**Chandrika A**

Certified Senior Salesforce Developer/Admin

* **Experience Summary**
* **Around 14 years** of experience in Information Technology with large scale and complex **application** development that includes **8 years**’ experience in **Salesforce.com CRM Platform** and **6** years of experience with C++ and JAVA Technologies.
* Experience in full Software Development Life Cycle (**SDLC**) like requirement gathering, design, development, implementation, testing, releasing, support, maintenance and enhancement
* Experience in **Administration, Configuration, Implementation** and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging **Force.com** Platform world’s first commercial **Software as a Service (SAAS)** application running in Cloud Computing Environments.
* Hands on experience in implementing security and **sharing rules** at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Implemented various advanced fields like **Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Experience in designing various Webpages in **Visualforce** for capturing various customer enquiries and implementing logic for migrating cases to different queues based on the type of customer enquiry.
* Worked on **Lightning components**, **Lightning Process builder flows**, **Connect API**, **Chatter** and **quick Action**.
* Experience in designing and developing **Apex Classes**, **Controller Classes**, extensions and **Apex Triggers** for various functional needs in the application.
* Experience working with **Force.com IDE, Data Loader, Apex Explorer** and **Salesforce.com Sandbox** environments
* Extensive work experience using Force.com **Web services API** for implementing web services in the application for access to data from different users.
* Excellent work experience in designing of custom objects, custom fields,role based page layouts, **custom Tabs**, **custom reports**, report folders, report extractions to various formats, design of Visualforce Pages, **Snapshots**, **Dashboards**, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in **Apex**.
* Having very good knowledge in Unit Testing, Test Coverage and Code Review.
* Strong in **Object-Oriented Design (OOD)**, **STL**, **data structures** and **Server Side Development, SOA using C++/UNIX.**
* Proven experience with version control tools such as SVN, CVS, git and ClearCase.
* Experience in writing **stored procedures**, **functions, triggers, DDL, DML SQL queries**.
* Good self-starter, ability to work independently with good time management skills to multi-task across multiple projects, product releases and ability to quickly adapt environment
* **Technical Skills**
* **Salesforce Technologies:** Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, AJAX, Workflow Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.
* **Salesforce Tools:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production).
* **Programming Languages:** APEX, C++, SQL, PL/SQL, XML, perl, SQL,
* **Databases:** Oracle 10g/9i/8x, MySql, SQL Server
* **Development Libraries:** STL, Boost C++ Library, QuantLib C++, Rogue Wave SourcePro C++
* **Version Control Systems:** SVN, CVS, GIt, Rational ClearCase, Visual Source Safe
* **Compilers:** gcc/g++, CC/cc, Turbo C/C++.
* **Web Technologies:** JAVA, HTML, JSP, JDBC, Java Script, XML, apache Tomcat 4.0/5.0/6.0
* **Operating Systems:** Sun Solaris 10/5.9, HP-UX, Red-Hat Linux, Windows, Mac OS X.
* **Development Tools:** gdb, dbx, CRT 4.0, Rational Rose, putty, Exceed, make, TOAD, Eclipse, XML Spy, tortoise svn, Cygwin.
* **Certification**
* Salesforce Administrator 201
* Platform Developer 1
* Platform Developer II
* Platform App Builder
* **Education**
* Bachelor of Engineering in Computer Science and Engineering from Satyabhama Engineering College, Chennai.

**Professional Work Experience**

**Client: Workday, Pleasanton, CA. Feb`20 – Till Date**

Workday, Inc. is an American on‑demand financial management and human capital management software vendor.

It sells subscriptions to its services rather than selling the software outright and the revenue is recognized over the life of multiyear agreements.

**Responsibilities: Senior Salesforce Developer**

* Designing and developing solutions that best utilize the Salesforce platform per the business requirements
* Participating in technical design sessions, develop technical solution documentation that align with business objectives
* Develop, test, and document custom development, integrations, and data migration elements of a Salesforce.com implementation
* Participating in code reviews for ongoing projects to ensure the highest code quality and appropriate design patterns are being utilized
* Working on Workday Services enhancements on different modules
* Working on Support Enhancements for cases.
* Coordinating Offshore Team.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, VScode, Force.com, Controllers, SOAP Util,

Data Loader, Workflows, REST Apex API, HTTP, SOQL, Triggers, Custom Objects, Custom Tabs, SOQLXplorer, DBVisualizer.FLOSUM

**Client: Atlassian, Mountain View, CA. Jan`19 – Dec`19**

Atlassian Corporation Plc is an [enterprise software](https://en.wikipedia.org/wiki/Enterprise_software) company that develops products for [software developers](https://en.wikipedia.org/wiki/Software_developers), [project managers](https://en.wikipedia.org/wiki/Project_manager), and content management. It is best known for its issue tracking application, [Jira](https://en.wikipedia.org/wiki/Jira_(software)), and its team collaboration and [wiki](https://en.wikipedia.org/wiki/Wiki) product, [Confluence](https://en.wikipedia.org/wiki/Confluence_(software)).

**Responsibilities: Senior Salesforce Developer**

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* Participating in technical design sessions, develop technical solution documentation that align with business objectives
* Develop, test, and document custom development, integrations, and data migration elements of a Salesforce.com implementation
* Participated in code reviews for ongoing projects to ensure the highest code quality and appropriate design patterns are being utilized
* Worked on Sales Cloud with customization using lightening components.
* Worked on customization of market development funds object as part of channel marketing program.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Eclipse IDE, Force.com, Controllers, SOAP Util,

Visualforce Pages, Data Loader, Workflows, REST Apex API, HTTP, SOQL, Triggers, Custom Objects, Custom Tabs, Snapshot, BIgbucket, SourceTree, SOQLXplorer, DBVisualizer.

**Client: Western Digital, San Jose, CA. Oct`17 – Dec`18**

Client is a Western Digital Corporation (commonly referred to as Western Digital and often abbreviated as WDC or WD) which is an American computer data storage company and one of the largest independent makers of hard-disk drives, which record, store, and recall volumes of data. The company also makes devices used in servers, cloud computing data centers, and home entertainment products such as set-top boxes and video game consoles. WD is an industry-leading provider of best-selling internal &amp; external hard drives and award-winning media players &amp; network drives.

**Responsibilities: Senior Salesforce Developer/Technical Lead**

* Lead a team of 3 offshore developers, provide guidance to the team and involved in designing phase.
* Directly interacted with various user groups to understand and gather requirements and conducted **demos** to show prototypes
* Involved in developing visualforce pages, triggers and apex classes based on the requirements.
* Created Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Custom Theme Layout Components for Communities.
* Working with project teams to make sure the requested system adjustments are in line with corporate goals.
* Implementing new enhancements including creation of custom objects, workflows, email alerts and templates, process builders and campaigns.
* Driving the development team through the agile delivery process to where possible achieve commitments across sprints
* Develop and provide administrative support for Salesforce.com applications for customer service/support, sales and marketing operations.
* Handling different Salesforce projects as needs arise.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Eclipse IDE, Force.com, Controllers, SOAP Util,

Visualforce Pages, Data Loader, Workflows, REST Apex API, HTTP, SOQL, Triggers, Custom Objects, Custom Tabs, Snapshot, Change Sets.

**Client: Google, Mountain, CA. Jan`14 – Sep`17**

Google is an American multinational corporation specializing in Internet-related services and products. These include online advertising technologies, search, cloud computing, and software.

**Major Projects Worked:**

* Implement Google OpenID SSO and enable Salesforce1 functionality
* Customer Satisfaction Survey on Leads, Opportunity and Cases
* Sales Revenue Scheduling and Forecasting
* Quotes Approval process
* Sharing **Leads** and opportunities with Partner on inbuilt portal
* Territory Management
* Service Cloud SLA Implementations
* Rebranding Changes

**Responsibilities: CRM Platform Developer/Salesforce.**

* Working as a developer and Analyst for CRM platform team part of EBS.
* Working on Large project to replace Partner portal with Google portal.
* Developing internal custom applications.
* Developed customize Change Request Process for users to submit change request.
* Bulkifying the Existing Trigger's to support the new features
* Developed **Apex Classes** & **Triggers** to implement the business logic as per the requirements.
* Developed customize Case Entry application for partners.
* Worked on Small Business projects like Legal documents requirements, Survey emails for closed Opportunity
* Worked on various **Salesforce**.com **standard objects** like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Price Book Entry, product line time, Quotes, Leads, Campaigns, Reports and Dashboards
* Worked on reducing workflows and migrating workflows to **Process builder and Visual Workflows.**
* Worked on high priority bugs, troubleshooting and fixing emergency issues.
* Worked on Weekly deployments on Change request.
* Used Salesforce.com change sets for small and medium components migration to production environment.
* Used Ant Migration tool for deploying and removing components from production.

**Client: Sunrun, San Francisco, CA. Feb`13 – Dec ‘13**

Sunrun is a leading home solar provider. Sunrun partners with the local sales, Install and service partners to deliver excellent home solar services to the customers.

**Responsibilities: Salesforce Developer/administrator.**

* Developed the following solutions at Sunrun as a salesforce developer to improve the business and better channel management **“Customer Management and Partner Management”.**
* Maintenance of **1 million customer records and partner records** in salesforce.com, which is the system of records at Sunrun for both customer and partner data.
* Used **Apex triggers, validation rules and workflows rules** for Account, contact and Opportunity Management Developed Case management for partner portal.
* Developed custom user interfaces using **Visualforce pages and JavaScript.**
* Created **Custom Reports and Dashboard** for sales and ops team
* Used **Lucid Charts to develop UML diagrams and wireframes.**
* Designed and developed **CDYNE-Salesforce Integration for Customer Address Verification.**
* Configured and Implemented the **QAS-Salesforce Integration for valid address matching.**
* Developed **Lead and Opportunity management** for Partners through partner portal.
* Developed **Electronic Deal Processing** using Salesforce.com, Amazon S3 and DocuSign. Electronic deal processing helps both inside sales reps and the partner sales reps to close deals faster and efficiently. Helps partners to upload multiple large files for the opportunities to proceed with the sales. Used REST web services, Visualforce pages, components and Approval process in EDP.
* Designed and developed partner portal solutions at Sunrun using Salesforce.com Apex Controllers, triggers, visualforce pages, workflow rules. The solution includes delegated administration, online training for partner reps, custom dashboards for the partners.
* Developed Custom webservices and Partner WSDL’s to integrate with the external Java, JEE/J2EE applications.
* Used Salesforce.com change sets for small and medium components migration to production environment.
* Used the process of Version control management using Github.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Eclipse IDE, Force.com, Controllers,

Visualforce Pages, Data Loader, Workflows, REST Apex API, HTTP, SOQL, Triggers, Custom Objects, Custom Tabs, Snapshot, Change Sets.

**Client: Mitchell International, Sandiego**, **CA. Nov `12 – Jan`13**

This project was on Salesforce CRM to fulfill their business needs in Sales and Marketing. Sales force CRM call center was deployed for customer and operational support users in the field. Sales force CRM made it easy to develop unique customer case its own set of rules for escalations, notifications and approvals.

**Responsibilities: Salesforce developer/administrator.**

* Interacted with various business **user** groups for gathering the **requirements** for **Salesforce** implementation and documented the Business and Software Requirements.
* Configured the **Salesforce**.com environment.
* Worked on various **Salesforce**.com **standard objects** like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Created **Custom objects** to build new application functionality in the **Salesforce**.com.
* Created**workflow rules** and defined**related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Created email **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.
* Created new **user**accounts and configure Salesforce.com to fit **security** needs at the user and organization levels.
* Created Custom **Profiles**, Public **Groups**and **Roles** to distribute user rights and functionality.
* Developed **Visualforce page** using the extension controller according to the clients’ requirement.
* Developed **Apex Classes** & **Triggers**to implement the business logic as per the requirements.
* Developed **SOQL** and **SOSL** queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to **Salesforce**.com.
* Integrated SFDC with **Oracle ERP** for order management system using **Informatica**.
* Involved in data mapping and migration of data from legacy systems to [**Salesforce**.com](http://salesforce.com/) Objects and fields.
* Provided **custom reports** and **dashboards** to support the needs of the users and executives.
* Worked on enhancing and supporting the application.

**Environment:** Salesforce.com, Apex, Visualforce, triggers, test method, workflow, validation rules, SOSL, SOQL, AppExchange, report, dashboard, Force.com IDE, Java, JavaScript, HTML, XML, Oracle, SQL Server, PL/SQL, Access, Excel.

**Client: USAA, San Antonio, TX. Jul`11 – Oct`12**

USAA provides a full range of highly competitive financial products and services to the military and their families. And our world-class employees are personally committed to delivering excellent service and great advice.

**Responsibilities: Salesforce developer/administrator.**

* Worked as a developer and Analyst for **O&M support** team.
* Facilitated **JAD sessions with business users** and **project stakeholders** to gather and document needs and product requirements
* **Created Prototype Screens and Use Cases** for the new system and modeled **Use Case diagrams** using RUP/UML approach
* Prepared Software **Requirement Specification (SRS)** and Training documents.
* Developed new **User Defined Application**.
* Created and modified **Apex classes and Triggers** according to RFCs
* Enhanced **existing applications with new features** and dealt with RFCs.
* Worked with Project manager to devise plans to accurately report project goals, objectives, constraints, risks, project status to business and stake holders
* Performed Application move from one sandbox to another through Changeset.
* Used Snapshot tool for migrating code from Developer Sandbox to release Sandbox.
* Developed and enhances data models by adding Custom Objects, adding fields and defining relationships
* Created validation rules to confirm data integrity.
* Created workflows and coded triggers for business processes.
* Created Visual force pages and layouts with record types as according to business requirements.
* Wrote SOQL queries to Object model from classes and triggers with best practices to avoid governor limits.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Eclipse IDE, Force.com, Controllers,

Visualforce Pages, Data Loader, Workflows, REST Apex API, HTTP, SOQL, Triggers, Custom Objects, Custom Tabs, Snapshot, Change Sets, Star Team, RFC.

**Client: Pfizer/Accenture, Chennai, TN Jan ‘07 – Jun ‘11**

Pfizer is Global paramedical company. Pfizer are committed to applying science and our global resources to improve health and well-being at every stage of life. We strive to provide access to safe, effective and affordable medicines and related health care services to the people who need them. We have a leading portfolio of products and medicines that support wellness and prevention, as well as treatment and cures for diseases across a broad range of therapeutic areas.

**Responsibilities:**

* Computron Support is a financial system which maintains Computron application from Procurement to Pay (P2P) process.
* Provides front-line Computron support to client: monitoring execution status, correcting batch failures, investigating reconciliation issues, modifying existing interfaces, adding new interfaces, retrofit for new releases and batch job submission.
* Ensure systems meet functional and performance standards and those quality standards are followed.
* Identify and act on functional and technical design and system architecture improvements.
* Generation of Financial reports based on user requirements using PL/SQL procedures
* Adding/modifying/creating user in production
* Extensively done Unit Testing.
* Production migration is performed using PVCS tools.
* Using Perl scripting have automated routine tasks, monitoring batch job results.
* Using python scripts automated defect tracking workflow, bug assignment.
* Developed UI for defect tracking and bug assignment workflow using python.
* Ensure adherence to the application SLA and provide input to operational reporting.
* Identify, recommend and participate in continuous improvement activities.
* Daily Support and Ad-Hoc Requests

**Environment:** C++, STL, Linux, Perl Scripting, Python, SQL, PL/SQL, Oracle 10g, Make, XML/XSD/XPATH

**Client: AT&T/Accenture, Bangalore, KA Sep ‘04 –Dec ‘06**

Electronic Communications (EC) Trouble Administration (TA) is an OSI Network Management compliant platform. The BSG provides Common Management Information Protocol (CMIP) service for the Trouble Administration (TA) application. In a CMIP environment, a Manager sends request to an Agent, and the Agent processes the request and returns the response to manager. While processing these requests, the Agent accesses one or more databases.

**Responsibilities:**

* Involved in the Requirement specification, Design and Implementation of ECTA features.
* I’m part of core technical council member and played a Technical Architect role in analyzing and designing features for each releases.
* Responsible for analyzing and writing Microsoft Project Plan.
* Implemented the code using C++, Roguewave, Visio, Design Patterns,
* Used Harvest for configuration management.
* Used Singleton, Observer, Proxy, Abstract Factory Design patterns in the code.
* Used python script to automate manual work.
* Used Tomcat server to run the interface.
* Involved in the development of test document.
* Involved in design and development of Diagnostics commands for pre installation and post installation applications.
* Adhere to coding guidelines and quality processes.

**Environment:** C++, UNIX, Rougwave classes, Python Scripts, Oracle 9i, PL/SQL Developer, STL (Standard Template Library), HP linux.