identified and documented the dependencies between the business processes.
* Documented the Use Cases and prepared the Use Case, Activity, Sequence diagrams and Logical views using MS Visio, **MS Office** and Rational Rose for a clear understanding of the requirements by the development team.
* Conducted JAD sessions and Data modeling using **UML**.
* Worked on Lotus notes for getting feedback, web-based requests and bill approval.
* Responsible in testing and analyzing data consolidation, organization, and presentation.
* Create and maintain Use Cases, visual models including activity diagrams, logical Business process models, and sequence diagrams using UML.
* Involved in preparing project plans and identifying major milestones for each stage as per the SDLC model (RUP Methodology).
* Responsible for teaching sessions for end user to tell how to use tools.