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**Professional Summary**

* Around **8+ years** of IT experience with 6+ years of experience in Salesforce.com CRM Platform.
* Experience in **Administration, Development, Configuration, Support** and **Implementation** of Salesforce.
* Involved in all phases of the SDLC (Software Development Life Cycle) from analysis, design, development, implementation, testing, to production deployments.
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports, Approval Processes, Dashboards, Tasks and Events and Proofing emails**.
* Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
* Worked extensively on **Lightning component building**, worked on many components to convert existing classic programming work like Visualforce into **Lightning components.**
* Experience on working with **custom objects, custom fields, Pick-list, page layouts, Workflow Alerts** and **Actions, Approval Process, Validation Rules, Custom Tabs**.
* Experience in building **Visual force pages and Custom Objects using Apex Programming on Force.com Platform** and good knowledge on Apex development in creating **Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.**
* Experience working with **Force.com IDE, Data Loader, Apex** and Salesforce.com Sandbox environments.
* Implemented security and **sharing rules** at object, field, and record level for different users at various levels of organization.
* Expertise in maintaining the Functional areas of **Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.**
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the **governor limits.**
* Extensive experience in creating **Lookup Relationships and Master-Detail Relationships** on the objects and creation of junction objects to establish connectivity among other objects.
* Skilled in **Sales cloud, Service cloud, Custom Cloud, Chatter** and **App Exchange applications.**
* Good Experience in data migration and integration using **Data Loader**.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Knowledge of various coding languages including SQL, HTML, CSS, JavaScript.
* Good experience in developing salesforce **Lightning Apps, Components, Controllers** and **Events.**
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* A skilled problem solver and an efficient team player. Can effectively work in both independent and collaborative work environments.

**Technical Skills:**

**Salesforce.com:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**Tools:** Apex Data loader, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in, Force.com Explorer, HP Quality Center, JIRA

**SFDC Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench.

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat

**Databases:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Unix

**Languages:** C, C++, JAVA, J2EE, Apex, C, SQL, HTML, Visualforce

**IDE:** Eclipse, Net Beans, Visual Studio.

**Certifications:**

* Salesforce.com Certified Platform Developer-1

**Client: Discount Tires - Scottsdale, AZ Aug 2019 – Till Date**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* 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 Visualforce pages for custom login and configuration of communities. ConfiguredSalesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
* Worked with various Salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed Visualforce pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Used Salesforce Connect to access product information stored on an external system.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Utilized Salesforce1 mobile platform to allow uploading pictures relating to service requests and information about competitive products used.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs.
* Used SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Performed Apex Callouts from Salesforce to the same external system to get tracking information of an order.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool.

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

**Client: Sprint - Reston, VA Apr 2018 - July 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events/Logic and Interactions.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements and upgraded from Salesforce Classic to Lightning.
* Developed various Custom Objects, Formula Fields, Master detail, Lookup relationships, Tabs and validation rules.
* Developed SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Worked extensively on SOAP and REST API web service calls.
* Worked with External objects in Salesforce a feature introduced with lightning component.
* Created various reports (summary, matrix, tabular, pie charts, dashboards and graphics) and configured various reports and for different user profiles based on the need in the organization.
* Developed Analytics Cloud data using SAQL via Wave analytics to build own app to access and analyze analytic cloud data.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Managed Apttus application, releases, and future upgrades
* Created and customized Record types, page layouts, list views managed Role hierarchies and Profiles.
* Developed Conga Composer Reports, Queries, Templates and more.
* Developed Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Used the sandbox for testing and migrated the code to the Production environment after testing.
* Configured Chatter for the users in the company for collaboration.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Organized Daily Scrum meetings with all the team members to check whether we are in same page.
* Provided training to the internal business users to use the application and develop their own custom Reports.

**Environment:** Salesforce.com Platform, Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Reports, Email Services, Sharing rules, Security Controls, Eclipse IDE Plug-in.

**Client: Walgreens Inc. - Chicago, IL Sep 2016 - Mar 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* I Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce (SFDC).
* Developed Reports, dashboards, and processes to continuously monitor data quality and integrity.
* Created Reports and dashboards for each geography within service lines based on necessary analytics
* Develop, maintain and continually enhance a strategy around Tableau Data (TDE) files. Partner with the security team to develop standards for hosting Tableau services/application.
* Work with Business Applications, Business Analytics, and Sales Operations Team, this position will influence best practices in Analytics development, and related apps and toolsWorked on Heroku Deployments while integrating with different environments.
* Defines business requirements and creates high-level architectural specifications, ensuring feasibility, functionality, and integration with Salesforce and internal existing systems/platforms.
* Worked on the Front-end UI like HTML, XML, CSS, JSP, JavaScript, Ajax, WSDL and SOAP. Experience developing with JavaScript, HTML5, and CSS3Knowledge of JavaScript frameworks including jQuery,Bootstrap.
* Involved in Salesforce WaveAnalytics Rollout. Created Wave applications by generating various Data Sets, Data Flows and working with JSON files and using SAQL.
* Implemented Wave Analytics, created datasets, dashboards and apps for Opportunity, Accounts and Cases.
* Implemented the requirements on Salesforce platform and Force.com IDE Plug-in using Eclipse.
* Integration between SFDC Deal Support Request and UVC Licensing server using Apex Callout to trigger an email to be sent out from the licensing server with the trial extension file.
* Integration between SFDC Deal Support Request for Clear sea trial requests and Mariel Server using Apex Callout.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Opportunities, Campaigns, Reports and Dashboards.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Wave applications by generating various Data Sets, Data Flows and working with JSON files and using SAQL.
* Integrated Salesforce org with Legacy customer system to retrieve customers.
* Created Lead assignment rules for lead routing mechanism.

**Environment:** Force.com Platform, Sales force Unlimited Edition, Salesforce, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflow & Approvals, Apex, Visual force, Web Services, Reports, Force.com Eclipse Plug-in, Salesforce sandbox, data loader, Email Services.

**Client: Zimmer Biomet - Warsaw, IN June 2015 - Aug 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed a comprehensive CRM strategy, defining Salesforce as the standard tool in both Sales Cloud and Service Cloud.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, visualforc pages, components for various functional needs in the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com based on REST API.
* Providing the best solutions for the gathered requirements & functional support for existing and future business processes on the salesforce.com
* Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
* Implemeted Single Sign on project.
* Involved integration of their legacy system with Salesforce CRM through web services based on BULK API.
* Worked on InsideSales and Demand tools App-Exchange applications to make Salesforce.com instance effective.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Installed and configured Marke to AppExchange app to automate and measure demand generation campaigns that generate more high-quality leads.
* Recognized SF.com usage problems and produced optimal solutions.
* Managed with vendor partners and formulated optimal solutions for integration.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Execution of Test Cases. Review of Test Cases/Test Documents/UE Documents and preparing Test Report.
* Implemented Service Cloud for customer support that includes Case management, Entitlement and service contract, Knowledge base, etc.
* Configured Service Cloud console for internal support agents for case support.

**Environment:** JavaScript, JQuery, Visual Force Pages, Custom settings, REST API, Components and Controllers, XML, Task Ray Management Tool, Conga, Data Loader, Force.com, Maven, Service Now Tool, Force.com IDE, Sublime text.

**Client: Horizoncore Infosoft - India September 2012 - March 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, Page Layout sand Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related work flow actions like task creation, sending email alerts and field updates.

Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.

**Environment:** Salesforce.com, Apex Language, VisualForce (Pages, Component &Controllers), Custom Objects, Page Layouts, Force.com IDE, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows07.

**Educational Qualification:**

* Bachelor’s in Computer Science and Engineering(ANU).