

Khushbu K

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Professional Summary:

Around 8+ years of experience in Salesforce.com which includes 3 years of Administration and 5 years of Development. Including force.com platform, including analysis, modeling, design, coding, testing and implementation.

- Experience in working with communities and different clouds in salesforce such as marketing cloud, sales cloud, service cloud and community cloud.
- Hands on working with building Lightning components using Aura and LWC to make the UI crisper and meet the business requirement.
- Worked with Visual flows and Process builder to limit the code usage by following the best practices.
- Achieved successful project completions, using SDLC methods like Agile and Waterfall which includes, gathering the client requirements, analyzing, designing, developing and testing the project with respect to client requirements.
- Have experience on Data Management, which can help in cleaning, capturing and protecting the data inside the salesforce.
- Hands on experience in creating Business Requirement Documents, Functional Specification Documents (FSD), Use Case Diagrams, Sequence Diagrams and Activity Diagrams using various design tools like Visual Paradigm, Visio etc.,
- Extensive experience in Creating and customizing **Page layouts**, Search Layouts, **Custom links**, Custom Buttons, **Objects**, **Record types**, **Assignment rules**, **Email services**, **Profiles** and implementation of Role Hierarchies for system security design.
- Experience in developing **Validation Rules**, **Workflows** and **Approval Processes** for Automated alerts, new tasks, **field updates**, and **Email generation** according to application requirements.
- Professional in developing /customizing of Standard & Custom Objects by using **Apex**, **Triggers**, Batch Apex, Visualforce Pages, Visualforce Components and Lightning.
- Expertise in developing/solving complex queries to retrieve related list data/fetch parent record from database using various languages namely SOSL and SOQL.
- Involvement with taking care of instruments, for example, Informatica and Cast-iron to incorporate among SAP and Salesforce.
- Monitored/ Administered various components of the system like Login History, Data and Storage Resources, Setup Changes, And Debug/Scheduled Logs to make sure the organization is moving in right direction.

Technical Skills:

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| Salesforce Tools | Eclipse, Force.com Data Loader, App Exchange Tools, SFDC platform (sandbox and Production) |
| SFDC Technologies | Apex Classes, Apex Triggers, Chatter, Dashboards, Custom Reports, Analytic Snapshots, Custom Objects, Process Builder, Custom settings |
| Office Suite | Visio, Access, Word, Power point, Excel |
| Operating Systems | Windows, Linux (Ubuntu, RedHat etc.) |
| Mail Servers | Microsoft Outlook, Office 365, Time Trade |
| SDLC Methodologies | Waterfall, Agile , DevOps |

Work Experience:

Ascena Retails, Columbus, Ohio.

Salesforce Lightning Developer, May 2019 - Present

Responsibilities:

- Worked on various salesforce.com standard objects like Accounts, opportunities, Leads, Tasks, Contacts, Cases, Reports and Dashboards.
- Redesign through customization and applications within salesforce.com including the implementation of solutions and leads training of salesforce.com globally for the sales and service teams.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Established reports and dashboards to outline Sales, Service, Marketing, and financial operations.
- Implemented Service Cloud including: Service Console, Case Feed, Knowledge Base and Entitlements. Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
- Worked on Eclipse, Developer Console and other anonymous development tools for developing and debugging and testing of triggers and test classes.
- Day-to-day administration and support of company CRM (Salesforce), including but not limited to user maintenance, data access, automated processes, lead routing and distribution, page layouts, field creation/configuration, and general troubleshooting and issue resolution.
- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Rode schedulable apex classes by implementing Batch able and schedulable interfaces for processing large data sets in scheduled intervals.
- Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- Designed, Implemented and deployed the Service Cloud with various custom-built Page layouts, Custom tabs, Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
- Integrated the Web Services [REST] for extracting the data from external systems to display in the pages of salesforce.com.
- Worked with Profiles and Administrative permissions to grant/deny users access to platform features.
- Implemented the Approval process and Workflow Rules to Automate the existing business Requirements.
- Responsible to troubleshoot and resolve Application Issues in both Large and Small Team Environments.
- Maintained Timely communication during incidents, outages and other service events.
- Involved in the Development of Apex Classes, Visualforce pages, Apex Custom and Extension controller classes, Apex Triggers, SOSL and SOQL for various functional needs in the application.
- Created the console on Service cloud and configured all components on this Service console.
- Customized application business logic using declarative development like Formula fields, Validation rules, Workflow Rules, Visual Forces, Process Builder, Global picklist Values, Approval process, Record Type, Picklist, Dependent Pick lists, List views.

Environment: Assignment rules, Apex Language and Fields, Visual Force (Pages, Components & Controllers), SOQL, SOSL, Sales cloud, Service cloud, Security Controls, Apex Controller, salesforce.com, Record types, Custom objects, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, HTML, etc.

Conning, Hartford, CT

Sr. Salesforce Developer, March 2018 – May 2019

Responsibilities:

- Consolidating and deployment of metadata and the Data migration.
- Created a customer community with lightning components for the application and used triggers and apex to meet the business needs.
- Tackling the Salesforce limitations and providing the best applicable solutions.
- Implementing the Configurational changes and developed the complex Lead Conversion Flow
- Actively handled the Post and pre deployment activities via ANT and Eclipse.
- Developed many generic Lightning components that can be manipulated and configured from the UI –design attributes.
- Most generic and best practices were implemented.
- Converted many existing VF pages to reusable Lightning components depending up on the need and requirement.
- Worked on the refactoring and customizing the existing code.
- Developing Visual Force Pages, Controllers, Triggers, Batch class.
- Played a crucial role by managing different modules of Sales force—Configuration, Customization, Data migration and Code Migration
- Appreciable experience in Customizations, Data-loading and deployment.
- Hands on experience with Lightning, as the current project is in transition stage from classic to Lightning.
- Introduced the usage of tools like Congo Composer-A tool from AppExchange for the dynamic conversion of Sales force records into word formatted templates and D&B Hovers Tool—Data clarity.

Environment: Custom Formula Field, Field Dependencies, Validation Rules, Workflows, Approval Process, Created Profiles, Roles, Users, Page layouts and Process Builders.

Inside Connect Cable, Louisville, KY

Salesforce Developer, Sept 2017 - March 2018

Responsibilities:

- Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
- Implemented on Sales Cloud (Partner Portals) as well as Service Cloud (Customer Portals).
- Worked on site.com for customization of content management along with creating various site maps and landing pages.
- Worked with the content management team to decide various contributor and publisher users.
- Participated in the identification and evaluation of third party applications from AppExchange to support a multi-year implementation roadmap.
- Implemented CPQ solution using Apttus CPQ and Contract Lifecycle Management (CLM) for various customers in industries.
- Involved in CPQ to manage configuration, pricing, quoting, discounts, incentives, & proposals by using Apttus.

- Good experience in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC. Quote/Proposal and Agreement document generation using Apttus.
- Extensive experience in developing Apex Classes, Triggers, Visual Force pages, writing Workflows, Integration, Force.com API, Custom Tabs, Custom Objects, Controllers, App Exchange Package & Custom Application, Analytic Snapshots, and Dashboards
- Implementing Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow, APTTUS Approval Process, APEX, Visual Force, APTTUS Pricing Callback Class.
- Configuring Products (Standalone/Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
- Worked with Quote Documents using X-AUTHOR for Word also developed Customized login screen for community user and functionality to redirect the user from SFDC to APTTUS CPQ Quote creation using APTTUS-APIs, APEX, Visual Force, Trigger.
- Troubleshoot and worked closely with DocuSign integration.
- Migrated data using Apex Data-loader to centralize data and processes across different divisions that were previously using decentralized systems/databases.
- Extensively used REST APIs for integration between Salesforce and on external systems.
- Integrated applications using Web services by consuming the WSDL files for extracting the data from the external systems.
- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Created Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Created new User Interface using JavaScript, HTML, and CSS in Visual Force Pages.
- Good knowledge in writing test classes before deploying into production.
- Managed development and QA teams through the migration and consolidation of three legacy CRM systems into Salesforce.com.
- Worked closely with the Informatica integration team to define and map system objects, data elements and transformation logic between systems.
- Manage different versions of code using GitHub and deploy the changes to higher environment.
- Developed Apex Classes and Apex Triggers for various functional needs in the application and managed the version of Code through GITHUB. Worked on different Sandboxes for development & testing and Involved in migrating the code to production instance in installments using Change Set and Data Loader.
- Used Flosum tool for migrating the code from sandbox to production environment.

Environment: Salesforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Sales cloud, Service cloud, Security Controls, Visualforce Controllers, Sandbox data loading, Data Loader, SQL, Flosum tool, GitHub, X-Author, Informatica, Ajax, APTTUS(CPQ&CLM).

Blackhawk Network, Pleasanton, CA

Salesforce Developer, Dec 2015 – July 2017

Responsibilities:

- Participated in the complete project life cycle which includes, gathering the client requirements, analyzing, designing, developing, and testing the project with respect to client requirements.
- Used Agile SDLC, Scrum frameworks and Sprint Cycles to breakdown the project into different phases and to effectively complete/accomplish all the phases of the project.

- Built an Application by creating Custom objects/tabs/fields, by utilizing/customizing the existing Standard objects like Opportunities, Accounts, Contacts, Reports and Dashboards
- Created/Developed custom fields by utilizing different data types such as Auto Number, Picklist, Text ,Check Box, and Text for new/existing objects.
- Designed Custom Formula Fields, Validation rules, Filed Dependencies, Workflow rules, Approval Process and Process Builder for automated alerts, fields updates and email generation according to requirement.
- Defined/Converted relations like Lookup, Master-Detail and External Lookup Relationship between the salesforce objects.
- Developed Various Reports & Dashboards by using tabular/summary/matrix for Reports and Horizontal/Vertical /Line /Pie / Donut / Funnel/Scatter Charts, Metric, Table and Visualforce Page for Dashboards.
- Imported/Exported data from various resources/Org like spreadsheets, emails, and databases with tools: Data Loader, Data Import Wizard, DML Statements, Dataclass method and Batch Apex.
- Defined various Password Policies and Login Access Policies for secure login into organization Portal.

Environment: Record Types, Sandbox (QA and Production), Profile settings, Data Loader, workflow Rules, reports, Dashboards, Validation Rules etc.

Inventurus Knowledge Solutions, India.

Salesforce Admin, May 2013 to Dec 2015

Responsibilities:

- Responsible for all the activities related to configuring data loader, uploading data in CSV files into salesforce.com and checking for the corrections of the data.
- Created Templates, Approval process, Approval page layouts and defined approval actions on them to automate the processes.
- Used salesforce lightning framework presents app developers with the opportunity to build dynamin web applications.
- Configured and developed Dashboards, Ad HOC Reports and Report Folders, Record Types for different user profiles based on the need in the organization.
- Implemented formula fields, Validation rules, workflow rules and workflow approvals.
- Created custom objects, fields which were gathered in the business requirements which are useful in the validation of entitlements.
- Created workflow rules to automate Tasks, Email Alerts, Field Updates, Time dependent actions and outbound API messages.
- Helped users with chatter teams/Groups and follow applications as well.
- Developed, Document, Maintain and enforce data processes and procedures designed to improve and maintain a high level of data quality and integrity.
- Created user Roles and Profiles, security controls and shared setting in the sandbox environment.
- Involved in Data migration from excel to salesforce using Apex Data Loader.
- Worked on Lightning process builder flows, Chatter and quick actions.

Environment: Apex language, Apex Data Loader, AppExchange, workflows and approvals, reports, Dashboard, custom objects etc.

Rotary international Infotech, India.

Java Developer, Jan 2012 to May 2013

Responsibilities:

- Extensive client interaction for requirements gathering, system analysis.
- Developed front end using ASP, HTML. JavaScript was used for client's side validation.
- Worked on HTML/HTML5, CSS/CSS3 style sheets.
- Designed dynamic and browser compatible pages using jQuery, and JavaScript.
- Prepared unit test case using Junit.
- Made SQL scripts to implement changes to the database schema; Promote the changes from development to beta to production.
- Worked on Cascading Style Sheets and XML-Schemas.
- Designed dynamic and browser compatible pages using jQuery, JavaScript and Angular JS.
- Implemented Exception handling using try and catch block.
- Prepared Unit test case using Junit. Worked with GIT repository to manage project to checkout and commit the code.
- Used GITHUB as version control tool.
- Make SQL scripts to implement changes to database schema; promote the changes from development to beta to production.