**Anusha Bantu  **

**SFDC Developer**

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**Professional Summary:**

* **Over 4 years** of IT experience in Salesforce.com CRM Platform Hands on Experience in implementation and customization of Salesforce.com.
* Profound knowledge in using **Lightning components** and Lightning Builder for Salesforce1.
* Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions.**
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Strong knowledge in **Salesforce Customization, Workflow approvals, Data validation, Sales, Marketing, Customer Service and support Administration.**
* Strong understanding of CRM business processes for automation, Sales Cloud, Service Cloud, chatter and App-exchange.
* Experience in **development,** **administration**, **configuration**, **Implementation**, and Support of **Salesforce CRM**, and **Salesforce** applications based on **Apex** Language and leveraging **Force.com Platform** -- world’s first commercial **Software as a Service** (SAAS) application running in Cloud Computing Environment.
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for **Force.com** platform.
* Worked on developing UI components using **Visualforce Pages/Components**, **Apex Controllers**, **HTML**
* **Assisted with Release management notes and creating changesets tickets to prod and UAT and making changeset in confluence.**
* Explicitly worked on custom objects, custom fields, Pick-lists, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules.
* Experience with data migration and updates through the tool **App Exchange Data Loader** in **Salesforce.com**.
* Experience in bulk **Data mitigation** from **Excel**, **MS Outlook** and Legacy systems to **Salesforce.com** using **Apex Data Loader**, **Import Wizard**.
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for **Force.com** platform.
* Experience in working with **Agile/Scrum environment, Iterative,** Waterfall **software development methodologies.**
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Scheduler, Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Apex Web Services, Force.com Eclipse IDE Plug-in, Workflow & Approvals, Dashboards, Reports, Change sets, ANT, Analytic Snapshots, Custom Objects, Lightning components, Lightning Flows, Lightning Pages, Lightning App Builder, Apttus CPQ |
| **SFDC Tools** | Force.com Eclipse IDE, Plug-in, Force.com Explorer, Force.com Excel Connector, Force.com Platform (Sandbox and Production) Exact target, Sales cloud, Service Cloud, Marketing Cloud. |
| **Languages** | APEX, Java, JavaScript |
| **Project Management** | Agile/Scrum, Waterfall, Agile |
| **Operating Systems** | Windows, Linux, Unix |

**Professional Experience:**

**Client: Penn National Insurance, Harrisburg, PA Oct 2019 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* **Upgraded** Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud,** & **App-exchange** applications.
* Worked on **Lighting web components** (LWC).
* Developed **Apex triggers, classes to achieve** user’s desired functionality and have written the dependent test classes.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Designed and deployed Custom tabs, validation rules, and Approval Processes for automating business logic.
* Used **Marketing Cloud** Connect functionality to use the collected data across the Salesforce clouds: marketing, Sales, Service and community clouds to build one to one relationship with the customers.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created workflow rules and defined related tasks, email alerts, and field updates.

**Environment:** SFDC, Apex, Data Loader, Force.com, Lightning Web Components, Import Wizard, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, Eclipse IDE Plug-in, API, Marketing Cloud, Sandbox data loading.

**Client: Carhartt, Dearborn, MI May 2018 – Sep 2019**

**Role: SFDC Developer/Admin**

**Responsibilities:**

* Developed the Apex classes, Triggers and Visualforce pages with required UI designs.
* Involved in Salesforce.com Service Cloud development, customizing the UI, including creation of Custom objects, Page layouts, Custom tabs, Validations to suit different business users groups.
* Worked on Salesforce.com application to setup activities and customized it to match the functional needs of the organization.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Wrote Apex code to convert lead to a contact and associate the contacts with accounts.
* 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 for different user profiles based on the need in the organization.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange** applications.
* Extensively worked on integrating **REST API** using callouts framework in SFDC
* Developed **Reports** and **Dashboards** for various business users on Opportunity, Cases and Accounts.
* **Refactoring** of code to fix the existing issues in the sequence of operations on real-time.
* Worked on Agile and Scrum methodology for Salesforce custom app implementation.

**Environment**: Salesforce.com Service cloud, Apex Classes, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Workflow & Approvals, Reports, Eclipse IDE, WSDL and GitHub.

**Company: Mavin Infotech, Hyderabad, India Jan 2017 – Feb 2018**

**Role: Salesforce Admin**

**Responsibilities:**

* Created **Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.**
* Involved in setting up the **Role Hierarchy** and assigning the Users as per the role.
* **Created templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Implemented **Case Management** Automation to track and solve customer issues by creating support process, record types, assignment and escalation rules.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Administered, configured and managed **Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade** to managed app exchange packages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Packaged and Deployed customizations from **Sandbox** to other environments using **Force.com IDE**.
* Build& monitor standard analysis and reporting for **marketing campaigns.**
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in **Salesforce.com CRM.**

**Environment:** Salesforce.com, SOQL, Page Layouts, Dashboards, Extensions, Sandbox, Windows