**Srividya**



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**Salesforce Administrator/Developer | Email:** **rekha@engineeringsquare.us| Phone: +1 (469)300-7015**

**SUMMARY:**

* Over **8 years** of IT experience with above **5 years** of experience in the **Salesforce** **CRM** **Platform** as both **Administrator** and **Developer**.
* A **4x** Certified Salesforce.com **Developer** & **Administrator** with proficient expertise in the complete life cycle of Salesforce project development including System **Analysis**, **Design**, **Development**, **Testing**, **Deployment**, and **Production** **Support** & **Maintenance**.
* Experience in working across various SFDC implementations like **Sales Cloud, Service Cloud, Community Cloud, Health Cloud and Financial Service Cloud**.
* Hands on experience in designing and developing rich UI pages using **Lightning Apps combining Lightning Design System, Lightning App Builder, Standard and Custom Lightning Component**.
* Hands on experience in writing Lightning components using **LWC** and **Aura Framework**.
* Experience in **installing Field Service Lightning managed package** and guided setup configuration.
* Installed the managed package in the salesforce instance and configured Account and **Household relationships**.
* Extensive experience in designing and developing All aspects of the salesforce classic UI like **Custom Apps, Page Layouts, Tabs, VF Pages** using standard and custom controllers.
* Worked on Building salesforce data model using standard and **custom objects, fields**, **Record Types, Lookup Relationships, Master-Detail Relationships** and **Custom Reports etc.**
* Worked on building process automation features using OOTB Capabilities **Validation Rules, Process Builder, Lightning Flows Builder, Workflow, E-mail services** and **Approval Processes** using customization.
* Knowledge on User Management like **Profile, permission sets, roles**, territory setup.
* Experience in **SFDC Development** in writing **Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL**.
* Hand on Experience in **Apex** and Managed and Configured **Outlook to Salesforce**, chatter, Salesforce Mobile.
* Experience with **Data migration** and updates through the tool App Exchange **Data Loader** in Salesforce.com.
* Well versed with **Apex Soap /Rest API**, Bulk API, Streaming API for integration and data manipulation.
* Strong **Application Integration experience** with **Connectors**, **Routers**, **JMS** and **Data Transformations** using Mule ESB.
* Experienced in designing and developing enterprise services using **RAML** in Mule, **REST** based API's, **SOAP** web services and use of different mule connectors like Salesforce MuleSoft Connector.
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL** and **SOAP.**
* Proficiency in Object Oriented Languages like **C++, C#, Java, JSP, Servlets** and other Java technologies
* Proficient in working with **JIRA, Asana, Azure DevOps and confluence.**
* Articulate in **written** and **verbal communication** along with **strong interpersonal skills, quick learner**, a **good team player** with ability to work effectively with all levels of organization and individually as well

***Technical Skills:***

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| --- | --- |
| **Salesforce Technologies** | APEX Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), APEX Data Loader, Lightning Component, Lightning Web Components (LWC) S-Controls, APEX Web Services, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects |
| **Salesforce Tools** | Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Force.com Explorer, Workbench |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| **Software Methodologies** | Agile, Scrum, Waterfall |
| **Programming Languages** | APEX, JAVA J2EE, Apex Triggers and VisualForce Pages |
| **Operating Systems** | MS Windows, Macintosh |
| **Web Design tools** | Visual Force, HTML, XML, CSS, JavaScript, |
| **Documentation tools** | MS Word, Documentum, MS Excel, MS PowerPoint, MS Outlook, Jira |

**EDUCATION:**

**CERTIFICATIONS:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**
* **Salesforce Certified Service Cloud Consultant**

***PROFESSIONAL EXPERIENCE:***

**PALO ALTO NETWORKS, CA**  ***April’ 2019 to till now***

**Salesforce Lightning Developer**

**Responsibilities:**

* This project involves developing **lightning components for community users** to accept or cancel the orders based on the products available**.**
* Also modified existing **VF pages to make Lightning compatible**.
* Involved in various stages of Software Development Life Cycle (SDLC) in **Agile methodology**.
* Strong implementation and rollout experience with **Salesforce.com CRM** (**Sales cloud, Service cloud, Partner Communities, Health Cloud, Sites, and Force.com platform.**)
* Building of **Custom lightning components** to display the list view of orders and an order detail page to handle the business logic.
* Implemented a **Chatbot** in service cloud using **Omni channel** settings for the customer to automate the **chat with customer**.
* In-depth understanding of Salesforce. Com’s **Sales Cloud**, **Service Cloud** and Force.com product offerings and **Health Cloud** experience.
* Worked on to prioritize tasks across all their patients’ needs with **Health cloud**.
* **Mapped** **personal** and **professional** caregiver networks with salesforce **Health cloud.**
* Using **Community Experience Builder create community pages for Dealers** and used the **SLDS for styles and apex classes** for DML operations.
* Good experience in **Creating lightning web components** (**LWC**) design and implementation and **Converted lightning components to lightning web components.**
* **Created and Debugged Lightning Components**, building with Lightning App Builder and Visual force with the new **Lightning Design System**.
* Designed and Developed **Application on Force.com Platform in Salesforce.com environment** with Apex programming language at backend, VisualForce pages and Salesforce Lightning Experience as user interface.
* Developed various **Apex Triggers Batch Apex, Schedulable and Queueable, Future methods** to meet integration requirements while respecting governor limits and salesforce technical limitations.
* Created **Custom Objects and fields for transactional and contractual information**.
* Used **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Worked on Data model changes like **Pick lists, Dependent Picklists, Lookups, Master detail relationships, Validation and Formula fields** to custom objects.
* Created **Page Layouts, Search Layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created **Workflow rules and defined Related tasks**, **Time Triggered tasks**, **Email alerts**, filed updates to implement business logic.
* Developed **Complex Workflows, Process Builder, Flow Builder** and **approval processes** for automating business logic.
* Worked on customer portals and Communities Administration.
* Created **Custom Dashboards for community managers** and recruiters home page and gave accessibility to dashboards for authorized people.
* Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics**).
* Worked with the admin team to create **Profiles and implemented Object and field level security** to hide critical information on the profile users.
* Used **Force.com developer toolkit** including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Made new **feature enhancements on Service Cloud Console view** and developed some **Visual force components**.
* Involved in **Migrating the data from Oracle database to Salesforce application** using **Apex Data Loader**.
* Performed **Data Migration** from home grown legacy system to Salesforce CRM.
* Experienced in **Unit Testing**, for the customizations and developments done during the project to **achieve 90% code coverage.**
* Implemented **Data Migration using Informatica** on demand and **Data loading using Data loader, import wizard**.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Installed and configured **Cloudingo Salesforce AppExchange** product for cleansing duplicate data.
* Extensive experience with **Atlassian Bitbucket** and **SourceTree** for code collaboration with teams and handling **deployments using IntelliJ illuminated cloud plugin.**
* Hands on **Experience using GIT commands** to fix the merge conflict.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning (Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Integrated Reliability Services, Bangalore*.*** ***Feb’ 2017 to Dec’ 2018***

**Salesforce Admin/Developer.**

**Responsibilities:**

* Developed work plans or reviews other work plan timelines and manages workflows to meet project timeframes by participating in **Planning meetings**, **Analysis development**, **Test inspections**, and other project meetings throughout the project **lifecycle through Agile methodology**.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement Environment
* Implemented **Service Cloud Agent Console** for Charter Customer Support needs and managed users with permissions, about 1000 users nationwide contact centers.
* Built **Reports and Dashboards** for SLAs and agent performance on cases to continuously monitor data quality and integrity.
* Made new feature enhancements on Service cloud console view and developed some Lightning Components and Visual force components for **PDF generation**.
* Worked on **Financial Service** Cloud Community to develop **Customer 360 view** and Book of Business for the employee and Customers.
* Developed **Custom components in Financial Service Cloud** used to build a Customer Community.
* Configured **Action plan templates** and **action plans.**
* Worked on Household to Develop the Relationship Group between Account and Account Contact Relationships
* Worked with contact center management and end users’ issues to create and manage workflow rules, data validation, processes and flows on ad-hoc basis.
* Created Visualforce pre-chat form to gather information about your customers and Enabled Web chat.
* **Enabled Omni-Channel facilitating multichannel** support to routes work to the support agents by **different routing types** that Omni-Channel supports.
* Implemented **Lightning Knowledge** and assigned appropriate user licenses to access and give, permissions for visibility of knowledge articles, also customized page layouts and record types to support knowledge article management.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Created user **roles and profiles, security controls and shared settings**.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
* Working with management and end-users to create and manage **workflow rules, data validation, processes and flows**.
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers and Asynchronous Apex**.
* Resolved major issues in previously existing integrations between SAP and Salesforce in the Jenkins environment and **used REST and SOAP APIs** to create, retrieve, Update, delete the records.
* Implemented **REST based Web Services using SAP and Informatica Power Exchange**.
* Involved in **Unit​ Testing, Code Coverage and Code​Review**.
* Analyze the code and developing the Technical Documentation.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Cleansed data from other systems and import data using Data Loader.
* Support application training activities including **Creating Training Material**, **conducting training and assisting in the support of system release update**.
* Developed using Visual Studio code editor and handled Deployments to sandboxes using **ANT Migration Scripts** and Hands on experience working on **GitHub Repository to pull and push the code** using **GIT commands for merged code** with cross teams.
* Enabled and Analyzed **Field Service Lightning features** for company new initiatives.
* Automated deployments using **Jenkins** by running **ANT migration scripts** for different environments like Dev, UAT and production **Continuous Integration and Delivery (CI/CD).**

**Environments:** Salesforce.com, Case Management, Salesforce Lightning UI, Lightning Components, Apex Classes, Apex Test Classes, Apex Controller, Visual Force Pages, Apex Triggers, JAVA, Custom objects and Fields, Roles, Profiles, Field Level Security, Public Groups, Queues, GitHub Repository, Validation Rules, Workflow Rules, Approval Processes, Data loader, SOQL, SOSL, Force.com IDE.

**Dale Technologies, India.** ***Feb’ 2015 to Dec’ 2017***

**Salesforce Administrator/developer.**

**Responsibilities:**

* Interacted with various business user groups for **gathering the requirements** for Salesforce implementation and documented the Business and Software Requirements.
* Used **Agile methodology** and got good experience in **daily Scrums and sprint meetings**.
* Worked with various Confidential objects like **Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards**.
* Developed **Validation rules** on various objects.
* Also created **assignment rules** on Lead object to assign the Leads Automatically to various groups of users based on the region.
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers**.
* Created and managed **User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls and ShaCG Technologies, Chennai Indiaring Settings.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Developed and configured various Custom Reports for different user profiles based on the need in the organization.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Handled **deployments to UAT** and production using **Changesets**.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:** Platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards.

**CG Technologies, Chennai India.**  ***June’ 2013 to Aug’ 2015***

**IT System Administrator.**

* Managing over **500+ VMware** **servers** 2003, 2008, R2 and 2012 with **VSphere** client 5.1. Supervised 35 VM servers for **daily backups**. **Managing VPN** user and Active Directory by resetting **passwords**, **unlocking** **accounts**, **adding** **users**, and **GP**.
* Configuring **AD** and **disk** quota on Windows 2012 Server.
* Managed **Microsoft Patch** Tuesday's **testing**, **deployment**, and **reporting**, resulting in a 97% success rate.
* Implemented a disaster recovery plan into the contract without increasing costs.
* Enhanced team productivity and automated repetitive tasks by using **batch files**, **PowerShell**, **VBScript** and **WMI**.
* Troubleshoot **LAN/WIFI** **connectivity**, **configured** permissions folder rights.
* Performed software installations and upgrades to operating systems and layered **software packages**.
* Resolved any circuit, data issues, security and access control issues to ensure **24/7 system access**. Managed domain users and groups in AD and create group policies in order to keep the network secured.
* End user technical support for **Windows 7, 8 and 10.**

**Environment:** Microsoft Office 98/ 2000/ 2003/ XP, Microsoft ISA server 2000/ 2004, Microsoft Sharepoint Portal Server, Microsoft Exchange Server 5.5-2000, Microsoft SQL Server, Critix, Metaframe XP, Windows NT Workstation, Windows 98/ 2000/ XP/ NT, Windows Server 2000/ 2003, Microsoft Office Suite 2000-2016 (Word, Excel, Outlook, PowerPoint), PowerShell, VM Ware Player, Virtual box, WebEx, Cisco IP Communicator, Symantec and McAfee corporate antivirus suite, LAN Desk Management 5.5.