**Indu**

**Professional Summary:**

* **Around 5 Years of Experience in salesforce.com** Development and Administration on force.com platform including analysis, modeling, design, coding, and testing.
* Strong Experience working with **Apex classes**, **Triggers**, **Controllers** &**Controller Extensions**, **Components**, **Test Methods**, **Application Design** and Development on Multitenant **Force.com** platform.
* Hands on experience on **Lightening Components, Application and Events** creation using **Aura.**
* Created Aura enabled controller and implemented controller logics.
* Strong experience in implementing **lightening design systems**.
* Implemented HTML 5.0 with **Angular JS and Remote Action** methods.
* Strong Experience in Agile methodology and involved in grooming, planning, team ceremonies, program increments and scrum calls.
* Experience in using **SourceTree and Bitbucket** for deployment.
* 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 CRM integration, 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.com, Eclipse IDE**.
* Experience in working with **Jenkins** for Deployment and worked with version control tools like **GitHub** and GitLab.
* Experience in Apex coding to implement the complex business logic within **Governor Limits**.
* Developed test classes and test methods to ensure maximum code coverage in production instance.
* Experience in developing client-specific solutions on **force.com** platform using **Apex classes** and **Triggers, Visualforce, Force.com IDE, SOQL**, **SOSL.**
* Experience in integration of Salesforce.com applications with other applications with an emphasis of the **Web Services/XML**.
* Have experience working with CPQ environment.
* 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 **Visual force Pages, Record Types, Dashboards**, and Email generation according to application requirements.
* 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.
* Experience in **Sales cloud, Service cloud, Commerce cloud, Custom Cloud, Chatter** and **App Exchange** applications**.**
* Having administration experience on **CRM** applications like data exports &imports, application supports security administration, maintenance, and user &security management.
* Strong experience in **Agile** and **Waterfall** methodologies.
* Experience in Object Oriented Languages like C++, Java, J2EE, JSP and Servlets.
* Experience in web technologies like HTML, XML, CSS, and JavaScript.
* Experience with databases such as Oracle, Teradata and SQL Server.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

**Technical Skills:**

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| --- | --- |
| **CRM Tools:** | Salesforce.com |
| **Salesforce Technologies:** | Salesforce CRM, Lightening components, applications, CPQ, events, Triggers, Apex Classes/ Controllers, Visualforce Pages/Components,  S-Controls, Web Services, SOQL, SOSL, Workflow & Approvals, Jira, Jenkins, Case Management Custom Objects, Dashboards, Snapshots. |
| **Salesforce Tools:** | Force.com IDE, Bitbucket, GitHub, SourceTree, Eclipse IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector, AppExchange |
| **Languages** | Apex, C, SQL, HTML, XML, CSS |
| **Java Technologies:** | Java, Servlets, JSP, JavaScript, JSF, JPA. |
| **Databases:** | SQL Server 2008. |
| **Mobile Application Tools:** | SalesForce1, Interface Builder. |

**Education:**

**Master’s in Computer Software Engineering from Fairfield University, Connecticut.**

**Bachelor’s from Guru Nanak Institute of Technology Hyderabad, India.**

**Certifications:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**

**PROFESSIONAL EXPERIENCE:**

**Client: Aetna, A CVS company, Hartford, CT Jan 2020 – Till Date**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on converting Salesforce classic VF pages into lightning using **Lightning Components** and **Lightning App Builder**
* Worked with **Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS framework**.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements.
* Experience working with lightning components using programming models **Lightning Web Components** and original model **Aura components.**
* Solved problems using a combination of JavaScript, JSON, and JQUERY.
* Developed Reports, dashboards, and processes to continuously monitor data quality and integrity
* Strong software development skills with Java, JS, and Lightning web Components.
* Used to work on Lightning web components available for drag and drop in the Lightning Components pane in Community Builder and had to create a custom theme styles from lightning design system layout to transform the appearance and overall structure of the pages in the Customer Service.
* Worked on the Front-end UI like **HTML, XML, CSS and JavaScript.**
* Automated business procedures through server-side JavaScript.
* Experience integrating Salesforce.com with other applications via real-time, batch, sync/async.
* Provided development, implementation, and updating focusing on **Sales cloud** and **Service cloud**.
* Worked with **Jenkins** achieve CI/CD within different Salesforce orgs
* Experienced in working with version control systems like GIT and used Source code management client tools like **GitHub, Git Lab**.
* Worked on Salesforce.com **Standard Objects** such as **Accounts**, **Contacts**, **Opportunities**, **Campaigns, Cases, and Solutions.**
* Integrated external systems using **SOAP API, Rest API.** Worked with call in and callouts API’s.
* Have good understanding and knowledge of the functionality of **Web Services** for **SOAP API**.
* Have experience working with JIRA tool.
* Implemented **Case Assignment Rules** to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and **Field Level Security** for different profiles.
* Worked with integrating external systems using web services call outs.
* Wrote an **Apex Trigger** on **Contact** for cross object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
* Provided the migration strategy from SAP CRM to Salesforce Cloud CRM platform in phase wise model.
* Created orchestrations for bi-directional integration of Salesforce and SAP using Jenkins tool.
* Performed other administrative tasks such as managing **Accounts, Contacts** and **Cases**, setting **workflows** and **approval process** for approving new accounts and other business process.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Provided **Case Management** by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Experience working with **CPQ,** involved in validation of CPQ including pricing, quoting and quote templates.
* Involved in end to end testing and configuration enhancements for the CPQ.
* Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects layouts**, **Custom App**, **Field-level Security**, **Permission Sets** for client services and marketing.
* Worked in different **sandboxes** for development and testing and involved in migrating the code to production instance in installments using **Change Set**.
* 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 Inset, Update, and Import data from **Microsoft Excel** into Salesforce.com.

**Client: Subaru, Cherry hill, NJ Oct 2018 - Dec 2019**  
**Role: Salesforce Developer/Administrator**  
**Responsibilities:**

* Developed **Custom Objects**, **Custom reports** and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statistics.
* Worked on various **SFDC** standard objects like **Accounts, Contacts, Leads, Reports** and **Dashboards**.
* Implemented field level security, profiles and audit trail setup.
* Used eclipse **Force.com** toolkit for creating **Apex Classes** and **Apex Triggers** to develop **custom logic** and **objects.**
* Created the workflows for automated lead **routing**, **lead escalation**, and **alerts**.
* Provided the training to the internal business users to use the application and develop their **own custom reports.**
* Customize the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Used **Data Loader** for **Data Management in** **force.com platform**.
* Helped in designing and developing **Database migration** **scripts** and execute migration plan to load data into Salesforce from Siebel using Informatics Salesforce Integration.
* Used **SLDS and Bootstrap** for the design of Lightning components.
* Experience on **Lightning component** **framework** and worked on **Lightning app builder**.
* Involved in creating Lighting pages inside **Lightning community builder.**
* Experience working with salesforce Lighting and Lighting web components.
* Experienced in Gitlab CI and **Jenkins** for CI and for End-to-End automation for all build and CD.
* Perform administration tasks as needed, managing custom fields, integration and data clean up.
* Worked extensively with Cast Iron and **Web Services API** with force.com to migrate data from the existing system.
* Extensive experience in data migration and integration using **Data Loader**.
* In-depth experience in **CRM business** process like **Forecasting**, **Campaign Management**, **Lead Management**, **Pipeline Management,** **Order Management**, Account Management, Case Management.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships and Junction objects.
* Experience in integrating Salesforce with **ERP** applications like SAP using Informatics-On-Demand.
* Extensive experience in designing **Custom Formula Fields**, **Field dependencies**, **Validation rules**, Workflows, and Approval Process for automated alerts, Field Updates and Email generation according to application requirements.
* Proficient in Salesforce platform tools like **Validation Rules**, Workflow Rules and actions, Escalation Rules, Assignment Rules, Approval Processes, Setting Advanced Security Model, Security Settings and controls, Creating Profiles, Roles, Email Services, designing and creating complex relationships, Page Layouts.

**Environment**: Salesforce.com platform, force.com IDE, workflows and triggers, data loader, web services, custom and standard object, sharing rules, apex classes, test cases - unit testing, validation rules, formula fields, Lightning Web Component, Lightning Framework.

**Client: XT Global, Hyderabad, India May 2017 - July 2018  
Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Designed, developed and deployed **Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules** for various functional needs in the application.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes** on daily basis.
* Developed **Apex triggers, Apex classes and test classes** working around the governor limits.
* Automated business procedures through server-side JavaScript.
* Solid understanding on OO program language like Java, CSS, JavaScript, XML, XSLT, JSON.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Proficient in programming JavaScript data capture and event handling methods.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Organized email templates and inbound emails using Visual force for the clients and customers.
* Expertise in **Data Loader and workbench** to insert, update, export, export all data in CSV files.
* **Integrated the external system** like **CSP, Workbench** and making callout to them using **SOAP**.
* Managed Auto response rules if customers approached beyond the business hours.
* Worked with Standard Objects, Business Processes and Field-Level Security.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed **Backup of data** in CSV files using workbench and stored in libraries in our organization.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in **Unit Testing, for the customizations and developments** done during the project.
* Performed Data Validation and used data utilities including Data Loader and Mass Delete
* Generated sync of contacts, Email alerts, events and tasks amidst Salesforce to Outlook and vice-versa.
* Experienced on **Record Types, Validation Rules, Triggers and Page Layouts Designed workflow rules, time triggered tasks, email alerts**, filed updates to enable business logic.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse IDE and Cloud
* Designed, developed and deployed **Apex classes, Controllers, Extensions and Apex triggers in Visual force and Force.com** for various functional needs of the application.
* Worked on the Asynchronous apex called batch apex to insert and update the Offer records in Offer contact cache.
* Created a lighting community for the Users and included the custom components that are developed using the visual force pages and lighting components.
* Created Server APEX Controller for Salesforce Lightning Experience and Added **Lightning Component to Lighting Pages and Record Pages.**
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM.
* Created productive documents which will be used by rest of the team to have better understanding of the related system, Salesforce.com CRM.
* Experienced the Agile methodology participated in daily stand ups, Retrospective and Sprint Planning, grooming sessions.

**Environment:** Salesforce.com, Force.com, Data Loader, JavaScript, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Lightning, SOAP UI, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Oracle, Windows.

**Client: Data soft Technologies, India** **Jan 2016 – April 2017**  
**Role:****Java/J2EE Developer**

**Responsibilities:**

* Involved in developing the application using **Java/J2EE** platform. Implemented the Model View Control (MVC) structure using spring.
* Involved in **Analysis**, **Design**, **Coding** and testing phases of the project management.
* Responsible for maintaining, supporting, enhancing and developing the applications.
* Followed Agile Software Development with Scrum methodology.
* Implemented the Design Patterns like Session Façade, **Data Transfer Object** (DTO), Service Locator and **Data Access Object** (DAO).
* Designed **UML** diagrams like Use Case, Class and Activity diagrams based on the requirements.
* Involved in writing Controller Classes and **DAO** Classes using Spring **MVC** Framework.
* Worked on applications including GUIs using Swing classes.
* Developed code to call the **web service/ APIs** to fetch the data.
* Worked on **XML** conversions and validations.
* Coordinated with offshore team for requirement transition and providing the necessary inputs required for successful execution of the project.

**Environment:** Java, JSP 2.0, Servlets, JSON, Struts, Swings, AJAX, JavaScript 1.8, EJB 1.1, WSDL, jQuery, Hibernate, CSS, J2EE, MVC, HTML, Eclipse IDE, Windows XP