

**Mydhili**

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**Summary:**

* **12+ years** of professional IT experience and over 7+ years of strong experience in **Salesforce.com (SFDC) as developer/Administrator** withSalesforce University **3x Certified** professional.
* Worked on projects implementation using software development methodologies like **Agile** and **Scrum** Methodologies.
* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of **Software development life cycle (SDLC)** from requirement gathering, architecture development and implementation and training the end users.
* Experience with **Salesforce Sales Cloud, Service Cloud, Community Cloud** and **Insurance for Financial Service Cloud.**
* Experience in designed entities like custom objects, creating the relationships/ junction objects like **Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Process builders, Flows & Workflow rules, triggers, Email alerts**.
* Good techno-functional skills to correlate business requirements with engineering requirements for efficient functioning of Information Systems.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers)**.
* Extensive experience in designing **validation rules, custom objects, custom fields, role-based page layouts, profile, roles, sharing rules, workflow alerts & actions, picklists, approval processes, record types, dashboards, custom tabs, custom reports,** report folders, report extractions to various formats, and email generation according to application requirements.
* Sound understanding of **SOQL and SOSL** for Querying and Searching Data for Force.com platform.
* Experienced in defining custom **formulas** and creating **validation rules** to suit the needs of the data model and ensure data quality.
* Hands-on experience with development tools like **VS Code** with Salesforce DX CLI**, and** experience in design and development of **SOAP/REST** **API** Enterprise Integrations between Salesforce and other legacy applications. Experience in deployment using **Change Sets** and **ANT.**
* Excellent function and technical Knowledge of CRM business processes like **Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting**.
* Good experience in developing salesforce **Lightning Apps**, **Lightning Record pages** and **App Page**.
* Hands-on experience in building custom lightning components on the **Aura** framework and **Lightning Web Components** using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Migrating visual force pages to Lightning Components by analyzing using **Lighting Migration manager**.
* Experience with Apex API to execute flow and transaction control statements on the Force.com platform server in conjunction with **calls to the Force.com API**.
* Adept in sales analysis, **marketing & customer support** business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in performing **data migration** from legacy system to Salesforce using **Data Loader**, **Import Wizard**, **Workbench**, etc.
* experience with various app exchange applications such as **Jitterbit**, **Conga Composer**, and **Spring CM/DocuSign.**
* Experience in developing web interfaces for clients both through force.com’s Sites and standard web technologies but not limited to **HTML, CSS, XML, AJAX, JQuery, JSON and Java Script.**
* Strong knowledge database and data manipulation skills using SQL. Worked in **SQL Server** and Salesforce database structure.
* Experience in working with Asynchronous Apex like **Future, Batch, Schedule** and **Queueable**.
* Worked on **Chat bot** Implementation and **Omni-Channel**.
* Familiar with using scrum tools like Atlassian **JIRA** and **Rally**.
* Implemented **Apttus CPQ, Contact Lifecycle Management (CLM)** and **Vlocity** for various customers.
* Experience with **Salesforce** **CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash**.
* Experience with **full life cycle implementation** of business solution, including requirement gathering, prototype designing, coding, database/data mart setup, report development, testing, **UAT deployment, production and ongoing product support.**
* Very good exposure towards **Jenkins** and code versioning tools to achieve CI/CD within different Salesforce Orgs and experience in **Bitbucket**, **GitHub**, **GitLab** and Jenkins for version control and traceability usage.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**Technical Skills:**

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| **Salesforce Technologies & Integration.** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Service and Sales Cloud Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals Process, Dashboards, Custom Objects, Knowledge on MuleSoft Integration tool, Rest and Soap API. |
| **Sales force Tools** | Force.com, Eclipse IDE Plug-in, Visual Studio Code and IntelliJ IDE. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, Mac. |
| **Languages** | C, Java, Apex. |
| **Web Technologies** | HTML, CSS, JavaScript, XML, AJAX, SOAP, JSON, IONIC Framework, Apache Cordova. |
| **Database** | ORACLE SQL, MySQL. |
| **Tools** | Apex Data Loader, Eclipse, Workbench, Force.com Explorer, Mavens mate, Salesforce DX. |
| **SDLC Methodologies** | Waterfall, V-model, Agile and Scrum methodologies. |
| **Others** | Workflows, Approval processes, Triggers, Validation Rules. |

**Certifications:**

* SALESFORCE **ADMINISTRATOR**
* SALESFORCE **PLATFORM APP BUILDER**
* SALESFORCE **PLATFORM DEVELOPER I**

**Professional Experience:**

**Cisco**, **CA August 2016 to Till Date**

**Salesforce Administrator/ Developer**

Cisco Systems, Inc. is an American multinational technology conglomerate headquartered in San Jose, California, in the center of Silicon Valley. Cisco develops, manufactures and sells networking hardware, software, telecommunications equipment and other high-technology services and products

**Responsibilities:**

* Involved in the **requirement gathering** and implementing the new case process redesign and enforcing best practices like refactoring the existing code base and providing inputs.
* Worked on **Agile** methodology, **Scrum** Methodology and Test-driven development.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Leads and Campaigns.**
* Organized meetings with stakeholders to provide information on progress and critical milestones of the **delivery** and project progress.
* Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both **Sales Cloud and Service Cloud.**
* Accounts Management - Account Creation process **(SAP - SFDC integration**), Account Update process, Account Delete process
* **Contact Management** - Contact Creation process, Contact Update process, Contact Delete process
* **Opportunity Management** - Opportunity Creation through Internal Sales Involvement, Opportunity Creation through Accounts, Opportunity creation through Lead Conversion, Auto Renewal Opportunity through SAP - SFDC integration.
* **Analyzing the requirements** & preparing test documentation for the same
* Involved in preparing and execution of Functional/Regression **Test cases** based on SRS/FS (Functional Specification about particular feature)/Change request Specification
* Developed **Apex Classes** and added required functionality to Visual Force Pages
* Wrote **Apex Triggers** to implement business logic on the case object.
* Attended daily **scrum calls** to update the status, priorities and roadblocks in the project
* Involved in Creating new **custom objects** and fields for Special Customers.
* Integrated Apex with External services by making callouts that used **SOAP and WSDL**.
* Created **permission sets** for the new set of users.
* Created the **Lead Assignment rules** for the leads that were created as a part of Campaign.
* Actively involved in testing the access to various Standard Salesforce pages and **visualforce pages**.
* Preparation of **Outbound Change** set for the Deployment and ensuring all the pre-deployment and post-Deployment tasks are documented.
* Used the sandbox for **testing and migrated** the code to the deployment instance after testing.
* Proficient in working with **VS Code, Eclipse IDE and Force.com Plug-in** for writing business logic in Apex programming language.
* Validating the Inbound **change sets** and deploying to the PROD environment.
* Implemented Apex Triggers with **SOQL queries, Test Classes and Code Coverage**.
* Implemented field level security, **profiles** and system audit trail setup.
* Worked with Integration and **web services**. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Used Salesforce.com, Java, JQuery, HTML, and **JavaScript** to deliver well designed functionality to our product teams.
* Implemented complex visual force pages involving several static resources, **CSS** files, JavaScript and JQuery.
* Creating **Test Cases** based on the Business requirement and executing the test cases.
* Identifying **defects** related to projects in Salesforce sandbox and working with Developers to fix them.
* Verifying the **workflows** and field updates created in the Salesforce.
* Implemented integration between **Java applications** with salesforce for printing invoice records to get the hard copies from any salesforce environment and for other needs.
* Implemented **Javascript**.
* Involved in design and Development of **UI using HTML, JavaScript and CSS**.
* Developed **Cascading Style Sheets (CSS)** for creating effects in Visualforce pages.
* Used **Jenkins** for Continuous Integration and Continuous Delivery (CI/CD) with Salesforce DX (SFDX) and Salesforce CLI. Working with the **Git** and **GitHub** as the version control repository to Push and Pull the requests.
* Worked on **customizing Lightning experience to build lightning pages** for Complete patient view.
* Utilized Salesforce Lightning Design System (**SLDS**) and Standard web- based technologies or custom UI needs.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop the rich user interface and better interaction of pages.
* Developed reusable Salesforce **Aura Lightning components**.
* Developed Lightning pages/components using the **AURA Component framework**, Lightning Design System for both Desktop and Mobile.
* Experience in building **Lightning Web Components** and **Events** using Lightning based Components, Lightning UI Components.
* Developed **Pre-Chat** and Offline Support Forms using Embedded Service and Static Resources for the lightning web chat in the **Service Cloud**.
* Improved contract and renewal automation using **Quote PDF generator** with dynamic template and generated Revenue recognition status automatically with **Salesforce CPQ**.
* Integrated Salesforce CPQ with and CLM applications and automating processes on Salesforce Platform.
* Implemented service cloud capabilities like **case management** for agents to work on cases and meet SLA requirements.
* Deploy application from Sandbox to Production environments using Change Set and Copado.
* Worked on **DocuSign** for digital signatures

**Environment:** Salesforce.com, Apex, LWC (Pages, Component & Controllers), Lightning (components and controllers), API integration, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Salesforce DX, Data Migration, SOQL, SOSL, AURA.

**ETrade, CA June 2014 to July 2016**

**Salesforce Administrator**

Description: E-TRADE Financial Corporation, a subsidiary of Morgan Stanley, offers an electronic trading platform to trade financial assets including common stocks, preferred stocks, futures contracts, exchange-traded funds, options, mutual funds, and fixed income investments. It also provides services for employee stock ownership plans, student loan benefit administration, advisor services, margin lending, online banking, and cash management services.

**Responsibilities:**

* Gathered requirements and developed client-specific solutions by **understanding the customer's business** and technical environment.
* Worked on Einstein Bots and built community portals.
* Created **Custom Profiles, Public Groups and Roles** to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, **Reports and Dashboards**.
* Created different workflow rules and **Approvals, Email Templates to run the Assignment rules**.
* Worked on **Point and Click development**.
* Worked on SFDC implementation related **to Sales Cloud**.
* Designed and developed the **Custom objects, Formula fields, validation rules, Page layouts**, **Components, Visual Force Pages** to suit to the needs of the application
* Created **email templates** and inbound emails using **Visual force** for the clients and customers.
* Developed **design document** for data loader-based integration.
* Created workflow rules and defined related tasks, time triggered tasks, **email alerts, filed updates** to implement business logic.
* Designed the Custom VisualForce pages for **Lead conversion, merging duplicates**.
* Have a very good experience in performing configuration tasks using Apttus. And also have a Good knowledge of concepts in **CPQ, Opportunity Management**.
* Perform detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **VisualForce**, Force.com IDE.
* Used **SOQL and SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Designed, developed and deployed **Apex Classes, Triggers, and packages** for various functional needs in the application.
* Provided support ongoing salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow and triggers**.
* Prepared **test plan** and test case documents for Visibility application.
* Used the **VS Code, Force.com IDE** for testing and migrated the code to the deployment instance after testing.
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Hands on experience with the **GitHub** to perform the requests.
* Built and Integrated third party Computer-Telephony Integration (**CTI**) systems with Salesforce Call Center.
* Integrated with an external system using **Web Services Callouts** for cleansing the Address and save the data in the pages of salesforce.com.
* Developed **Apex batch jobs**, **Queueable** Classes (Asynchronous Apex) to auto-archive spam cases and backed up relevant cases.
* Developed custom UI for Salesforce Applications using **Lightning Components** (**AURA**), **SLDS**, Events and used custom **CSS** in the components**.**
* Embedded Lightning Components in Visual force page by using new **Lightning Out** feature by event driven programming.
* Built reusable UI components and pages with the **lightning component framework**.
* Integrated the **SOAP and REST** based Web Services for extracting the data from external systems to display in the pages of salesforce.com.

**Environment:** Force.com Platform, VS Code, Jira, GIT, Jenkins, Force.com IDE, Standard Objects, Custom Objects, Custom Fields, Lookup Relationship, Master-Detail Relationship, List Views, Sharing Rules, Profiles, Users, Public Groups, Permission Sets, SOQL, SOSL, Record Types, SOAP, REST, Page Layouts, Validation Rules, Reports, Dashboards, Apex Data Loader, Workflows and Approval process, data loader.

**Robert Half October 2011 – August 2013**

**Java Developer**

**Responsibilities:**

* Analyzed the requirements based on business data and user requirements.
* Implemented the modules using **Model View Controller (MVC)** design pattern.
* Wrote a controller Servlet that dispatched requests to appropriate classes.
* Involved in designing and coding **JSP's**, Custom tags, client validation code using java scripts, java classes for controllers, data access layer to support multi account type login.
* Developed GUI related changes using **JSP, HTML** and client validations using Javascript.
* Used JDBC to communicate with the database.
* Created SQL queries and stored procedures for **CRUD (create, read, update and delete)** operations on database.
* Deployed the application on Tomcat server at client locations.

**Environment:** Java 1.4, Servlet, JSP, HTML, JavaScript, Apache Tomcat, Eclipse.

**Lexitus July 2006 to Dec 2009**

**Java Developer**

**Responsibilities:**

* Developed the user interface screens using Swing for accepting various system inputs such as contractual terms, monthly data pertaining to production, inventory and transportation.
* Involved in designing **Database Connections using JDBC**.
* Developed user interfaces (UI) of the application using **HTML, CSS and JavaScript**.
* Developed the application using Hibernate, HTML, and JavaScript.
* Designed the Hibernate mapping for the application entities.
* Involved in design and Development of UI using HTML, JavaScript and CSS.
* Involved in creating tables, stored procedures in SQL for data manipulation and retrieval using SQL SERVER 2000, Database Modification using **SQL, PL/SQL, Stored procedures, triggers, Views in Oracle**.
* Developed the business components (in core Java) used for the calculation module (calculating various entitlement attributes).
* Involved in the logical and physical database design and implemented it by creating suitable tables, views and triggers.
* Used JavaScript front end Validations
* Created the related procedures and functions used by **JDBC calls** in the above components.
* Involved in fixing bugs and minor enhancements for the front-end modules.
* Responsible in writing interface to sourcing, inventory application and **Data exchange using XML**

**Environment:** Java 6.0, HTML, XML, PHP 4.0, Oracle, SQL, PL/SQL, JDBC, java script, CSS