

**Priyanka**

**SALESFORCE DEVELOPER**

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**945-237-0017**

**PROFESSIONAL SUMMARY:**

* Having **8 years of Experience** in Salesforce.com on configuration, customization, integration, deployment and Data migration.
* Expertise in **Development**, **Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce CRM and Salesforce applications**.
* Expertise in **aura framework**, **Lightning Components** and **Salesforce** **Lightning** **Design System**(SLDS).
* Expertise in front end technologies like **JavaScript**, **Lightning Web Components**.
* Proficient in dealing with Industry standard functionalities related to **Sales cloud, Community cloud** & **Service cloud.**
* Experience with **Service console, customer portal, chatter, case management, knowledge base**, customer communities and service account management.
* Expertise in standard Sales force configuration that includes **Workflow rules, Page layouts, Record Types, Assignment rules, Validation rules**, etc.
* Worked with various Sales force standard objects like **Accounts, Contacts, Leads, Campaigns, Reports,** and **Dashboards**.
* Expertise in configuring **Custom Objects**, defining **Lookup** and **Master-detail** relationships on the objects and created junction objects to establish connectivity among objects.
* Excellent knowledge in creating and maintain user **Roles**, **Profiles** and implemented security settings **Object level, field-level**, and **record-level security**.
* Customized Dashboards to track usage for productivity and performance of sales teams.
* Experience in Creating **page layouts**, **Search layouts** to organize **fields**, **custom links, related lists**, and other components on a record detail.
* Configured **security and sharing rules** at object, field and record level for different users at different levels of organization.
* Used **Component events, Platform events and Application events** to enable communication between tightly coupled components and implemented **inter-component communications**.
* Involved in Developing Lightning pages using **Aura**, implemented **lightning** **Controllers**, **Lightning Aura Components** using **Lightning** **Design system** (**LDS**) for Lightning Community builder.
* Created modern Enterprise Lightning Apps combining Lightning Design System, **Lightning App Builder** and Lightning Component features.
* Built customized Lightning components replacing the existing ones, using **JavaScript** on the Clientside and Apex on the server side.
* Designed and developed various **Visual force Pages, Apex Classes, Controller classes and Extensions** for functional needs in the various applications.
* Experience in data migration using **Data Loader, Data Import Wizard**.
* Used **Email to case, Web to Case** features and created community where the customers can create, update, and manage their cases.
* Experience in querying salesforce.com database using **SOQL&SOSL** queries using Force.com Explorer.
* Created and customized UI as per the client application requirements using Visual Force pages.
* Working with different aspects of Web Services **(XML, WSDL, SOAP, and REST**).
* Experienced the Agile methodology participated in daily stand ups, Retrospective and Sprint Planning,

grooming sessions.

**Education details:**

* **MBA from CMR college of Engineering and Technology, Hyderabad 2014 to 2016.**

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Data Loader, Import Wizard ,Batch Jobs,   SOQL, SOSL, Sales and Service cloud, Community Cloud, Lightning Aura Components, Lightning Web Components(LWC), Lightning App Builder, Lightning Flows, Process Builder, CPQ, , Lightning Community Builder, Workbench. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading. |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in. |
| **Programming Languages** | JAVA, C, C++, VB, APEX, HTML, XML, CSS, Java script, Web Services and UML. |
| **Platforms** | UNIX and Windows (NT, 2000, XP). |
| **Database** | MS SQL Server 2000/7.0 and MySQL. |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in. |
| **Tools** | Eclipse, Data Loader Force.com Explorer, Change Set, Work Bench, Force.com plug-in, Force.com Excel Connector, Visual Studio, JIRA. |

**PROFESSIONAL EXPERIENCE:**

**Client: Pacific Specialty Insurance, Anaheim, CA Sep 2021 – Till date**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Created pre-chat forms for users using CSS and JavaScript. Where the customers to initiate a communication with customer service representatives can use it.
* As per business requirements, developed custom Lightning Components & Lightning Web Components used them in Lightning App Builder.
* Worked on outlook salesforce configuration set up.
* Created flows to collect information from users, execution of logic based on user inputs and to update salesforce records with the help of Visual Workflows.
* Provided daily user support in managing users, creating, and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, and installation and support of App Exchange applications.
* Worked on Sales force community cloud like how to engage with employees, customers, and partners. Used Email to case, Web to case features and created a community where the customers can create, update, and manage their cases.
* Working with various salesforce.com objects like Accounts, Contacts, Opportunities, Sales Team, Sales Team Member, Quotes and Reports.
* Responsible for enabling network-based security and organization-wide list of trusted IP address.
* 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).
* Worked with various salesforce.com objects like Accounts, contacts, Solutions and Custom Objects.
* Involved in identifying, planning new Salesforce.com features and functions like, new screens, workflow, force.com objects, and reports in response to business needs set by the supervisor.
* Worked with Data Loader and App Exchange Applications.
* Interacting with Client to gather requirements, analyze, planned and prioritized the design and implementation of Functionality.
* Implement Pros CPQ for various customers which helps business in sales efficiency, effectiveness, cost reduction, and risk mitigations by configuring complex products, pricing, generate quotes and agreements and setting up of the template for proposal/Quotes.
* Worked on various Salesforce.com Standard Objects including Accounts, Leads, Opportunity, Contacts, Reports, Dashboards, Events and Tasks.
* Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework.
* Experience in Salesforce Lightning Inspector Chrome Extension and chrome dev tools.
* Working on team building and project management skills.
* Provided the training to Business users about the system.
* Developing Apex Classes, Visual Force Pages, Workflows for various functional needs in the application and built.
* Creating Custom Buttons using JavaScript and Salesforce Standard functionality.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Apex Triggers, CPQ, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, SFDC Sandbox, Eclipse IDE Plug-in, Windows 7.

**Client: 3M, San Antonio, Texas Feb 2020 – Aug 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex triggers, API integration for various functional needs in the application using the Eclipse IDE.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Worked as enhancement developer and team member, performed the roles of SalesForce.com Developer and Administrator in the organization.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed Visual Force Pages and used standard, Custom Controllers and controller extension Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Developed Apex classes, Batch, Schedule Apex, Apex triggers.
* Pushed code to QA environment through Bitbucket and helped QA to test the changes merged to higher environment.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Designed various Components for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Developed and used JavaScript, CSS for performing validation and assigning style sheet to the visual force page and developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Involved in Integrating Big Machines-CPQ using SOAP API.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment: SaleForce.com platform, Salescloud, JavaScript, HTML, Apex, Visual Force, Apex Explorer, SOQL, SOSL, Triggers, Apex Data Loader, Custom Objects, CPQ, Custom Tabs, Security controls, Reports, VisualForce Controllers, Workflow and Approvals and Eclipse IDE.

**Western Alliance Bank, Phoenix, AZ Oct 2018 – Jan 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed Salesforce.com workflow, rules and triggers using Apex for updating Users based on location records.
* Administered Salesforce.com applications and migrated code/data from different environments
* Administered and supported CRM application for 30 users in marketing, customer service and sales.
* Implemented Salesforce.com dashboards as per business requirements.
* Developed Apex Triggers, Apex Classes and Test Methods and other queries.
* Configured users' roles, permissions and profiles as per business requirement.
* Used eclipse for development environment.
* Created and used Email templates in HTML and Visual force. Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on the security level setting in the company for all the levels.
* Used force.com connects to interact Sales force with lotus notes to insert contacts and add the emails and, also integrate the chatter with same time (a feature for messaging within lotus notes)
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Involved in production support for the application which are already existed in Production environment.
* Designed, and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* Maintained roles, profiles and user accounts.
* Involved in external data sources mapping to External Object in SalesForce.com
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Developed dynamic salesforce.com visual force pages using JavaScript, Ajax toolkit and SOQL.
* Customized page layouts for Salesforce.com standard and custom objects.
* Implemented Salesforce.com S-control for calendar and integrated with campaign management and other Sales force applications.

Environment: Force.com Platform, Salesforce Unlimited Edition, Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com, SOQL/SOSL Queries, Workflow & Approvals, VisualForcePage, Controllers, Reports, Informatica on Demand, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox data load, Email Services, Security Controls, HTML, Java Script, CSS.

**Parallon Healthcare - Nashville, TN Jun 2017 – Sep 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Implemented customer portal for case management.
* Created workflows, assignment rules and approval process.
* Analyze Business Requirement Document & Function Design and develop Technical Design & Solution.
* Providing suggestions to the development team during the development stage of product to meet the client’s business needs.
* Review and testing of the work performed by the offshore team.
* Solution implementation and post go-live support.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Interface with users, project manager, Architects to ensure that implemented solutions satisfy business requirements and are delivered in a timely manner; Document, test, implement and provide ongoing support for Salesforce.com Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features and Lightning Web Components (LWC).
* Completed data migration for Customer Support implementation for a newly acquired company which was also implementing salesforce.com to RSA salesforce.com instance.
* Created Visual Force pages, triggers, validation rules by using Apex as per Customer requirement.
* Created custom controllers implementing complex code for retrieval from Sales Force to VF pages.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Worked on enhancements of customer and partner portals, existing applications, objects, Page
* layouts, Custom tabs, Custom settings and Components to meet the business requirements

Environment: Salesforce.com Enterprise Edition, Apex, Visual Force, SOQL, SOSL, Web Services API, HTML, Java Script, SQL Server, XML, MS Office (Excel & Access).

**Client: Mroads, Hyderabad, India July 2014 – Oct 2016**

**Role: Salesforce admin**

**Responsibilities:**

* Experience working with various advanced fields like Picklists, Custom Formula Fields, Field Dependencies, Sharing Rules and Approval Processes for automated email alerts, field updates, and other workflow actions
* Strong Experience in salesforce development using Apex classes, Apex Triggers and Apex Web Services, Batch & Schedulable Apex, Visualforce pages, SOQL, SOSL.
* Have working experience in Design and Development of UI’s Using Visualforce pages, Visualforce components, Lightning Aura Components, Lightning Web Components, HTML, CSS and Bootstrap.
* Experience on Lightning App builder, Process builder & flows, Chatter and quick Action.
* Extensive experience in Process Automation using workflow, approval processes, validation rule, Process Builder and Flow Process.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Worked in designing Lightning Components, Lightning Pages and Apps based on Client Requirements.
* Worked with Force.com Service Cloud, Sales Cloud, and Marketing Cloud.
* Experience of Salesforce Web Services API like REST, Bulk & SOAP.
* Involved in deployments from Org to Org using various tools like Change Set.
* Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com Migration Tool, and Change Sets.
* Good knowledge in developing Salesforce Lightning Apps, Components, Controller, and Events.
* Worked in using data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Created Server APEX Controller for Salesforce Lightning Experience and Added Lightning Component to Lighting Pages and Record Pages.
* Supported the data migration activities for migrating the data from various business sources with the support of Sales force CRM.
* Created productive documents which will be used by rest of the team to have better understanding of the related system, Salesforce.com CRM.
* Experienced the Agile methodology participated in daily stand ups, Retrospective and Sprint Planning, grooming sessions.

Environment: Salesforce.com, Force.com, Data Loader, JavaScript, Apex Classes, Controllers, Triggers, Visual force, Sales Cloud, Service Cloud, Lightning, SOAP UI, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards.