MEGHANA MULLE

*Salesforce Lightning Developer*

#### I possess 6+years of hands-on experience as a Salesforce developer, actively engaging with real-time Salesforce projects. My dedication lies in delivering top-notch solutions through the adept utilization of Salesforce Lightning, Apex, and Lightning Web Components (LWC), with the overarching goal of propelling business growth while elevating the user experience.

**EDUCATION PROFESSIONAL EXPERIENCE**

Vidya Jyothi Institute of Technlogy

##### B.Tech EEE | JNTU (H) | 65%

Completed in 2017

Sri Gayatri Intermediate

*MPC 60% - AP Boardd of Inter*

Completed in 2013

SSC Board *73%*

#### Completed in 2011

**CONTACT**

**Persistent | Salesforce Lightning Developer**

##### May 2022 – Till Now

Key responsibilities:

Salesforce application developer, Lightning Web Component developer.

Experience in Integration (Web services/callouts – REST Apex). Sales Cloud and Service Cloud and all CRM based activities. Expertise in designing and building Lightning pages, components, and apps using the Lightning Component Framework.

Proficient in leveraging the Lightning App Builder for rapid application development.

### Sykes Business Services | Salesforce Developer

##### May 2021 - March 2022

Key responsibilities:

Salesforce Administration, Salesforce Development activities Explored various clouds on salesforce.com

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**Concentrix | Salesforce Developer**

*March 2018 - April 2021*

Key responsibilities:

Maintained CRM activities.

Core salesforce admin and developer activities

## ACHIEVEMENTS

**2023**

##### Salesforce.com Certified Administrator

Prepared reports on the above information and reported the insights.

## TOP SKILLS

#### Technical Skills Soft Skills



**2023**

##### Salesforce.com Certified Platform Developer I

Salesforce Sales Cloud & Service Cloud Lightning Web Components, Aura F/W Integration (REST & SOAP API)

Apex Programming Visualforce Page Deployments (CICD)

Observation Decision Making Communication Multi-tasking

# Technical Skill Set:

**Salesforce Development:** Apex, Visualforce, Lightning (AURA & LWC), SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities.

**Salesforce Administration:** Profiles and Permission Sets, Security and Sharing, Data Management, Workflows and Process Builders, Reports and Dashboards, Salesforce Connect.

**Integrated Technologies:** Salesforce Sales Cloud, Salesforce Service Cloud.

**Programming Languages:** Apex, JavaScript, HTML, CSS, SOQL

**Tools:** Visual Studio Code, Salesforce DX, JIRA, Confluence.

# Professional Summary:

Hands on experience in developing Lightning Experience, Lightning component framework. Experience in Sales, Service Cloud, Domain & site.

Experience in SFDC customizations like Apex Class, Apex triggers, Batch Apex jobs, Visualforce. Experience in Integration (Web services/callouts – REST Apex).

I performed technical support to customers on Salesforce products, including troubleshooting and debugging complex technical issues.

Collaborate with cross-functional teams to investigate and resolve customer issues in a timely and efficient manner.

Create and maintain technical documentation for internal and external use.

Identify and report product defects to development teams and track resolution progress. Participate in on-call rotation to provide after-hours support for critical customer issues. Mentor junior team members on technical and customer service skills

**Projects:**

###### Client Name: AbbVie

**Application Name: AbbVie One PRM-SOW1-ST1\_2\_Platform Duration: May 2022 - Sept 2023**

**Domain:** Health Cloud | Claims Unit

**Environment:** Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

**Description:** The Salesforce Health Cloud is a customer relationship management (CRM) solution that focuses on care management, patient experience, and a user-friendly system design, Patient classification by condition, drug type, age, or any other criteria. This is how the Salesforce Health Cloud can deliver beneficial and rich insights. It may even be assessed how patients engage in treatments and therapies, Providing the live Injection Tanning by using the VRA.

As a developer in the team, I involved in development of Claims section & Platform Stabilization Module.

###### Responsibilities:

Development Activities: Developing and implementing custom applications and solutions on the Salesforce platform using Apex, Visualforce, and Lightning Web Components (LWC).

Provide technical support: Respond to inquiries and resolve technical issues related to Salesforce products and services, including custom code and integrations.

Troubleshoot and debug: Troubleshoot issues with Apex, Visualforce, Lightning, SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities, Salesforce Mobile App, and other Salesforce technologies. Debug code to identify and resolve issues.

Collaborate with cross-functional teams: Work with other teams, including developers, QA, product, and customer success, to identify and resolve technical issues and improve the customer experience.

Create and maintain technical documentation: Create and maintain technical documentation, including knowledge base articles, FAQs, and troubleshooting guides.

Identify and report product defects: Identify and report product defects to the development teams and track the resolution progress to ensure timely resolution.

Participate in on-call rotation: Participate in on-call rotation to provide after-hours support for critical customer issues. Keep up-to-date with Salesforce products and services: Stay current with Salesforce products and services by attending training sessions, reading documentation, and participating in internal knowledge-sharing sessions.

Participate in customer engagements: Participate in customer engagements, such as technical calls or demos, to help resolve issues or answer technical questions.

**Client Name: Forcepoint - USA Application Name: Forcepoint Duration:** Nov 2021 - July 2022 **Domain:** Sales Activities

**Environment:** Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

**Description:** Forcepoint is the global cyber security leader for user and data protection. Forcepoint's behavior-based solutions adapt to risk in real-time and are deliverer through a converged security platform that protects network users and cloud access, prevents confidential data from leaving the corporate network, and eliminates breaches caused by insiders.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

###### Responsibilities:

Development Activities: Developing and implementing custom applications and solutions on the Salesforce platform using Apex, Visualforce, and Lightning AURA Components.

Identify and report product defects: Identify and report product defects to the development teams and track the resolution progress to ensure timely resolution.

Participate in on-call rotation: Participate in on-call rotation to provide after-hours support for critical customer issues. Keep up-to-date with Salesforce products and services: Stay current with Salesforce products and services by attending training sessions, reading documentation, and participating in internal knowledge-sharing sessions.

Participate in customer engagements: Participate in customer engagements, such as technical calls or demos, to help resolve issues or answer technical questions.

###### Client Name: Nabors Industries, Inc Application Name: Nabors - USA Duration: July 2022 - Dec 2022 Domain: Sales Activity

**Environment:** Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

**Description:** Nabors Industries Limited is an American global oil and gas drilling contractor that has operated since 1972. Based in Houston, Texas, Nabors owns the largest land drilling fleet in the world with approximately 400 rigs in more than 20 countries.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

###### Responsibilities:

Actively involved in end-to-end flow of "Quote to Cash Module" and development of functionalities and automations in Sales cloud Discussed and analyzed the requirements with business team and converted them into detailed technical requirement documents and provided them with solutions.

Worked on code enhancements in Visualforce pages and Apex classes based on the business requirements. Worked on lightning record pages and dynamic layouts to enhance the user experience.

Created validation rules, custom formula fields on various objects and worked on workflows, process builders, visualforce email templates, workflow email alerts and custom permissions.

Implemented various automations like Flows, Approval process setup and sharing rules as per the client needs. Designed and maintained different environments for Development and QA. Good Experience of working in agile methodology.

###### Client Name: Visby Medical - California Application Name: Visby Medicals Duration: Spet 2020 - Oct 2021

**Domain:** Health Care

**Environment:** Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

**Description:** Description: The aim of this project is to design a Fast-track salesforce automation, customer service and business process integrations to various systems for Visby Medical to market launch their FDA-approved Covid-19 PCR testing device, offering a complete end-to-end lifecycle solution from Enabling sales & support processes to support the launch of Visby’s COVID PCR test kit |Personal PCR in your palm.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

###### Responsibilities:

Implemented Lightning Components as per the business requirement.

Developed Validation Rules on various Objects and also worked on workflows and process builders based on the requirement.

Created Custom Objects, Custom Tabs, Custom Fields and Customized Standard objects. Implemented various automations like Approval process and Flows.

Implemented apex classes, triggers and custom settings as per the client needs.

Have experience in testing all the implemented functionalities and prepared a test case documents. Developed Test classes and maintained the proper code coverage to deploy into the production.

Designed and maintained different environments for Development, QA and UAT.

Worked on Data Migration tools Data loader to import data into various objects in Salesforce.