**Name: SURAKSHA K**

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**PROFESSIONAL SUMMARY:**

* Around 8+ years of IT experience in the **Salesforce.com CRM** Platform both as Administrator and Developer.
* Designed Custom Formula Fields**, Validation Rules**, **Work Flows**, and **Approval Processes** for automated alerts, **field updates, and Email generation** on standard objects and custom objects according to application requirements.
* Good knowledge on Apex development in creating custom Objects**,** custom Tabs, **Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and **Controller Extensions**
* Developed **Visualforce pages**, **Visualflow** and **Custom Objects** using Apex Programming on Force.com Platform.
* Experienced in building Custom Applications that includes **administration, configuration, implementing and support experience with Salesforce.com platform.**
* **Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security** and **sharing rules.**
* Experienced working with salesforce.com **sandbox and production environments, also with Eclipse IDE Force.com** Plug-in environments. Developed UI containing angular/JQuery in Salesforce.
* Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Einstein Analytics, Work Flows, sharing rules, Approval Processes and SFCC (Salesforce Cloud Commerce) for automated alerts, field updates, and Email generation according to application requirements.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata **API, SOAP**, and **IBM** web sphere.
* Good experience in designing Front-end using Dynamic Visual force pages , Components, **HTML5, CSS 3, JavaScript , JQuery, Bootstrap,** Media Queries
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, **Cases, Leads, Campaigns, Forecasts, Reports** and Dashboards.
* Experience 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 wide range of languages and technologies such **JSP/JSF, AJAX, Spring MVC Framework, HTML5, CSS3, JavaScript, XML, and SOAP**.
* Experience in integration of Salesforce with **ETL**.
* Used Force.com platform for developing feature-rich and user-friendly VisualForce pages for enhancing **SFDC UI**.
* Strong Database **(RDBMS) development** experience in writing queries, functions, stored procedures, triggers, and views in **Oracle**, **SQL**, **PL/SQL** and **MS Access**.
* Experience with Adobe Flash, **Service Cloud**, **Sales Cloud**, **Lightning and Chatter.**
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Force.com Web Services API, 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. |
| **Operating Systems** | Windows 98/2000/XP/2003/vista/2007. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript. |
| **Languages** | C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**EDUCATION:**

Bachelors of Engineering from Rajiv Gandhi Proudyogiki Vishwavidyalaya, INDIA.

**PROFESSIONAL EXPERIENCE:**

**Anthem, Los Angeles, CA Apr’18 to Till Date**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Designed, developed, and delivered a web portal that allows the Salesreps to create accounts and key in orders.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Analyzed complex business requirements and developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controllers to provide functionality to the Visual pages.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Designed and developed Ticketing application to handle production support incidents and bugs. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on lightning for creating custom pages for lookup screens on Salesforce.
* Analyzed Visualforce pages and made changes to work efficiently in both classic and lightning mode.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Worked on customer portals and communities administration.
* Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created and deployed several reports using Salesforce.com platform.
* Created Visualforce pages for custom login and configuration of communities.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Created users and limited their access based on their profile and organizational role. Used shared settings, object level security, field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Designed presentation pages using Visualforce and customizing/extending standard page layouts to meet the requirement.
* Worked extensively on Accounts, Contacts, Tasks, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Used SOQL and SOSL for querying the objects.
* Designed and developed Service cloud and integration
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Integrated the SOAP/REST API based Web Services and Informatica on Demand for extracting the data from external systems.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Prepared user’s documentation and functional prototypes.
* Worked closely with the client and the offsite team; coordinated activities between them for effective implementation of the project.

**Environment:** Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Sales Cloud, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, JQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL, Cast Iron, Windows XP.

**Wells Fargo, San Francisco, CA Nov’16 to Mar’18**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Worked on configuring standard Salesforce Chatter and also customizing it by including custom logics on chatter objects using triggers and Classes and VF Pages.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community
* Had a review over Community Comments and also manages the community managed programs.
* Worked on salesforce community to publish, update and approve content. Salesforce Chatter feed company to Collaborate directly with experts. Employees will be able to post, share and get feedback from the customers.
* Worked on collaboration of current technology, the value of a strong Community - be it self-service, partner channel sales, Internal & External collaboration between employees or the most effective way to engage a customer's customers.
* Supported the data migration activities for migrating the data with the support of Salesforce.com.
* Created various Record Types Support Processes Assignment Rules Public Groups Queues Custom Settings Sites Time-Based Workflows etc.
* Used complex SOQL Queries in the Codes and also in the tools like Data Loader to Extract Insert or Update vast data millions of records from/into custom objects Standard objects.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Designed System Configuration Enhancements Dashboards Reporting Page Layouts Sharing Rules Role Hierarchy etc.
* Responsible for my Project deployments for all the releases and for Post deployment Testing.
* Developed Documentation of all the Projects those I worked on and maintained them in SharePoint.
* Created, managed packages and migrated them between Sandboxes and Production environments for final implementation.
* Worked on migrating components using Force.com Change sets, workbench from DEV to QA, UAT and production instances.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Responsible for guiding QA UAT teams for testing the assigned Projects for all the releases both in Sandbox and Production Orgs.
* Well maintained Test Code Coverage Unit Testing for all the codes in the system following the Salesforce limits.
* Worked in developing various lightning components Tabs & Visualforce, events and lightning applications.
* Developed Lightning components and having experience on Aura frame work.
* Implemented Change Sets Deployment. Developed Test classes and increased the code coverage.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visual force(Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, Java Script, Eclipse, Apex Triggers, Workbench, Perforce, REST API, SOAP, WSDL, Windows.

**Comerica Bank, Auburn Hills, MI**  **Feb’15 to Oct’16**

**Salesforce Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* manage the Commercial Solutions Consulting team for the SalesForce Marketing Cloud
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Distributed version control system that makes it easy for you to collaborate with your team using GitHub, Salesforce Cloud Commerce(SFCC) , Worked with Trello Ticket handling system
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Integrated Salesforce with external Master data using SOAP and REST API
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Worked on Sales cloud, marketing cloud and Service cloud.
* Provided the training to Business users about the system.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Lightning, Chatter**,** Visual Force Pages, Controllers, Service Cloud Console, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, **SOAP, REST,** Eclipse IDE, WSDL, Windows.

**CTS, India May’13 to Dec’14**

**Salesforce Administrator**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization
* Responsible for setting up web services integrations
* Agile Development Methodology was followed for the implementation
* Implemented Inside sales telephonic plug-in application implementation
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC)
* Implemented Apex Data loader “Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity.
* Designed various WebPages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application
* Served as Subject Matter Expert for solution architecture that included configuration, development, integration and customization of complex environments.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com SObjects Used it to read, extract, and load data from comma separated values (CSV) files
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
* **Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment and worked with SVN.**

**Environment:** Apex Language, Java Script, Visual Force, Eclipse IDE, SVN, Data Loader, HTML, JSON, S-Controls, Email Services.

**Reliance, India Jun’12 to Apr’13**

**Java Developer**

**Responsibilities:**

* Played an active role in the team by interacting with welfare business analyst/program specialists and converted business requirements into system requirements.
* Developed analysis level documentation such as Use Case, Business Domain Model, Activity & Sequence and Class Diagrams.
* Conducted Design reviews and Technical reviews with other project statehood Implemented Services using Core Java.
* Developed and deployed UI layer logics of sites using JSP.
* Struts (MVC) is used for implementation of business model logic.
* Worked with Struts MVC objects like Action Servlets, Controllers, and Validators, Web Application Context, Handler Mapping, Message Resource Bundles and JNDI for look-up for J2EE components.
* Developed dynamic JSP pages with Struts.
* Used built-in/custom Interceptors and Validators of Struts.
* Developed the XML data object to generate the PDF documents and other reports.
* Used Hibernate, DAO, and JDBC for data retrieval and medications from database.
* Developed JUnit Test cases for Unit Test cases and as well as System and User test scenarios
* Involved in Unit Testing, User Acceptance Testing and Bug Fixing.
* Implemented mid-tier business services to integrate UI requests to DAO layer commands.

**Environment:** HTML 4.x, CSS2.x, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse, Sub Version**.**