

Shilpi Dwivedi  
Phone: 9936188774,8447412036  
Email: [Shilpithediva@gmail.com](mailto:Shilpithediva@gmail.com)



## Salesforce Developer

### Professional Summary:

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- Having 3.11+ years of hands on experience in Salesforce.com Development by developing the presentation layer in Visual force and business logic in the Apex Programming by creating/using the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API.
- Have good working knowledge in querying salesforce.com database using **SOQL** & **SOSL** queries using Force.com Explorer.
- Strong experience working with **Apex classes, Triggers, Controllers and Controller Extensions**.
- Experience in implementing **SalesForce Custom objects**, Custom fields, Junction objects, Master-Detail relationships and Look-Up relationships.
- Experience in design of Dashboards, data binding and various other components as per the client and application requirements and awareness of the governor limits for a multi-tenant environment.
- Worked on **REST API integrations**.
- Involved in **Data Integration and Migration by using Force.com** data loaders, web-based import wizards.
- Personally exploring **Salesforce Lightning app** builder which enhances UI and drag and drop app building.
- Built interactive wizard-like and Custom GUI using Visualforce page and coded server-side apex scripts (Controllers, helper classes and triggers) implementing complex business rules for multiple users and profiles provided with documentation.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
- Expert in **SFDC Administrative** skills like creating Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
- Extensive experience of using declarative features like **Validation rules**, for satisfying complex business process automations
- Experience in **Salesforce Testing and Administration** spanning all facets of package software and SaaS application implementation.
- Experience in **bulk data migration** from Excel, MS outlook and Legacy Systems to Salesforce.com using Apex Data Loader, Import Wizard.
- Maintained the functional areas of **Data management, Sales forecasting, Contacts, Leads, Campaigns, Dashboards and Reports**.
- Hands on experience in designing and developing dynamic web content using HTML, XML, CSS, JavaScript and other web development technologies.
- Expertise in Server side programming/development using Java, JSP, Servlets, and XML and deploying in application servers Jboss and WebLogic.

## Technical Skills:

**CRM Tools:** Salesforce.com

**SalesForce Technologies:** SalesForce CRM, Apex, Triggers, Apex Classes/ Controllers, Visual force Pages/Components, Workflow & Approvals, Case Management Custom Objects, Dashboards, Reports, SOQL and SOSL.

**Salesforce API Tools:** Apex Explorer, Offline Edition, App Exchange, Data Loader.

**Integration Tools:** Apex Data Loader, Dell Boomi

## WORK HISTORY:

- ***DXC Technology -Salesforce Developer***  
*Noida,U.P .03/2020-Currently*
- ***Kloudrac Software Private Limited-Salesforce Developer***  
*Noida,U.P .05/2017-03/2020*

## Professional Summary (Projects):

**Kloudrac Software Private Limited**

**May 2017 – March 2020**

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**CRM Salesforce Developer**

### Responsibilities:

- Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
- Developed Apex classes, Utility classes to use them for multiple functionalities.
- **Used SOQL & SOSL** with consideration to Manage Limits for data manipulation needs of the application using platform database objects.
- Developed **different Visual Force Pages using visual force components** and configured them for great UI experience.
- Have used **Eclipse IDE and Change Set** to deploy all the classes, triggers, objects, components, pages from sandbox environment to production environment.
- **Developed various Batch Apex classes** and scheduled those using Apex Schedulable classes on hourly basis.
- Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Developed **Apex Test Classes** with assurance of **maximum code coverage**.
- Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool.
- Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- **Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows**, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Involved in authoring Business Requirement Documents (**BRD**) into System Requirement Specifications (SRS) and identifying interface and business process specifications.

- Used **Agile** methodology and interacted with different stakeholders and participated in the regular meetings.
- **Debug Apex scripts using Debug Logs** and System Log Console to catch Exceptions and execute Governors and Limits.

#### **Advanced salesforce Activities:**

- **Created Lightning Component Tabs and Visualforce Tabs.**
- **Created Visualforce pages that use the lightning components.**
- Worked on Advance salesforce **authentication salesforce1** for application authentication

#### **Integration Developer activities:**

- Work on Connecting salesforce to FTP on both ways using Boomi tool

**Environment :** Salesforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

### • ***DXC Technology***

**Mar 2020 – Till now**

#### **Salesforce Developer**

##### **Responsibilities:**

- Worked on **Unit testing**, for the customizations and developments done during the project.
- Worked on various standard objects like accounts, contacts, leads, opportunities, activities, dashboards.
- Implementation of all functionality included in Service Cloud like case management, activities, service cloud console, live agent chat.
- Involved in HP community cloud process which is sharing of its off shore process.
- Record, track and solve customer issues across sales, services and support. Includes ability to create case from an email and from web form(web to case).
- Activities in Salesforce related to cases as well as standard or custom objects.
- Service cloud console to view related records in different frames to improve agent productivity.
- Involved in maintaining both service cloud as well as community cloud.
- **Developed classes and triggers using Force.com IDE** and Developer Console.
- Implemented **field level tracking and audit trail setup.**
- Implemented Anonymous **Apex, Batch and Scheduled Apex.**
- Developed different Visual Force Pages, Triggers, Components and Controllers to suit to the needs of the application using different Visual force components.
- Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
- **Supported data migration activities** for migrating data from various business centers and business center users with the support of Salesforce.com.
- Implemented **Web-to-lead to track and solve leads from the website.**
- Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, and **S Control** to suit to application needs.
- Developed Visual Force Pages and Visual Force Custom Controllers. Proficiency in **Anonymous Apex.**
- Developed various Custom Objects, **Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
- **Followed/Participated / Conducted Code Review Sessions.**
- Created various Profiles, Roles, Page Layouts and Configured the permissions based on the organization hierarchy requirements.

- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Uploading of fresh leads, contacts, accounts, tasks, opportunities, referrals, etc. through mass update via **Informatica cloud**.
- Created detailed data mapping document for integrating various systems with Salesforce.com.
- Worked on **Live Agent** for enabling the interaction between the User and the Agent in the organization.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Developed **Apex Test Classes** with assurance of maximum code coverage.
- Customers with multiple laptops will also be generated QTC under the APTTUS application.
- Used third party tool - **File exporter** for migrating Documents, Attachments objects.
- Implemented the requirements on Salesforce.com platform and Force.com **IDE Plug-in using Eclipse**.
- **Deployed the Metadata from the Dev Sandbox to the test Sandbox with ANT migration tool.**
- Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
- Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
- **Using Java application** integrated Salesforce by using SOAP, WSDL and BULK API to retrieve data for different objects, get record count, and generate queries.
- Worked on integrating existing Salesforce with another Salesforce **using REST API** to display Object and field information.
- **Developed Java code to extract data from Salesforce objects.**
- Created stored procedure in SQL Developer, this stored procedure performs the validation against the tables and generate the log files.

#### **Integration Developer activities:**

- **Salesforce to oracle integration using REST API.**
- **Salesforce to Internal system integration using REST API**

**Environment :** Salesforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, Workbench, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, SQL Developer, SQL Plus, Microsoft SQL Server management Studio, Windows.

## **Education Detail**

MCA(Master in computer application) From MMMUT(Madan Mohan Malviya university of technology) 2014-2017