# Sunitha M

**Salesforce Administrator/Developer**

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Experienced **Certified Salesforce professional** with Over **7 years** of diverse IT experience and more than 4 years of hands-on experience in **Salesforce.com CRM** and **Force.com Platform** as **Salesforce Developer and Administrator.** Has comprehensive understanding of CRM Business processes and involved in various SFDC implementations covering **Sales Cloud, Service Cloud, Call center** and **App-exchange** applications and hands on Experience in **Configuration, contest, visual force, lightening and Release management** modules, hands on experience in CPQ Development. Constantly learning new software development technologies through industry seminars, professional organizations and published materials. Ambitious and motivated worker who is known as an efficient problem-solver when working independently or within a team

**SUMMARY:**

* Well acquainted with all phases of **Software Development Life Cycle (SDLC)** and **Software Testing Life Cycle (STLC)**with expertise in Requirement gathering, Analysis, Designing, Development and Testing
* Experience in salesforce.com Development using **Force.com, Visual Force, and APEX**
* Complete understanding of the **Salesforce.com CRM business process** and its phases for translation of business requirements into systems design
* Experience in implementing **Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages,** etc. to achieve complex business functionalities
* Experience in **Salesforce.com Configuration** in creating the **Custom Objects, Custom fields, buttons, links, Record types, Page layouts, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validating Rules**
* Experience in creating **Workflow Rules, Approval Processes** to automate business process.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action**
* Good Experience on **Salesforce Lightning.** Experience in third party integration with ERP (Marketing Cloud, Service Cloud)
* Expertise in using tools like **Apex Data Loader, Apex Explorer, Eclipse IDE**
* Good knowledge on **SOQL** and **SOSL** queries in **Apex**
* Experience in **Data migration** and cleansing using **Import Wizard, Apex Data Loader** and demand tools
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization
* Designed **Junction objects** and implemented various advanced fields like Pick list, **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **and Workflows**, **Sharing rules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Good understanding of the Business logic, programs and systems that could lead the effort for planning, developing and implementing changes in the design and code pattern.
* Proficiency in Object Oriented Programming like **Java and C++**
* Experience in wide range of languages and technologies such as **HTML, CSS, AJAX,** and **Spring MVC Framework**
* Experience in Salesforce App Exchange Packages like CPQ Managed package and Unmanaged package and Patch Org Creation
* Good experience in working on **Eclipse IDE** for writing business logic in **Apex programming language**
* Administered **Salesforce.com setup,** which involves modifying roles and profiles, creating/modifying dashboards/reports and managing users
* In-depth knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in **Steelbrick CPQ**
* Used Force.com **REST API Web services** and outbound messaging for implementing web services to integrate External systems and websites
* Ability to independently perform implementation, documentation, testing and updating as it relates to the SalesForce.com business requirement
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally
* Used Force.com **REST API Web services** and outbound messaging for implementing web services to integrate External systems and websites
* Strong Database **(RDBMS) development** experience in writing queries, functions, stored procedures, triggers, and views in **Oracle**, **SQL**, **PL/SQL** and **MS Access**
* Capability of learning new technologies and implementing them in the project successfully
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication and problem solving skills

**Technical Skills:**

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| **Programming Languages**  | Salesforce (Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Visualforce pages, Visualforce component and controllers Lightning Components, Salesforce CPQ, Custom Setting), C, C++, Core Java, SQL, PLSQL |
| **CRM Tool**  | Salesforce.com, Force.com |
| **Ticketing Tools**  | ServiceNow, Jira |
| **Web Standards**  | Visual Force (Salesforce), JavaScript, HTML, XHTML, CSS, XML |
| **Security Tools**  | Salesforce Check Mark tool, Burt suite Tool |
| **Deployment Tools**  | Change Sets, Eclipse ,ANT Tool, Jenkins, GitHub, VS Code |
| **Middleware Tools**  | Dell Boomi, Salesforce DataLoad.io |

**Professional Experience:**

**Delta Dental Insurance, Lansing, MI 10/2019 - Current**

**Salesforce Developer/Admin**

**Description:** Delta dental offer dental insurance to individuals through a variety of corporate agreements as well as to the general public they provide variety of insurance products including small business, large employer groups & individuals. Delta Insurance has been made significant investments in research and development. They wanted to implement a new application to help the service department to solve the high volume of cases more efficiently. This project also demanded highest security levels for protection of their customer information

**Responsibilities:**

* Implemented the **Salesforce.com** applications using **Agile SCRUM Methodology** that involves the iterative development
* Closely worked with Business users, Business Analysts and large team for Analysis of the existing system and specifications
* Deeply involved in working on the **Steelbrick CPQ Package Upgrades** by designing **Data Model** related to **Steelbrick CPQ** used in Quote to Order process especially
* Worked on **Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates** in **Steelbrick CPQ**
* Involved in various activities of the project, like information gathering, analyzing the information documenting the functional and non-functional requirements
* Designed, developed and deployed Custom Objects consisting of validation rules with effective formulae fields, Workflow rules necessary to suit the needs of the application
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Created workflow rules and defined related tasks, email alerts, and field updates
* Developed **Triggers**, **Apex** classes and visual force pages as per the needs of the application
* Created many **Lightning Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to **lightning experience**
* Created VF Components used repeatedly in VF pages to reduce the redundancy when needed
* Developed various Batch **Apex classes** and scheduled those using **Apex Schedulable classes**
* Developed Test Classes for unit testing and **Apex Triggers** for various DML events and functional needs in the application
* Worked on **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database
* Used Data Loader for insert, update, and bulk import or export of data from **Salesforce.com** objects. Used it to read, extract and load data from comma separated values (CSV) files
* Giving production support for Integration part and at the same time performing some security update to **Salesforce**
* Integrated **Salesforce** data with external systems by writing **Salesforce REST Web Services** for Inbound classes and used **Http Request** methods to call external application **REST API** endpoint
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time
* Debug **Apex scripts** using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits
* Reviewed the code and other components developed by the team and also performed functional Testing
* Used the **Sandbox** for testing and migrated the code to the deployment instance after testing.
* Coordinating with the UAT teams and making the necessary development changes and follow-up with UAT team thereby providing UAT support

**Environment:** Salesforce CRM, Steelbrick CPQ, Apex, Sandbox, Agile, SCRUM, Steelbrick CPQ, SOQL & SOSL, Workflow rules, Approvals process, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sandbox Dataloader

**Emerson Network Power, St. Petersburg, FL 04/2017–09/2019**

**Salesforce Developer/Admin**

**Description:** This application is being developed for a client of Emerson to help the Salesforce to work effectively to improve the company’s business and customer satisfaction. It is used to generate customized business proposals for their clients with all details. The application takes care of the day-to-day activities and maintaining their opportunities, accounts, activities, contacts

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of **Salesforce.com (SFDC)** and other Platform based technologies like **Visualforce, Force.com API**
* Agile Development Methodology was followed for the implementation
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)**
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Created workflow rules and defined related tasks, email alerts, and field updates
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder and Lightning Component features**. Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages
* Developed **Apex Classes**, **Apex Triggers**, and **Apex Controllers** to develop custom business logic
* Developed various Batch **Apex classes** and scheduled those using Apex Schedulable classes
* Developed Visual force pages and dynamic pages using **JavaScript, Ajax toolkit** and **JQuery**
* Worked with **SOQL**, **SOSL** queries with Governor Limitations to store and download the data from **Salesforce.com** platform database
* Configured Data Loader and uploaded data in CSV files into Salesforce, checking for the correctness of the data
* Integrated the Web Services for extracting the data from external systems to display in the pages of **Salesforce.com**
* Used the Sandbox for testing and migrated the code to the deployment instance after testing
* Performed code review of the application to make sure the source code confirms to industrial coding standard sand followed good programming practices
* Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization

**Environment:** Saleforce.com CRM, Workflow rules, Approvals process, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Ajax, Jquery, Sandbox Data loader, JavaScript, Force.com, Windows 2007

**Celgene Corporation, Summit, New Jersey 09/2015 - 03/2017**

**Salesforce Developer**

**Description:** Celgene is one of the leading pharmaceutical companies in USA. Celgene focuses in specific and specialized therapeutic areas through the development of innovative products that improve patient's lives. As a Web-based company Celgene wanted a cloud based CRM solution that would eliminate ongoing maintenance and expensive customization. I was part of a team implementing SFDC Marketing, Sales and Case Management

**Responsibilities:**

* Involved in identifying, planning and implementing new **salesforce.com** features and functions (new screens, workflow, **force.com** objects, and reports, apex code) to meet business requirements
* Performed a key role in building and planning the capabilities of the SFDC team
* Created custom objects and Customized standard sales force objects like Accounts, Contacts, case management and solutions
* Deeply involved in working on the **Steelbrick CPQ Package Upgrades** by designing **Data Model** related to **Steelbrick CPQ** used in Quote to Order process especially
* Worked on **Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates** in **Steelbrick CPQ**
* Created workflow rules and defined related tasks, email alerts, and field updates
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects
* Developed **APEX** Classes, **Visual force** pages and **APEX** Triggers to develop the custom functionality as per the requirements
* Created Apex schedule jobs to perform the same operations in a scheduled time
* Developed Test Classes for unit testing
* Developed **Visual force** pages, Components, Controllers for displaying documents in Content
* Created custom controllers implementing complex code for retrieval from Salesforce to **VisualForce** pages
* Used CSS style sheets for formatting the Visual force user interface
* Developed Reports and Dashboards as per the business requirements
* Execute the Apex Unit Tests and Deploy code from Sandbox to Production using **Eclipse / Force.com IDE**
* Created various Reports and Report Folders to assist managers to better utilize **Salesforce** as a sales tool and various Reports and for different user profiles
* Worked with Salesforce premier support to short out technical challenges and governor limits
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com

**Environment:**Saleforce.com CRM, Force.com, Workflow rules, Approvals process, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Data loader, HTML, Force.com, Eclipse IDE, Windows 2007

**United Capital Financial Services, South Plain Field, NJ** **01/2014 - 08/2015**

**Salesforce Developer**

**Description:** The goal of the project was to create a new and faster business process using Force.com to serve various business users up to date and time specific customer information for verifying and approving wealth clients and sources of their wealth. Project also involved integrating their other banking systems with Salesforce. This project also demanded highest security levels for protection of their customer information

**Responsibilities:**

* Interacted with various Business User Groups to gather the document requirements
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic
* Worked with standard **Salesforce.com** objects like Accounts, Contacts, Leads, Cases and Opportunities
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Having Deep expertise and Worked on **the SaaS, HW, SW and Maintenance business model,** especially in the **CPQ and Quote to Cash** process area
* Deeply involved in working on the **Steelbrick CPQ Package Upgrades** by designing **Data Model** related to **Steelbrick CPQ** used in Quote to Order process especially
* Worked on **Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates** in **Steelbrick CPQ**
* 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
* Created several Record Types, page layouts
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Designed, and developed **Apex** Classes, Controller Classes, extensions and **Apex** Triggers for various functional needs in the application
* Created Batch **Apex** classes and scheduled Batch jobs
* Created Triggers like sending emails to the portal users whenever they update their account information comparing their new information with their old information
* Developed **Visualforce** pages, Visualforce custom components
* Used **Visualforce** in development mode to change the behavior and appearance of Visualforce components
* Written Test Classes to meet Unit testing before migrating from **Sandbox** to Production environment
* Deployed the changes from **Sandbox** to Production

**Environment:** Saleforce.com CRM, Workflow rules, Approvals process, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sandbox Dataloader, HTML, Force.com, Eclipse IDE, Windows 2007

**EDUCATION**

**Bachelor of Technology in Computer Science and Engineering** –Jawaharlal Nehru Technological university, India

**PrOFESSIONAL CERTIFICATIONS**

**Salesforce.com Certified Platform Developer I**