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**Neelima**

**Professional Summary:**

* Around 7years of experience in Software Development, Admin, Implementation and Maintenance using Salesforce.com, Apex, Triggers, Visual Force and Force.com Platforms.
* 5+ years of verifiable hands-on experience in developing Salesforce.com based business applications using Apex triggers, SOAP and REST based Web services, Visual Force, Salesforce.com Metadata API, Sites etc
* Excellent work experience in designing of custom objects, custom fields, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, Validation Rules, Workflow Alerts & Actions, Pick Lists, Record Types, Process builder and various other components as per the client and application requirements.
* Experience with git, the Salesforce Metadata API, sandboxes & deployment tools
* Knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex.
* Strong in SFDC Functional areas- Accounts and Contacts, Case Management, Leads, Campaigns, Opportunities, Dashboards and Reports.
* Implemented Organization Wide Defaults(OWD) settings, Security and Sharing rules at different levels.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Understanding and writing user stories for the implementation of SOSL, SOQL and WSDL.
* Working knowledge on querying salesforce.com database using SOQL and SOSL queries and governor limits.
* Technical knowledge in Lightning Components and Lightning App Builder.
* Hands on Salesforce Lightening Components design and designing compact layouts using Apex, Visual force pages, Workflows, Apex Triggers.
* Hands on experience in implementing security and sharing rules at object, field and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Experience in working for helping with implementing Financial Service Cloud
* Experience in Data Migration, Apex Classes, Apex Triggers & Web services and strong knowledge on App Exchange Application for integrating with third party.
* Good knowledge on mobile applications like Salesforce1 and Salesforce classic.
* Proficient in Data Migration from Traditional Applications to Salesforce using Data Loader Utility.
* Developed an application to create Custom Email Messages that act as templates, and support users to add attachments and inline images and rate them after each use.
* Working knowledge in generating Reports, Dashboards, Customized reports and analyzing the data in Salesforce.
* Understanding and writing user stories for the implementation of SOSL, SOQL.
* Good Experience in integration using Data Loader, Import Wizard.
* Experience with environments consisting of Object-Oriented Languages like C++, Java, J2EE, JSP, Servlets and other Java technologies.
* Experience on Java Multi-Threading, Collection, Interfaces, Synchronization, and Exception Handling.
* Excellent interpersonal skills, including the ability to coordinate and motivate team members.
* Customer Interaction, Understand the Customers’ requirements and providing them best solutions.
* Experience with Salesforce.com Web Services APIs - Force.com SOAP and REST-based Web Service APIs, the Bulk API, and the Metadata API

**Certifications:**

* **Certified Salesforce Administrator.**
* **Certified Salesforce Developer**
* **Certified Salesforce Advanced Administrator**
* **Certified platform App Builder certification**
* **Certified Sales Cloud Consultant**
* **Certified Salesforce Developer II (Exam is cleared but Trailhead is pending)**

**TECHNICAL SKILLS:**

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| Salesforce Technologies | Apex Language, Apex Trigger, Apex Triggers, SOQL, SOSL Apex Scheduler, Lightning Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visualforce (Page, Component & Controllers) and S-Control, sales cloud , service cloud, community cloud,  Financial Service clouds,  |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading , Data Loader |
| Force.com tools | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| Programming Languages | JAVA, C, C++, VB, APEX and UML |
| Java/J2EE/Web Technologies | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, jQuery, Shell Scripts and Web service |
| IDE | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |

**Work Experience:**

**Client: BE THE MATCH, MN SEP 2020 – TILL DATE**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in **SFDC**
* Developed Apex classes on Force.com platform to customize application according to functional needs.
* Designs, develops, tests and supports custom salesforce.com applications software using Apex Triggers, Visual Force or Sites pages, Web Services, Saleforce.com Metadata API etc. as appropriate using code authoring tools such as Eclipse IDE to satisfy the applications’ business requirements
* Used tools like - **Developer console, Force.com IDE and Eclipse IDE** Force.com plug-in for developing Apex classes, Visualforce pages, Triggers and creating Objects, Fields and data tools like **Data Loader** for data import and export operations.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Lightning Component Tabs and Visualforce Tabs.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Used Lightning process builder for visualizing and creating automated business processes.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class.
* Created modern **Enterprise 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
* Created Lightning Component Tabs and Visualforce Tabs
* Created reports and dashboards.
* 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
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features**

**Client: Verizon, Newark, NJ OCT2018 – August2020**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in identifying, planning, and implementing new Salesforce.com features and functions (workflow, force.com objects, reports, apex code) in response to business needs.
* Involved in creation of custom fields, field dependencies, tabs, applications, home page components.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experience using mule connectors like DB, HTTP, HTTPS, FTP, FILE, SFTP, JMS, Salesforce etc as a part of integration usage.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API
* Involved in Data Migration by using **Data loader, Workbench** and **Command Line Data Loader.**
* Good hands-on experience using mule connectors like Salesforce, File, Database, JMS, SMTP other connectors as a part of integration usage.
* Load/Manage the data using Apex **Data Loader** and **excel Connector.**
* Using **Apex Data Loader and Import Wizard** for migrating data into salesforce from external files.
* Experience in developing interfaces between Salesforce and Oracle ERP using Informatica Cloud/Mule ESB technologies.
* Implemented flows for salesforce outbound / inbound calls and business process.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners..
* Experience of common App Exchange products such as Docusign, Salesforce Extended App
* Created Lightning Component Tabs and Visualforce Tabs.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Used Lightning process builder for visualizing and creating automated business processes.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class.
* Created modern **Enterprise 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
* Created Lightning Component Tabs and Visualforce Tabs
* Created reports and dashboards.
* Thorough understanding on the Life Cycle of Development including Salesforce Deployment/Packaging effectively using Metadata API, ChangeSet
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* Used tools like - **Developer console, Force.com IDE and Eclipse IDE** Force.com plug-in for developing Apex classes, Visualforce pages, Triggers and creating Objects, Fields and data tools like **Data Loader** for data import and export operations.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Created and given permissions to applications, objects, Apex Code, IP Access, Login hours, Tabs, Customization permissions based on profiles.
* Integrated the WebServices for extracting the data from external systems.
* Developed Apex Triggers, Apex Classes and Apex pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Designed and developed Service cloud and integration.
* Worked with third party java tools to integrate with salesforce for processing the data into salesforce database.
* Involved in setup and configuration of Sales and Marketing and Case Management application.
* Configured Knowledge Base and Data categories for the Customer service representatives.
* Communicated project status and escalate issues to management. Provide feedback for improving Technical Publications procedures, standards, and methodologies.

**Environment: Saleforce.com platform, Apex Language, Visual Force (Apex classes and Apex Triggers), Salesforce.com Data Loader, Reports, Dashboards, Lightning Components and Controllers, Custom Objects, Custom Tabs, Web Services Sandbox, Eclipse IDE Plug-in, Email Service, Force.com Explorer.**

**INSIGHT INFOSOLUTIONS, Bangalore**

**Client: Boeing (Rockwell Collins), May 2017 –July 2018
Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import Wizard, Excel Connector, Dataloader.io, Workbench, Apex Data Loader utility** and ETL tools.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Developed Apex classes on Force.com platform to customize application according to functional needs.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**
* Developed Visual Force Pages to customize the view and functionality of the Knowledge Articles.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Deployed Sandbox salesforce.com application into Production using Force.com IDE.
* Expert in migrating data from various systems into Salesforce CRM using ETL tools – Informatica on Demand experience to synchronize data between Sales.com and web service endpoints.
* Used SOQL & SOSL for data manipulation needs for the application using platform database objects.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Created and given permissions to applications, objects, Apex Code, IP Access, Login hours, Tabs, Customization permissions based on profiles.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.

**Environment: Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Web Services, Pages, Data Loader, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls, Apptus, Code Migration, Eclipse, Force.com IDE.**

**KPIT Technologies, Pune May 2015 - April 2017**

**Client: General Motors (GM), MI**

**Role: Sales force Developer/Admin**

**Responsibilities:**

* Actively participated in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of Force.com sites and other enterprise applications.
* Interacted with Business team for requirement gathering throughout the planning and implementation and worked closely with Project Manager, Administrator, Business Analyst and QA team.
* Used tools like - **Developer console, Force.com IDE and Eclipse IDE** Force.com plug-in for developing Apex classes, Visualforce pages, Triggers and creating Objects, Fields and data tools like **Data Loader** for data import and export operations
* Created modern **Enterprise 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
* Created Lightning Component Tabs and Visualforce Tabs
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Cases and Activities.
* Implemented Pick lists, Dependent Pick lists, validations and formula fields to the 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 Email Templates and Mail Merging Templates and was involved in doing the mail merge for different standard and custom objects
* Used the sandbox for testing and migrated the deployment instance after testing.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Constructed junction objects and enabled various progressive fields like Validation Rules, Field Dependencies, Custom Formula Fields, Work Flows, Pick-lists, Field Updates, Email Generation and Approval Processes for automated alerts.
* Configured & Designed Adoption Dashboard to keep an overview of Created reports, Logins, and Users' performance.
* Maintained Lead and Case assignment rules, formula fields and Approval processes for our Sales Operations team.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**
* Developed cloud computing application using Force.com, Visual Force and Apex Languages.
* Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings and other inbuilt functionality.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database to run at scheduled times.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* 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.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.**

**Honeywell Technologies, Hyderabad (internship)**

**Client: Boeing, WA March 2014– April 2015**

**Role: Java developer**

**Responsibilities:**

* Administrated and monitored the company's Salesforce CRM application
* Worked closely with Business Users together requirements, analyzed and documented the functional steps
* Experienced in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports
* Experienced in working on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform
* Setup Role hierarchy and create sharing rules to limit data visibility.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Administered Salesforce setup functions for new users, roles, profiles, enforced security controls, permission settings and data access across fields, objects and at record levels, and maintained overall Salesforce configurations.
* Designed and developed the Custom Objects, Page Layouts, Custom tabs, Components based on the requirements
* Assisted in the creation of 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 for different user profiles.
* Developed S-Controls to manage sales plan call sheets within salesforce, capturing prep data and call activity.
* Created user guides for End user training
* Organized business and end user meetings for discovery, business needs gathering and gap analysis.

**Environment: Salesforce.com (SFDC, CRM Provider), Custom objects, Layout, Apex API, SOQL (Sales Force Object Query Language)**