

**Sumangala**

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**Summary:**

* **7+ years** of professional IT experience and over 4+ years of strong experience in **Salesforce.com (SFDC) as Lighting Developer and Administrator** with **3x Salesforce Certified** professional.
* Worked on projects implementation using software development methodologies like **Agile** and **Scrum** Methodologies.
* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of **Software development life cycle (SDLC)** from requirement gathering, architecture development and implementation and training the end users.
* Experience with **Salesforce Sales Cloud, Service Cloud, Community Cloud** and **Insurance for Financial Service Cloud.**
* Experience in designed entities like custom objects, creating the relationships/ junction objects like **Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Process builders, Flows &Workflow rules, triggers, Email alerts**.
* Good techno-functional skills to correlate business requirements with engineering requirements for efficient functioning of Information Systems.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers)**.
* Extensive experience in designing **validation rules, custom objects, custom fields, role-based page layouts, profile, roles, sharing rules, workflow alerts & actions, picklists, approval processes, record types, dashboards, custom tabs, custom reports,** report folders, report extractions to various formats, and email generation according to application requirements.
* Sound understanding of **SOQL and SOSL** for Querying and Searching Data for Force.com platform.
* Experienced in defining custom **formulas** and creating **validation rules** to suit the needs of the data model and ensure data quality.
* Hands-on experience with development tools like **VS Code** with Salesforce DX CLI**, and** experience in design and development of **SOAP/REST** **API** Enterprise Integrations between Salesforce and other legacy applications. Experience in deployment using **Change Sets** and **ANT.**
* Excellent function and technical Knowledge of CRM business processes like **Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting**.
* Good experience in developing salesforce **Lightning Apps**, **Lightning Record pages** and **App Page**.
* Hands on experience in building custom lightning components on the **Aura** framework and **Lightning Web Components** using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Migrating visual force pages to Lightning Components by analyzing using **Lighting Migration manager**.
* Experience with Apex API to execute flow and transaction control statements on the Force.com platform server in conjunction with **calls to the Force.com API**.
* Adept in sales analysis, **marketing & customer support** business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in performing **data migration** from legacy system to Salesforce using **Data Loader**, **Import Wizard**, **Workbench**, etc.
* experience with various app exchange applications such as **Jitterbit**, **Conga Composer**, and **Spring CM/DocuSign.**
* Experience in developing web interfaces for clients both through force.com’s Sites and standard web technologies but not limited to **HTML, CSS, XML, AJAX, jQuery, JSON and Java Script.**
* Strong knowledge database and data manipulation skills using SQL. Worked in **SQL Server** and Salesforce database structure.
* Experience in working with Asynchronous Apex like **Future, Batch, Schedule** and **Queueable**.
* Worked on **Chat bot** Implementation and **Omni-Channel**.
* Familiar with using scrum tools like Atlassian **JIRA** and **Rally**.
* Implemented **Apttus CPQ, Contact Lifecycle Management (CLM)** and **Vlocity** for various customers.
* Experience with **Salesforce** **CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash**.
* Experience with **full life cycle implementation** of business solution, including requirement gathering, prototype designing, coding, database/data mart setup, report development, testing, **UAT deployment, production and ongoing product support.**
* Very good exposure towards **Jenkins** and code versioning tools to achieve CI/CD within different Salesforce Orgs and experience in **Bitbucket**, **GitHub**, **GitLab** and Jenkins for version control and traceability usage.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**Technical Skills:**

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| **Salesforce Technologies & Integration.** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Service and Sales Cloud Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals Process, Dashboards, Custom Objects, Knowledge on MuleSoft Integration tool, Rest and Soap API. |
| **Sales force Tools** | Force.com, Eclipse IDE Plug-in, Visual Studio Code and IntelliJ IDE. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, Mac. |
| **Languages** | C, Java, Apex. |
| **Web Technologies** | HTML, CSS, JavaScript, XML, AJAX, SOAP, JSON, IONIC Framework, Apache Cordova. |
| **Database** | ORACLE SQL, MySQL. |
| **Tools** | Apex Data Loader, Eclipse, Workbench, Force.com Explorer, Mavens mate, Salesforce DX. |
| **SDLC Methodologies** | Waterfall, V-model, Agile and Scrum methodologies. |
| **Others** | Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, Bitbucket, GitHub, SVN. ANT Scripts, SFDX, Changesets, Jenkins (CI/CD), Packaging, Release Readiness checks. Salesforce CPQ, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman |

**Certifications**

* **SALESFORCE ADMINISTRATOR**
* **SALESFORCE PLATFORM APP BUILDER**
* **SALESFORCE PLATFORM DEVELOPER I**

**Professional Experience:**

**Poly, NY** **June 2018 – Till date**

**Salesforce Developer**

**Description**: **Sales Out Data Mastering, is one of the modules where all POS Bookings and shipments data is streamlined using Model N platform and stored in OBIEE system (Oracle Business intelligence Enterprise Edition). This project is intended to link orphaned POS (POS- Point of Sales) data to correct SFDC accounts.**

**The daily tasks including De-orphaning End User and Reseller data, creating new End user accounts to support de-orphaning in SFDC and Cleaning up End User account master by deduplication and parenting.**

**Responsibilities:**

* **Worked on Agile methodology, Scrum Methodology and Test-driven development.**
* **Analyzing the requirements & preparing test documentation for the same**
* **Implemented service cloud capabilities like case management for agents to work on cases and meet SLA requirements.**
* **Involved in the requirement gathering and implementing the new case process redesign and enforcing best practices like refactoring the existing code base and providing inputs.**
* **Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads and Campaigns.**
* **Organized meetings with stakeholders to provide information on progress and critical milestones of the delivery and project progress.**
* **Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales Cloud and Service Cloud.**
* **Accounts Management - Account Creation process (Heroku - SFDC integration), Account Update process, Account Delete process**
* **Contact Management - Contact Creation process, Contact Update process, Contact Delete process**
* **Opportunity Management - Opportunity Creation through Internal Sales Involvement, Opportunity Creation through Accounts, Opportunity creation through Lead Conversion, Auto Renewal Opportunity through SAP - SFDC integration.**
* **Involved in preparing and execution of Functional/Regression Test cases based on SRS/FS (Functional Specification about particular feature)/Change request Specification**
* **Developed Apex Classes and added required functionality to Visual Force Pages**
* **Wrote Apex Triggers to implement business logic on the case object.**
* **Attended daily scrum calls to update the status, priorities and roadblocks in the project**
* **Involved in Creating new custom objects and fields for Special Customers.**
* **Integrated Apex with External services by making callouts that used SOAP and WSDL.**
* **Created permission sets for the new set of users.**
* **Created the Lead Assignment rules for the leads that were created as a part of Campaign.**
* **Actively involved in testing the access to various Standard Salesforce pages and visual force pages.**
* **Preparation of Outbound Change set for the Deployment and ensuring all the pre-deployment and post-Deployment tasks are documented.**
* **Used the sandbox for testing and migrated the code to the deployment instance after testing.**
* **Proficient in working with VS Code, Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.**
* **Validating the Inbound change sets and deploying to PROD environment.**
* **Implemented Apex Triggers with SOQL queries, Test Classes and Code Coverage.**
* **Implemented field level security, profiles and system audit trail setup.**
* **Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.**
* **Used Salesforce.com, Java, jQuery, HTML, and JavaScript to deliver well designed functionality to our product teams.**
* **Implemented complex visual force pages involving several static resources, CSS files, JavaScript and jQuery.**
* **Creating Test Cases based on the Business requirement and executing the test cases.**
* **Identifying defects related to project in Salesforce sandbox and working with Developers to fix them.**
* **Verifying the workflows and field updates created in the Salesforce.**
* **Implemented integration between Java application with salesforce for printing invoice records to get the hard copies from any salesforce environment and for other needs.**
* **Implemented Java Script.**
* **Involved in design and Development of UI using HTML, JavaScript and CSS.**
* **Developed Cascading Style Sheets (CSS) for creating effects in Visualforce pages.**
* **Used Jenkins for Continuous Integration and Continuous Delivery (CI/CD) with Salesforce DX (SFDX) and Salesforce CLI.** **Working with the Git and GitHub as the version control repository to Push and Pull the requests.**
* Worked on **customizing Lightning experience to build lightning pages** for Complete patient view.
* **Utilized Salesforce Lightning Design System (SLDS) and Standard web- based technologies or custom UI needs.**
* **Upgraded some Apps from Salesforce Classic to Lightning Experience to develop the rich user interface and better interaction of pages.**
* **Developed reusable Salesforce Aura Lightning components.**
* **Developed Lightning pages/components using the AURA Component framework, Lightning Design System for both Desktop and Mobile.**
* **Experience in building Lightning Web Components and Events using Lightning based Components, Lightning UI Components.**
* **Developed Pre-Chat and Offline Support Forms using Embedded Service and Static Resources for the lightning web chat in the Service Cloud.**
* **Improved contract and renewal automation using Quote PDF generator with dynamic template and generated Revenue recognition status automatically with Salesforce CPQ.**
* **Integrated Salesforce CPQ with and CLM applications and automating processes on Salesforce Platform.**
* **Deployed application from Sandbox to Production environments using Change Set and Copado.**
* **Worked on DocuSign for digital signatures**

**Environment: Salesforce.com, Apex, LWC (Pages, Component & Controllers), Lightning (components and controllers), API integration, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Salesforce DX, Data Migration, SOQL, SOSL, AURA.**

**Union Bank, AZ**   **June 2017 - May 2018**

**Salesforce Developer**

**Description: Union Bank is an American full-service bank with 398 branches in California, Washington and Oregon which is wholly owned by**[**MUFG Bank**](https://en.wikipedia.org/wiki/MUFG_Bank)**. The bank, formerly known as Union Bank of California, N.A., has operations in California, Washington and also has commercial branches in Dallas, Houston, New York City and Chicago, as well as two international offices.**

**Responsibilities:**

* **The main responsibility to Dealing with funds transfer pricing for banks and then calculate profitability based on which we do forecasting for banks using modules of OFSAA, Hyperion Essbase and OBIEE.**
* **Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.**
* **Worked on Einstein Bots and built community portals.**
* **Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.**
* **Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.**
* **Created different workflow rules and Approvals, Email Templates to run the Assignment rules.**
* **Worked on Point and Click development.**
* **Worked on SFDC implementation related to Sales Cloud.**
* **Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application**
* **Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.**
* **Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.**
* **Developed design document for data loader-based integration.**
* **Designed, developed and deployed Apex Classes, Triggers, and packages for various functional needs in the application.**
* **Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.**
* **Designed the Custom Visualforce pages for Lead conversion, merging duplicates.**
* **Created email templates and inbound emails using Visual force for the clients and customers.**
* **Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com.**
* **Have a very good experience in performing configuration tasks using Apttus. And also have a Good knowledge of concepts in CPQ, Opportunity Management.**
* **Developed Apex batch jobs, Queueable Classes (Asynchronous Apex) to auto-archive spam cases and backed up relevant cases.**
* **Developed custom UI for Salesforce Applications using Lightning Components (AURA), SLDS, Events and used custom CSS in the components.**
* **Embedded Lightning Components in Visual force page by using new Lightning Out feature by event driven programming.**
* **Built reusable UI components and pages with the lightning component framework.**
* **Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.**
* **Built and Integrated third party Computer-Telephony Integration (CTI) systems with Salesforce Call Center.**
* **Hands on experience with the GitHub to perform the requests.**
* **Prepared test plan and test case documents for Visibility application.**
* **Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and triggers.**
* **Developed and configured various Reports for different user profiles based on the need in the organization.**
* **Used the VS Code, Force.com IDE for testing and migrated the code to the deployment instance after testing.**

**Environment: Force.com Platform, VS Code, Jira, GIT, Jenkins, Force.com IDE, Standard Objects, Custom Objects, Custom Fields, Lookup Relationship, Master-Detail Relationship, List Views, Sharing Rules, Profiles, Users, Public Groups, Permission Sets, SOQL, SOSL, Record Types, SOAP, REST, Page Layouts, Validation Rules, Reports, Dashboards, Apex Data Loader, Workflows and Approval process, data loader.**

**Cydcor, CA**  **Nov 2016-May 2017**

**Salesforce Administrator**

**Responsibilities:**

* **Collaborated with client stakeholders**, **gathered user and functional system requirements via workshops, workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.**
* **Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.**
* **Developed APEX triggers, Classes, Test methods &Visual Force pages to implement the custom functionality. Developing API, and understanding documents using REST. Permit different data format include XML using REST/SOAP.**
* **Developed apex classes to trigger approval process, having approvers dynamically in approval steps.**
* **Actively involved in documenting requirements, designed UML and use-case diagrams.**
* **Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.**
* **Modified the existing code to get data enhancements from rally to sales force.**
* **Worked with standard salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc.**
* **Created workflow rules and defined related tasks, email alerts, and field updates.**
* **Created Custom Email Templates as part of sending Alerts to users based on the business requirement. Assisted AppExchange for referring to several customized Apps.**
* **Created custom report types and dashboards.**
* **Designed Custom tabs, Approval Processes and Auto-Response Rules for automating business logic.**
* **Implemented pick lists, dependent pick lists, lookups, master detail relationships to the custom objects, implantation of Service cloud**
* **Analyzed Asset, contact data in Siebel and SFDC to ensure and maintain data quality and integrity.**
* **Migration of code to the deployment instance after testing.**
* **Worked closely with the offshore team.**
* **Created field filters, formula fields, relationships and validation rules to the custom objects.**
* **Responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done.**
* **Created and customized record types, managed Role hierarchy and Profiles.**
* **Performed the data validation to meet all test condition requirements.**
* **Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.**
* **Designed high level customized Visualforce pages using extension controllers, custom controllers and standard controllers.**

**Environment: Salesforce.com Enterprise edition, Eclipse IDE, CRM, Apex Data Loader, Apex Explorer, Apex, Visual-force, SOQL, HTML, XML, AJAX.**

**Value Labs, India**  **March 2011-Feb 2014**

**Java/Web Developer**

**Responsibilities:**

* **Developed the user interface screens using Swing for accepting various system inputs such as contractual terms, monthly data pertaining to production, inventory and transportation.**
* **Involved in designing Database Connections using JDBC.**
* **Developed user interfaces (UI) of the application using HTML, CSS and JavaScript.**
* **Developed the application using Hibernate, HTML, and JavaScript.**
* **Designed the Hibernate mapping for the application entities.**
* **Involved in design and Development of UI using HTML, JavaScript and CSS.**
* **Involved in creating tables, stored procedures in SQL for data manipulation and retrieval using SQL SERVER 2000, Database Modification using SQL, PL/SQL, Stored procedures, triggers, Views in Oracle.**
* **Developed the business components (in core Java) used for the calculation module (calculating various entitlement attributes).**
* **Involved in the logical and physical database design and implemented it by creating suitable tables, views and triggers.**
* **Used java Script front end Validations**
* **Created the related procedures and functions used by JDBC calls in the above components.**
* **Involved in fixing bugs and minor enhancements for the front-end modules.**
* **Responsible in writing interface to sourcing, inventory application and Data exchange using XML**

**Environment:** Java 6.0, HTML, XML, PHP 4.0, Oracle, SQL, PL/SQL, JDBC, java script, CSS.