**Mounika** 

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**SUMMARY**

Overall 7+ years of IT experience and 6+ years as a Salesforce Developer and Administrator. Focusing on analysis, design, development and rollout of applications using Salesforce.com CRM, Force.com platform. Have experience implementing applications using Sales cloud, Service cloud, Chatter and Communities. Certified in Salesforce Administrator.

* 2 years of professional experience in Lightning version of Salesforce.
* Analyzing business requirements and preparing Entity Relationship diagrams and converted them to salesforce.com using Standard/Custom objects, established objects relationships using Lookup, Master-Detail and Junction objects to implement one-to-many and many-to-many relationships, respectively.
* Proficient in dealing with functionalities related to Sales cloud & Service cloud.
* Excellent understanding of Territory Model, Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Experience in building Custom Applications that includes configuration and Custom code using APEX, Visualforce, and Lightning App Builder.
* Implemented Salesforce.com Administrative activities - Creating Users, Roles, Profiles, Record Types, Page Layouts, Search layouts, Validation rules, Communication Templates, Workflow rules, Approval process, Reports, Dashboards, Single Sign-on (SSO) and Security Controls.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Integrated Salesforce with external systems using both inbound and outbound using SOAP & REST apex web service classes.
* Worked with MVC (Model View Controller) design pattern and implemented in Salesforce customizations using sObjects, Apex controller classes and Visualforce pages.
* Use of Apex, Visualforce, Visual Workflow, JavaScript, and/or Lightning components to create unique customer-based solutions.
* Experienced using Salesforce Lightning UI. Created Components and Apps in Salesforce Lightning and Salesforce1 Mobile Experience.
* Experience in developing Salesforce CRM App Exchange Applications in Classic as well as Lightning.
* Good experience in writing SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers and batch classes and customized queries to avoid governor limits.
* Proficient in Data Migration from legacy systems to Sales Force using out of the box Apex Data Loader and Bulk API.
* Written apex batch, schedule classes by implementing Batchable and Schedulable interfaces for processing large data sets in scheduled intervals.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes.
* Good experience in implementing CRM features like Lead, Account, Contact, Opportunity, Campaign, Case management using Web-to-lead, Web-to case, Email-to-case and custom Lead conversion.
* Developed custom Reports and Dashboards, for management using Tabular, Summary, Matrix and Joined reports.
* Extensive experience in Agile Methodology of Software Development Life Cycle (SDLC), Scrum Methodology of software engineering processes.

**CERTIFICATIONS**

Certified Salesforce Administrator

**SKILLS**

Salesforce.com CRM: Apex, Visualforce, SOQL, SOSL, Apex Triggers, Apex Controllers, S-Controls, Custom Objects, Web Service (SOAP, REST), Workflows, Approval Process, Reports, Dashboards, Analytic Snapshots, Sales cloud, Service Cloud, Sites, Communities.

Tools : Force.com IDE, Eclipse IDE Plug-in, Force.com Explorer, AppExchange : Data Loader, Workbench.

Java : Java, J2EE, Servlets, JSP, JDBC

Web Technologies : Web Services, XML, HTML, CSS, JavaScript, JQuery

Language : C, C++, Java, PL/SQL

Databases : Oracle 10g/9i, SQL Server 2008, MySQL, DB2, MS Access

Servers : Apache Tomcat, WebLogic

Methodologies : Agile, Waterfall

Version Control : CVS, SVN,GIT

Operating Systems : Windows, Linux, Mac

**WORK HISTORY**

**Client: Advent Health**

**Dates: Sep 2018 to till date**

**Role:Salesforce Admin/Developer**

**Location: Orlando, FL**

**Responsibilities:**

* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Performed roles of Developer and Administrator in the organization for customization and configuration.
* Responsible in creating Users, Roles, Role hierarchies and assign specific profiles to users who for grant login access.
* Worked on integrating salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Development experience Service and Sales Cloud implementation experience using Live Agent, Omni Channel, CTI Adapters and API Integrations.
* Giving support to existing integration with third party system (SAP) by using REST API.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used GitFlow for version control and Source tree for branch management and check ins.
* Worked on trigger handler class and moved all the existing triggers to their respective classes.
* Designed and Developed wizards using visual force, JavaScript, HTML, CSS.
* Promoted and led an open, transparent, and respectful team environment with knowledge of agile and scrum to help teams on their journey to continuous improvement.
* Worked extensively in force.com sites with Customer community.
* Worked on masking of the fields through jQuery plugin.
* Performed new release evaluations with Business Owner & managed new functionality rollouts.
* Worked with NodeJS for uploading large files to client-side applications.
* Built reports and dashboards using Wave Analytics and QlikView.
* Created Customer Community to help the sellers to share their opinions, experiences, queries, and discuss ways to improve the platform.
* Enabled and Customized Self Service Portal for Contacts and Accounts. Experience with SalesforceWebservices APIs like SOAP, REST, and BULK API.
* Implemented new application based on Lightning to have compatibility of the app in Mobile, Tab and Desktop versions using Lightning App Builder.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce support communities and Chatter groups.
* Built reusable UI/UX components with Lightning component framework.
* Experience using Datasets, SAQL, Lens, Measures, dimensions, XMD, Data flows, Transformations and Wave REST API in building Wave applications.
* Integrated DocuSign with other internal applications using DocuSign SOAP and REST API.
* Created component test cases and executed those in Rally and helped Automation team during Regression testing using Selenium.
* Provided estimates using Rally on level of effort for timely project completion.
* Writing test classes for apex classes to ensure that code is working properly or not.
* Deployed the components from one instance to another instance by using Change sets and Autorabit.
* Coordinated with off shore and onshore business teams in daily stand ups.

**Environment:** Salesforce.com platform, CRM Apex Language, Sales Cloud, Visualforce (Pages, Component &Controllers), Pages, Data Loader, NodeJs, Rally, Lightning App Builder, Lightning Process builder, Wave analytics, HTML, JavaScript, jQuery, CS, Jira,Git, Bit Bucket.

**Client: CVS Health**

**Dates: July 2016 - August 2017**

**Role: Salesforce Admin/Developer**

**Location:Providence, RI**

**Responsibilities:**

* Performed roles of Developer and Administrator in the organization for customization and configuration.
* Using Force.com developer toolkit including Apex controller classes and Visualforce pages, Components to develop custom business logic.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, and metadata API.
* Implemented communities and built external pages.
* Salesforce with recursive AWS IDE Instances for Clients utilizing GitHub and Amazon for stability
* Performed steel brick CPQ related configuration for product setup, approval rules, approval matrices, process builders and flows.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Worked on Salesforce Community cloud like how to engage with employees, customers, and partners.
* Well versed with Salesforce governor limits and written apex class, triggers are within the limits.
* Created workflow rules, approval process and defined actions like Tasks, Email alerts, outbound message and Field updates.
* Customized standard features like auto-response, assignment, escalation rules on Lead and Case object.
* Customized Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Cases, Tasks and Events.
* Developed custom Objects, Fields, Dependent picklists, validation rules, Page Layouts, Search Layouts.

Configured Single Sign-On (SSO) for user authentication using SAML 2.0 and using my domains.

Prepared status reports on systems/projects; enforce application and system configuration and documentation standards to ensure that all design and integration activities and related efforts adhere to audit and compliance and security control requirements; continuously automate, simplify, and streamline processes.

Implemented service cloud, service console and configured Email-to-Case and enabled communities in cases.

Created communication templates used for Email alerts based of Text, HTML and Visualforce types.

* Customized standard features like auto-response, assignment, escalation rules on Lead and Case object.
* Written front-end validation rules using Java Script, JQuery and developed custom CSS for same look and feel across all visual force pages.

**Environment**: Saleforce.com CRM, Force.com platform, Service Cloud, Apex Classes, Triggers, Communities, Work bench, Data Loader, Jira, Git

**Client: Sacramento Municipal Utility District (SMUD)**

**Dates: August 2015– July 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Using Force.com developer toolkit including Apex controller classes and Visualforce pages, Components to develop custom business logic.
* Worked with SOQL, SOSL & relationship queries for query optimization and not to hit governor limitations.
* Created workflow rules, approval process and defined actions like Tasks, Email alerts, outbound message and Field updates.
* Customized standard features like auto-response, assignment, escalation rules on Lead and Case object.
* Customized Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Cases, Tasks and Events.
* Developed custom Objects, Fields, Validation rules, Page Layouts and Tabs.
* Prepared data mapping documents and migrated data from Siebel to Salesforce using Data Loader.

**Environment:** Saleforce.com CRM, Force.com platform, Service Cloud, Apex Classes, Visualforce pages, Controllers, Sites, Web Services, SOAP, REST, WSDL, Custom Objects, Tabs, Email Services, Workflows & Approval process, GitHub, Data loader, Work Bench, Reports, Dashboard.

**Kapil IT Solutions Pvt. Ltd, India**

**Dates: Oct 2012 - Sept 2014**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
* Worked on customization of various Salesforce.com Standard Objects like Accounts, Contacts, Campaigns, Cases, Leads, Opportunities, Products, Reports and Dashboards.
* Responsible in creating Users, Roles, Role hierarchies and assign specific profiles to users who for grant login access.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom tabs, Page layouts, Apex Classes, Visual Force Pages to suit the needs of the application.
* Developed Visual Force Pages, Apex Classes, Apex Components and Apex Triggers for various functional needs in the application.
* Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Created various HTML Email templates for sending Email notifications using Journey Builder.
* Used Data Loader for insert, update, delete and bulk import or export operations of data from Salesforce.com SObjects.
* Created custom reports according to the business user requirements and associated them with dashboards.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Used SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Used Salesforce Connect to access product information stored on an external system.
* Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Provided ongoing salesforce.com maintenance support and administration services.

**Environment**: Salesforce.com, Data Import Wizard, Apex, HTML, jQuery, JavaScript, Controllers, Workflows, Eclipse IDE, SOQL, SOSL, JavaScript, Web Services API, Apex Classes, Controllers, Visualforce pages, SOAP, REST, Workflows, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE.

**Client: CISCO,INDIA**

**Dates: May 2011 - Sept 2012**

**Role: Quality Analyst**

**Responsibilities:**

* Analyzed the functional requirements to fully understand the scope of the testing.
* Prepared test scenarios using use case documents.
* Used HP Quality Center to house all test documentation and report/track all issues and defects.
* Involved in the Acceptance testing and worked on Production Fixes.
* Prepared Test Estimations based on Solution outline document pertaining to defect or enhancement.
* Update the documents by mapping every single requirement to its associate test-script reference numbers.
* Involved in Defect logging process in Test Management System (HP Quality Center) and also in defect tracking.
* Performed Security testing by testing the authorization and authentication of users.
* Involved in Peer Reviews.
* Prepared Test Report.
* Prepared the Test Data for Data Driven Test.
* Wrote several SQL Queries to test and view the data in a database.
* Involved in Data Base Testing.

**Environment**: Windows XP, HP Quality Center, Toad, Oracle 9i