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**Swetha R**

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**Summary:**

* **7 years** of overall experience in **IT** with **6+ years** of extensive experience in **Salesforce.com Development** and **Administration**, **6 months** of experience as **UI Developer**.
	+ 1+ years of experience on **Lightning Platform** and good experience on working with standard modules of Salesforce like **Sales Cloud, Service Cloud, Communities, Sites**.
	+ Proficient in creating **Lightning applications, combining Lightning design system, Lightning App builder** and Lightning component features.
	+ Experience in working with **custom lightning components** for the lighting user interface.
	+ Having sound Knowledge and Hands on working with **AppExchange applications** for integrating with third party apps.
	+ Very good knowledge on **Apex development** in creating **custom Objects, Fields, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and **controller Extensions.**
	+ Excelled in operating with numerous Salesforce.com **standard objects** like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports** and **Dashboards.**
	+ Experience in **Creating page layouts**, **search layouts** to organize fields and related lists.
	+ Experience in implementing the **Many-to-many, Hierarchical, Look-Up and Master-Detail** relationships.
	+ Experience in designing **junction objects** and implemented various **advanced fields** like **Picklist, Controller/dependent picklist, Custom Formula Fields, Field Dependencies, Relationships, Validation Rules, Work Flows, sharing rules and Approval Processes for Automated alerts, field updates, and Email generation** according to application requirements.
	+ Experience on working with **Visualforce pages, Visual flow** and **Custom Objects** using Apex Programming on Force.com Platform.
	+ Following best practices in maintaining quality code coverage with Salesforce **Governor Limits** and **patterns.**
	+ Experience in building **Custom Applications** that includes **administration, configuration, implementing** and support experience with Salesforce.com platform.
	+ Excellent understanding of **Org hierarchy, Roles, Profiles, object level security, field level security, record level security** and **sharing rules.**
	+ Experienced on working with **Salesforce.com sandbox** and **production environments**, also with Eclipse IDE Force.com Plug-in environments.
	+ Experienced in integration of Salesforce.com with external applications by using **Web Services API, Metadata API, SOAP API, REST API, and IBM web sphere.**
	+ Good experience in designing **Front-end using Dynamic Visual force pages, Components, HTML5, CSS 3, JavaScript, jQuery, Bootstrap, Media Queries.**
	+ Expertise with tools like **Apex Data Loader, Eclipse IDE, and Force.com IDE**.
	+ Worked with **SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com** and **Web services API**.
	+ Experienced in **JAVA/J2EE technologies, Oracle and SQL**.
	+ Experience in a wide range of languages and technologies such as **AJAX, HTML5, CSS3, JavaScript, XML, and SOAP.**
	+ Experience in **integration** of Salesforce with ETL.
	+ Used Force.com platform for developing feature-rich and user-friendly Visual Force pages for enhancing SFDC UI.
	+ Ability to fulfil deadlines and handle pressure in coordinating multiple tasks during a work/project environment
	+ Versatile team player with glorious **analytical** and **presentation skills**.
	+ **Strong understanding of fundamental business processes**, **excellent Communication and interpersonal skills** with the ability to work well in a dynamic team environment.

**EDUCATIONAL DETAILS:**

* Bachelor of Technology from JNTUH, India.

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I.
* Salesforce Certified Admin 201.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Force.com, Web Services API, Lightning, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Salesforce Tools** | Force.com, Eclipse, Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Workbench, Force.com Platform (Sandbox and Production), SFDX, Salesforce CLI, Visual Studio Code, VS code Apex Replay Debugger, Lightning Inspector, Lightning Linter, Sand box testing, Change Sets, ANT. |
| **Languages** | Apex, C, C++, Java, OOPS, SQL, Python. |
| **Databases** | MS Access, Oracle Applications, SQL Server, MySQL. |
| **Web Technologies** | HTML, XML, DHTML, HTML-5, XHTML, CSS, jQuery, Bootstrap. |
| **Web Services** | SOAP, RESTful web services, WSDL. |
| **Scripting** | JavaScript, JSON, AJAX. |
| **Operating Systems** | Windows NT, 2000, XP Pro, Windows 7, Windows Server 2000, 2003, Linux, Mac. |
| **Version Control** | GitHub, Bitbucket, Tortoise SVN. |
| **Other Tools** | Eclipse, Visual Studio, Sublime, share point. |

**Professional Experience:**

**Client: Anthem**  **Location: Norfolk, VA**

**Role: Salesforce Lightning Developer Duration:** **Mar 2018 to Present**

**Project**: This project involves migrating existing functionalities from the Salesforce Classic interface to lightning interface which gives a better user experience. Created various Lightning components, Lightning pages and worked on Salesforce1 platform and SKUID.

**Responsibilities:**

* Involved in discussions with all team members to provide the best solution for **migrating Salesforce Classic to Salesforce Lightning.**
* Analysing the Scenarios for switching between Salesforce classic and the Lightning Experience.
* Skilled in understanding and implementing the new **Salesforce Lightning Experience.**
* Used **lightning Process Builder** to overcome complex workflows which easily automates the business process in a new visual presentation.
* **Integrated Salesforce.com** with Desk.com to implement a tight ticketing system for multiple users.
* Worked in developing various **Apex classes, components, and Visual Force.**
* Experience in working with **Eclipse IDE with Force.com Plug-in environment** for writing Business logic in Apex.
* Implemented **Salesforce Lightning Components** for a small set of users within the organization.
* Worked on translating several **Visual Force pages to the lightning framework.**
* Involved in **Developing Lightening pages** using **Lightening App builder, implemented lightening Controllers, Components using Aura, Lightening Design system (LDS)**.
* Implemented lightning in developing the pages in Salesforce to add the plant information.
* Implemented **lightning components** to access in a **mobile application.**
* Designed personalized email content using **Adobe Creative Suite, HTML, and CSS3, AMP script in Content Builder.**
* 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.
* Responsible for writing **SOQL & SOSL queries** with consideration to **Governor Limits** for data manipulation needs of the application using **platform database** objects.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes**.
* Created **Custom objects, Page layouts, Custom Visualforce tabs and Components**.
* Hands on experience on **Writing apex REST web service classes** for inbound calls to Salesforce.
* Integrating **REST API web services** to extract data from internal applications.
* **Handled SOAP /Restful Web services** consumption for fetching content from the **Internal Web server**
* Developed different **Visualforce Pages** to suit the needs of the application using different **Visualforce components.**
* Consistently learns the ins and outs of **Salesforce Exact Target** and its capabilities to stay competitive in the **email marketing space**, including but not limited to
* Manage **all** **CM tools (JIRA, Jenkins, ANT, GitHub, and Visual Studio)** and their usage/process ensuring traceability, repeatability, quality, and support.
* **Worked on Jira for project management** and **issue tracking and Bit Bucket as a code repository.**
* Involved in **Data mapping and the migration** of data from legacy systems to Salesforce.com Objects and fields.
* Performed **Bulk Data Migration** from Applications to Salesforce using **Import Wizard, Excel Connector, Data loader, Workbench, Apex Data Loader utility, and ETL tools.**
* Work with **User Interaction and User Experience** teams to create **wireframes, user flows, site maps and schematic user** interfaces.
* Used the **sandbox for testing** and **migrated the code to the deployment** instance after testing.
* **Designed and configured journeys** using activities within the **Journey Builder** and launched in the production after thorough testing.

**Environment**: Salesforce CRM, Force.com, Apex Language, Visualforce, Custom Component, Aura, SLDS, Lightning Component, Service Cloud, Custom Controllers, SOAP API, RESTful web services, Workflow & Approvals, Custom Objects &Tabs, Page Layouts, Email Services, Security Controls, HTML, Journey builder, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, JIRA, Jenkins, ANT, GitHub, and Visual Studio, Bit Bucket, Source tree Workbench.

**Client: Nationwide Location: Des Moines, IA**

**Role: Salesforce Developer Duration: Jun 2017 to Feb 2018**

**Project:** The project at Deutsche Bank involved providing support to existing Salesforce implementation in handling new account creation and as well as make changes to requests for handling existing accounts in the bank application.

**Responsibilities:**

* + Worked on **analysing, estimating complexity, story pointing** and implementing the user stories.
	+ Interacted with various business team members to Gather detailed business requirements, use cases, translate technical specifications into product requirements.
	+ Analysing the **user stories and breaking** in to the tasks for Apheresis and infusion modules.
	+ Technical Knowledge about **Salesforce lightning schema builder, process Builder, App Builder, Components, and lightning connect**.
	+ Implemented the **customized functionalities using Apex, Visualforce, and Apex triggers.**
	+ Create and setup the communities for the Partner users using **Standard and Custom Lightning components** with the **Salesforce lightning design system (SLDS)** styles.
	+ Implemented the **code coverage** and **deployment process** using change sets.
	+ Worked on tasks including **Design Module & Implementation, Mapping the Requirements, assessing and mapping Business Processes and Documentation**
	+ Worked on **Customizing the Modules, Testing/ Integration** with other modules & platforms.
	+ Integrating **REST API web service** to extract data from internal applications and displayed in the UI.
	+ Handled **SOAP /Restful Web services** consumption for fetching content from the Internal Web server
	+ Done the **bulk data base operations** using the Apex Data Loader.
	+ Worked on the **weekly deployments** using change set for defect fixes.
	+ Implemented some **validation rules and workflows** to perform the condition checks and email to users.
	+ Using the **configuration** part provided the additional features to diff users by applying the **permission set**. **Implemented** knowledge management through **batch job and scheduled jobs.**
	+ Done the complete setup of a **sandbox environment** and fixed the defects for **post release.**

**Environment:** Salesforce.com platform, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, REST API , SOAP API , Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**Client: PowerSchool Location: Allentown, PA**

**Role: Salesforce Developer Duration: Jan 2016 to Jun 2017**

**Project:** The project involved developing financial modules with four sub applications, individual premium coupon, deposit log, bank transfer, and pre-authorized checking, facilitating entire, premium payment process.

**Responsibilities:**

* + Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
	+ Used **field level security** along with page layout to manage the **visibility and accessibility** of fields for different profiles.
	+ Worked on various Salesforce.com **standard objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.**
	+ Developed Visualforce Pages to include **extra functionality** and **wrote Apex Classes** to provide functionality to the visual pages.
	+ Designed, Developed & deployed various **APEX Classes, Triggers, Test methods, Visualforce pages & also various Schedule, Batch and Future based Apex classes** to implement the custom functionality.
	+ Developed **triggers** which added automatic templates to fire to the respective users.
	+ Involved in deploying the **AppExchange applications** and **integrating with third party applications**.
	+ Wrote triggers to **process incoming service e-mail requests** from customers to automatically create new case records.
	+ Imported data from excel sheets in to **Leads, Accounts, Contacts, and Opportunities** using **Data Loader and Import Wizard**.
	+ Implemented **Web to Case, Email to Case functionalities** to provide better customer support to the customers.
	+ Implemented and **Consumed Knowledge Base Dashboards & Reports AppExchange** for providing Reports and Dashboards that monitors the Knowledge Base.
	+ Involved in **data mapping and migration** of data from legacy systems to Salesforce.com Objects and fields.
	+ Involved in **migrating the data** from Oracle database to Salesforce application using **Apex Data Loader**.
	+ Wrote **SOQL and SOSL statements** within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
	+ Implemented **SFDC Sales Cloud, Service Cloud, Web Services, Created Group, Deal Rooms provisioning, and marketing teams.**
	+ Used the **Java Ant for testing** and **migrated the code to the deployment instance** after testing.
	+ Designed various **types Email templates** for auto response to customers.
	+ Developed **several custom reports** to better assist managers and report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, SOSL, SOQL, Sales Cloud, Service Cloud, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

**Client: HP Location: Bangalore, India**

**Role: Salesforce Developer Duration: June 2014 to Jul 2015**

**Project:** The client's business needed a Customer Resource Management System to be built on the Salesforce platform with business-specific customizations. We developed functionalities like form generation, marketing automation, social networking service functions, database marketing functions.

**Responsibilities:**

* Performed the roles of **Salesforce.com Developer and Admin** in the organization.
* Developed and configured various **Reports and Report Folders** for different user profiles based on the need in the organization.
* Designed, developed and deployed the **Custom objects, Entity-Relationship data model, Formulas, Custom tabs, Components, Roles, Public Groups, Permission Sets, Custom Settings, and Labels** to suit to the needs of the application.
* Created **Custom Objects and fields for transactional and contractual information.**
* Worked on **Validation Rules, Workflows, and Approval Processes, Page Layouts, Sharing rules, Profiles, Creating Roles.**
* Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
* Designed and developed **Visual Force pages** based on the business requirements.
* Defined **Lookup and master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
* Worked on **XML Parsing** and **mapping the XML string** into the object entities.
* Developed various **Apex classes, Controller classes** and **Apex Triggers** for various functional needs in the application.
* Created **email templates and inbound emails** using Visual Force for clients and customers.
* Created and maintained the **documentation for Design, Migration, and Integration**.
* Involved in **deploying applications** from **Sandbox to Production**.
* Worked on different portals like **Self Service Portal**, **Partner Portal,** and **Customer Portal**.
* Used **Data loader** for all data **adding, updating, and deleting, exporting data**.
* **Load/Manage** the data using **Apex Data Loader and excel Connector**.
* Using **Apex Data Loader and Import Wizard** for migrating records to sources and loaded data into Call Center application and for cleaning of data.

**Environment:** Saleforce.com platform, Force.com API, Apex, Visual force, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual force, SalesForce.com Data Loader, Security Controls, HTML, XML, CSS, Sandbox, Dashboards.

**Client: Integrated Business Sys Location: Hyderabad, India**

**Role: UI Developer (Internship) Duration: Jan 2013 to June 2014**

**Project:** As a UI Developer, I contributed in assisting my team by developing Web-based application and managed in development of Account registration page, Account summary/overview, Login page and Using Bootstrap components like carousel and card for displaying products.

**Responsibilities:**

* Designed an application that will display listings of service sites and the services they offer
concurrently with their locations displayed on an interactive map using **Google Maps API.**
* Implemented custom advance filters to narrow down the search.
* Designed the application to be responsive across mobile and web browsers.
* Worked in an Agile (Scrum) Development team to deliver regular updates to the business team and product owners.
* Focused on Cross-browser feature of pages
* Implemented tests on Chrome, Firefox, IE with Chrome Developer Tools and Firebug.
* Performed unit testing and integration testing before delivering the build to the QA team.

**Environment:** HTML5, CSS3, Angular js, Bootstrap, Google Maps API and jQuery