**K A N W A L J O T K A U R**

CERTIFIED SALESFORCE DEVELOPER & ADMINISTRATOR

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Certified Salesforce Developer with 8+ years of experience in Salesforce.com. Extensive experience of automating complex business processes using declarative features such as workflows, approval process, dynamic approval process, sharing rules and validation rules. Experience using Salesforce.com's Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow. Experienced in Salesforce SFA, Force.com Apex Classes, Apex triggers, Integration, Visual force, Force.com API, and Salesforce.com S-Controls.

KEY SKILLS:

Salesforce Technologies Apex Classes, Triggers, Steel Bricks CPQ, Oracle Big Machine CPQ, VisualForce (Pages, Components), Controllers, Controller Extensions, Workflow & Approvals, DocuSign.

PROFESSIONAL SUMMARY:

* Over 8+ years of IT experience in Salesforce.com Administration and Development.
* Experience in Administration, Configuration, Implementation and Support of Salesforce CRM and force.com IDE.
* Experience in Administration, Configuration, Implementation, Lightning, &support experience with Salesforce platform.
* Endured in designing and developing Apex Classes, controller classes, Apex triggers and batch Apex for various functional needs in the application.
* Worked with Approval Processes, custom Tabs, custom reports, and report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, and Dashboards.
* Leading the analysis & business requirements gathering to develop detailed functional requirements, clearly stating project scope
* Expertise in salesforce.com platform by designing the required entities like custom objects, creating the relationships/junction objects like lookups, Entity Relationship data model, Roll - up summary, Pages, and Interfaces.
* Experience with Lead Management, Case Management and Customer Portal.
* Experience in creating Validation Rules, Approval Process, workflows for auto lead routing, escalation and Email Alerts.
* Experience in Salesforce.com application setup activities and customized the applications to meet the functional requirement of the organization.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experience in creating and manage workflow rules, field updates and email alerts.
* Good experience in Mass imports and exports of data using Import wizard and Data Loader.
* Good work experience on Notification services in setting up the Scheduled jobs and alerts.
* Experience in exporting the data to Excel Files and Text Files from database.
* Experience in querying Salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Good development experience with Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class Apex Web Service, Partner WSDL Enterprise WSDL, Visual Force Page, Component Controllers and S-Control.
* Preparing the application over view, run book, system documentation and user manual.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Basic knowledge of Adobe Flash, Service Cloud and Sales Cloud and Chatter.
* Experience in cloud technology and on-premise infrastructure integration for Salesforce.com.
* Experience in Unit Testing, Test Coverage and Code Review.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Knowledge and good experience on new release of lightning components. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Highly organized and dedicated with a positive attitude, capable of producing results immediately on hire.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

TECHNICAL EXPERTISE

Salesforce : Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex

Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

Salesforce Tools :  Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets,

Force.com Import, Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

Other CRM : Veeva, ServiceMax, Apptus, CPQ

Languages : Apex, Java, C, C++, SQL, SOQL, SOSL

Web Technologies : HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API

Operating Systems : Windows, Linux, Mac OS

Cloud Modules : Service Cloud, Sales Cloud, Gov Cloud

Data Services : Data warehousing and analytics, AWS, Heroku

Databases : SQL Server, My SQL, MS Access, DB2

Version control : GIT, SVM, CVS, Bitbucket

Tools : IntelliJ, Eclipse, Sublime, Vs Code

Dev Methodologies : Agile, Waterfall & Hybrid.

**PROFESSIONAL EXPERIENCE**

## Capital One, Mclean, VA. (Jan 2020 to till Date)

## Salesforce Developer / Administrator

Key Responsibilities:

* Develop, manage and maintain change management documentation to comply with IT change management processes
* Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development
* Work with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org
* Recommend, schedule, and perform software improvements and upgrades for optimal performance
* Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc. Provide hands-on, expert-level technical assistance to developers
* Works within established procedures to develop, test, implement, and maintain application software.
* Develop, maintain, create, &improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, &formulas Troubleshooting for bug fixes, enhancements, and “how-to” assistance.
* Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Proactively engage on continuous improvement efforts for app design, support, and practice development efforts. Performing hands-on software development and testing.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved some data and its functionality from Third-Party API’s and displayed within lightning component.
* Provide recommendations on how to improve our Salesforce operational platform.
* Develops work plans or reviews other work plan timelines, manages workflows to meet project timeframes
* Working with management, end-users to create, manage workflow rules, data validation, processes & flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes. Implemented field level Security, Profile, and audit trail setup.
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Work with Manager to provide scope and timelines
* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Involved in Salesforce.com app setup activities &customized the apps to match the functional needs of the organization. Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in project.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity. Collaborated with GitHub to access and share data from database.
* Created email templates and inbound emails using Visual Force for customers and clients.
* Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Performed a software build using a build system like Apache Maven or Gradle, executed a shell script using Jenkins.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Lightning Components, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

## CVS, Chicago, IL (Nov 2018 – Dec 2019)

## Salesforce Developer/ Admin

Key Responsibilities:

* Worked on the design plan to migrate existing CRM system to Salesforce in a collaborative work environment.
* Designed the Data model and business rules working closely with the business team.
* Developed Objects, Fields, Apps, Tabs, Views, Work flows, Process Builder, Validation rules, Look ups, I:M and Junction objects as per business requirement.
* Developed Apex classes and Triggers, Test classes to meet requirements which are not possible using declarative approach.
* Utilized in depth knowledge and applied best practices to avoid performance of org and improve reusability of the code modules. Scheduled Apex Batch jobs for processing large records.
* Designed and Developed REST based API, SOAP based API integrations to / from salesforce org.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity. Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Updated APEX Controller, Helper functions regularly making the Component Context Aware as per business requirement.
* Designed and Developed Visual force template for email communication automation.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* Created Maintained and Refreshed Dev, Dev Pro, Partial Copy Sandboxes and performed Post Refresh tasks.
* Automated and Retrieve Meta Data backup utilizing Force.com CLI and Import them on a timely manner.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Used Microsoft Visual Code as IDE for code development and interactive debugging.
* Designed and built reports and dashboards as per business requirements.
* Assisted users with report design & management. Work with Time Warner team to integrate online initiatives into the database. Designed &developed the security mode by creating custom profiles and permission sets.
* 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 multiple Lightning components, added CSS &Design Parameters that makes the Lightning component look and feel better. Using controllers and embedded JavaScript and HTML as needed.
* Deployed Meta data changes from Dev Sandbox to QA, and PROD sandboxes utilizing SFDX deployment tool.

Environment: Apex classes, Triggers, Visual Force (Pages, Component and Controllers), Lightning Components, Chatter, Data loader, Force.com API, WebServices, HTML, CSS, Workflow and Approvals, Reports, Custom Objects, SOQL, SOSL, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Sandbox

## Client: CloudQ, Alpharetta, GA (Sep 2016 to Oct 2018 )

# Role: Salesforce Administrator/Developer

## Key Responsibilities:

* Worked with Client to gather requirements, design and work with offshore team to map and deliver the requirements based on release.
* Prepared design documents and works with offshore to prepare Technical design documents.
* Created ORD (Object relationship diagrams) and share it with the stake holders.
* Created Workflows, Process builder and Flows as required to automate the process as per the business requirements.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Developed, configured various Reports and Report Folders for diff user profiles based on the need in the organization.
* Installed Instant Service Chat and Email from the AppExchange to let agents click to create cases from chat and email.
* Designed and developed User Interfaces for Sales Force users as per requirements.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Deployed Envox's Phone Link, a computer telephony integration solution from the AppExchange that adds screen pop and click-to-dial capabilities to Salesforce CRM.
* Used force.com IDE for developing custom applications.
* Wrote Test Plan and Test Case. Involved directly with Test Team and did bug fixing using Clear Quest.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE
* Created & Schedule Reports and Dashboards as per the business requirements.
* Reviewed code and perform Unit Tests for the code delivered by offshore.
* Created Users, Profiles, Permission Sets, Roles and OWD rules as per the business requirements.
* Created Field Dependencies, Record Types, and Page Layouts as per the business visibility rules.
* Mentored junior developer and guide them in designing Visualforce pages and Controller Classes.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Developed Test Classes for Unit Testing to make sure that all the scenarios are covered with 100% code coverage. Scheduled Apex Batch jobs for processing large records.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Designed and developed Data migration processes for the huge imports and updates in to the org.
* 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 App thereby deployed Apps from Sandbox to Production.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Implemented Data Loader for loading the data.
* Developed business documents for Salesforce.com Custom objects.

Environment: ORD, APEX, Workflows, Process builder, Dashboards, Platform unit tests, Users, Profiles, Permission Sets, Role, SOQL, SOSL, OWD, Field Dependencies, Record Types, Page Layouts, Visualforce, Lightning Components, Controller Classes, Data migration processes.

## Well Care Health Plans Inc, Tampa, FL. (Oct 2015- Aug 2016)

## Salesforce Administrator

Key Responsibilities:

* Responsible for understanding the business needs and analyse the existing system for determining the information gaps and deficiencies, as well as evolving information needs.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
* Designed and deployed the custom objects, custom tabs, validation rules, workflow rules, auto-response rules to suit the needs of the application.
* Worked on preparing Technical Design Document.
* Written Apex Triggers on Account contact and opportunity to automate business process. Worked on standard salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports. Implemented complex approval processes to ensure proper authorization.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Writing relationship SOQl queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Worked on Process builder for automating the actions such as creating and updating the custom object records. Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on different CRM platforms like Veeva, ServiceMax and closely with business partners to realize the full implementation capabilities into Salesforce CRM.
* Experienced in Customization and developing of ServiceMax components SFM (Service Flow Manager), SFW (service Flow Wizard), scheduled SFM and SFM Data validation rules.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Worked on FSL features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.
* Worked with ServiceNow agile boards for creating and servicing user stories, back logs, sprints, assigning team members, updating them as per their status.
* Worked with ServiceNow visual task boards which shows stories on different stages under team members handling them.

Environment: Jira, Visual force, Apex Classes, SOQL, Apex triggers, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Automation, Sandbox testing.SalesForce.com Platform, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, SQL Profiler, Import & Export Data, Windows 2000 Server, MS Office Suite (Word, Excel, PowerPoint, Outlook), SQL.

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## Essar Oil Ltd, Mumbai, India (July 2011 to Feb 2014)

## Salesforce Administrator

Key Responsibilities:

* Performed the roles of Salesforce.com Administrator for the organization.
* Developed various Custom Objects and Tabs.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* 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 organization's need.
* Developed UI using CSS, HTML tags and used JavaScript
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Data mapping specifying which data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Created and used Email templates in HTML.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

Environment: Salesforce.com, Apex, Visualforce, triggers, test method, workflow, and validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE.

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### EDUCATION: Bachelor’s in Computer Science 2011

**CERTIFICATION:** Certified in Salesforce Developer & Administrator.