**Emeen Oruj**

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**SUMMARY**

6+ years of experience and result-oriented Salesforce Developer possessing a proven track record of leading teams to ensure effective Salesforce Configuration & Integration. Highly skilled at deploying Agile practices to optimize processes & spearheading all aspects of Salesforce like systems integration, 3rd party applications, AppExchange, etc. Adept at deploying SFDC toolkits including SOAP, REST, Apex etc. and directing SF configuration & testing.

**KEY SKILLS**

Agile Practices | Technical Leadership | SFDC Programming & Scripting | Development & Testing | Process Optimization | Software & Application Development | Salesforce Configuration | Salesforce Support | Training | Solutions Development

**TECHNICAL SKILLS**

**SALESFORCE TECHNOLOGIES**: Apex Classes, Lightning Web Component (LWC) VisualForce, Aura Components, Triggers, Custom Objects, Web Services, Validation Rules, Workflows, Dashboards, Reports, Sandbox Development and Testing, Dashboards, Reports

**PROGRAMMING LANGUAGES:** JavaScript, Apex, Java, SQL, SOQL, SOSL

**INTEGRATING TOOLS:** MuleSoft, Rest, Soap.

**OPERATING SYSTEMS:**Windows, MacOS

**WEB SERVICES:**HTML, REST API, SOAP API, Bootstrap

**Databases:**MS SQL Server 7.0, AWS, Azure, Oracle 10g/9i/8i, MS Access

**EXPERIENCE**

***Senior Salesforce Developer***  June 2019 – present

KPMG /MassMutual Springfield, MA

MassMutual provides financial products such as life insurance, disability income insurance, long term care insurance, retirement/401(k) plan services, and annuities. Mainly focused on creating LWC’s in Experience and Sales Clouds and implementation of Salesforce Service Cloud.

*Responsibilities:*

* Customized and fully automated operations for Leads, Contacts, User Assignment Queuing, web services and batch processing
* Automated business processes by developing batch processes using APEX programming language
* Created a Lead/Case Management System using Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript
* Created and managed custom objects, fields, formulas, validation rules, custom workflow, approval processes, Apex Triggers and Apex Classes using complex logic with Round Robin Algorithm
* Hands-on in configuration and maintenance of community cloud customer portal case management for automating business process
* Worked with SOQL, SOSL & relationship queries for query optimization and not to hit governor limitations
* Integrated third-party tools such as Mulesoft, Dell Boomi, Informatica
* Worked on various AppExchange products like Conga composer App, DocuSign to generate and Send Quotes and Agreements to End User
* Guided and coached Junior Developers within the Development Team

***Salesforce Developer*** June 2017 – May 2019

Deloitte / Avon Products, Inc., New York, NY

Deloitte is a company operating as a global professional services network and Avon Products, Inc. is a direct sales company in beauty, household, and personal care categories. Project on improving Avon’s Salesforce Sales cloud and Salesforce Marketing Cloud.

*Responsibilities:*

* Implemented Apex Classes, triggers, Integration, VisualForce.
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
* Configured security and organizational hierarchy for sales for Salesforce implementation.
* Managed process improvement, automation and integration of this reporting tool and recommend modifications / improvements to different financial modules and processes.
* Lead Salesforce CRM applications application and integration design and development project
* Worked on data mapping.
* Responsible for creating diagrams and workflow processes using Rational Rose and Swim lanes diagrams.
* Conduct annual Gap Analysis to determine the effectiveness and deficiencies in existing PMO process.
* Worked on JAD (Joint Application Design) as per the technical specifications of the application.
* Document and communicate SFDC administration SOPs and act as consultant to regional admins
* Involved in writing Test Cases, procedures, reports and approval of system release.
* Created test cases and scenarios for Regression as well as Back-end, GUI and System testing.

***Salesforce Administrator/Developer***  March 2016 – May 2017

Avon Products, Inc., New York, NY

*Responsibilities:*

* Worked with Business System Analyst to the provided recommendation and designed the Best Solutions for implementing new business ideas.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions
* Maintained and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and S-Controls HTML & JavaScript
* Managed mass imports and exports of data
* Provided CRM expertise to sales & marketing teams to streamline, automate, and standardize core business processes on SFDC platform

**CERTIFICATIONS**

Salesforce Certified Platform Developer I Credential ID: 2439479

Salesforce Certified Administrator (SCA) Credential ID: 2439258

AWS Fundamentals: Building Serverless Applications January 2021

**EDUCATION**

Touro University | New York, NY

Degree: Bachelor of Computer Science