Shailee Gala  

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**PROFESSIONAL SUMMARY:**

* 7+ Years of overall professional IT experience & 7 Years in Salesforce.com CRM.
* Experience on **Sales cloud**, **Service** **Cloud**, **Financial** **Cloud**, **Marketing Cloud** **Communities**.
* Experience in creating custom Objects, custom Fields, custom Tabs, custom Reports, Pick-list, role-based Page Layouts, Workflow Alerts and Actions, Validation Rules, Approval Processes, Assignment rules, Process builder, report folders, report extractions to various formats, Snapshots, Dashboards, Email generation per application requirements.
* Highly experienced in Salesforce Development using **APEX, VisualForce, Aura Components, Java script,** and **Triggers**, along with the process of Integration utilizing Web services of both **SOAP and REST APIs.**
* Customized existing **Visualforce** to align with **Salesforce** new **Lightning** **UI** experience.
* Adequate hands on experience using **Apex Data Loader**, **Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc**.
* Experience in data migration from **Excel, MS outlook, legacy systems** using Data Loader and **Informatica Data Loader**.
* Experience in Salesforce reporting, dashboards, Metadata, Metadata API, Sales cloud and Service Cloud.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments.

**TECHNICAL SKILLS:**

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| Force.com |  Apex Classes, Apex Triggers, SOQL, SOSL, VisualForce (Pages, Components & Controllers), Lightning (Components, Apps, Events). |
| Language | Java, .Net, Apex |
| Web  | HTML, XML, CSS, JQuery, Bootstrap, JavaScript, WSDL, SOAP/REST API, SQL |

**Education:**

Bachelor’s in Information Technology (University of Mumbai, INDIA)

Master’s in Computer Science (University of Texas at Arlington, USA)

**Certifications:**

Salesforce Certified Platform Developer - I

Salesforce Certified Platform Developer – II

Salesforce Certified Administrator

**PROFESSIONAL EXPERIENCE:**

**Client: Xerox, Webster, NY Feb 2018 – Current**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for requirements analysis, design and prepared Technical Design Document.
* Handled production cases on different business lines and deployed them in production.
* Written complex relationship SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data from standard and custom objects.

Developed Apex Custom, Extension Controller classes, Triggers, Visualforce pages in the application for customizing Lead Conversion, Campaign, Opportunity and Custom objects.

* Worked on XML/JSON Parsing and mapping the XML/JSON string into the object entities for Integration.
* Involved in integrating Salesforce with external systems by making HTTP callouts.
* Written Apex test classes and achieved 90% of the organization code coverage by writing test utility methods.
* Designed, developed and customized custom objects, entity-relationship data model using Lookup, Master-Detail and Junction Object.
* Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System
* Created and customized Reports and Dashboards on Custom and Standard objects for different channels in the Organization
* Deployed components across Sandbox and Production instances using Force.com migration tool, Jenkins

**Environment**: Saleforce.com CRM, Force.com Platform, Apex Classes, Controllers (Custom and Extension), Visualforce Pages, Components, REST, HTML, CSS, JavaScript, jQuery, Workflows, Approvals, Apex Data Loader, Lightning, Eclipse IDE Plug-in, Jenkins.

**Client: Freedom Mortgage, Moorestown, NJ Aug 2017 – Jan 2018**

**Role: Salesforce Consultant**

**Responsibilities:**

* Worked with IT Project Managers, Business Analysts, and Senior Software Developers to evaluate project requirements
* Designed and implemented the business requirements as part of agile methodology and updated the business team on the status of sprint user stories in weekly stand-up meetings.
* Implemented and maintained Salesforce Service Cloud Sales Cloud and Financial Cloud.
* Designed the lightning Pages using the standard components and Lightning App Builder.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features
* Developed Apex classes, controller, extension controllers and triggers in applications for business/functional requirements.
* Developed Visualforce pages and associated Apex classes to allow customers login and submit their service requests.
* Developed Workflow rules and triggers using Apex for updating Users based on Location records.
* Worked with Dynamic Apex to access S-Objects & field describe information, execute dynamic SOQL, SOSL & DML queries.
* Used REST APIs for integration between Salesforce and on-premise systems. Integrated applications using Web services by consuming the WSDL files for extracting the data from the external systems.
* Imported data into objects using Data loader, workbench.

**Environment:** Salesforce.com platform, Sales/Service Cloud, Apex Language, Visualforce Pages, SOSL, SOQL, REST & SOAP API, Agile methodologies, Salesforce Lightning Components, Workbench, Eclipse IDE Plug in.

**Client: Tech Mahindra, India Jan 2014 - Jun 2017**

**Role: Salesforce Consultant**

**Responsibilities:**

* Participated in requirements grooming sessions with business users, developers, responsible for the administration and ongoing support of the application in cooperation with the business and areas of IT.
* Strong implementation and rollout experience with Sales cloud, Service cloud, Marketing cloud, Communities, Sites, and Force.com platform.
* Delivered KT to the client team on Salesforce chatter, queues, groups, service cloud and other technical knowledge they need to do for their day-to-day job on Salesforce.com
* Worked on Lightning components, Event registration, handlers for performing logic in the actions
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Scripted and performed tests in System Integration Testing and User Acceptance Testing.
* Written apex unit test classes for code coverage of apex classes to promote code to production.
* Created Apex Custom and Extension controller classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL Queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Deployed Salesforce components from sandbox to production using Change Set and Eclipse force.com IDE.
* Generated WSDL and worked with REST, SOAP web services.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Marketing Cloud, Apex, Visualforce (pages, Component and Controllers) pages, HTML, Java Script, CSS, Eclipse IDE Plug-in, Salesforce lightning, Salesforce 1, Custom objects, Custom tabs, SOQL & SOSL, Agile/Scrum, Chatter, REST & SOAP API.