**Neelima Pasuparthi**

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***Certified Salesforce.com Professional*** *with* ***7 years*** *of overall professional IT Experience with strong Object-Oriented Analysis, Designing, Programming skills including* ***5+ years’*** *experience in* ***Salesforce.com CRM platform*** *with proficiency as a* ***Salesforce Developer & Administrator***

***Professional Summary:***

* Proficient in **Salesforce** custom development using Apex Language - **Standard, Custom, Extension Controllers, Triggers, Web Services, Batch, SOQL, SOSL.**
* Strong experience in designing, customizing using **Apex Classes**, **Triggers** and **Visualforce** pages, **Components** using Custom Extension controllers and **Communities**.
* Experience in **Lightning component** development and developing UI using **aura, UI** framework components and **Lightning Design System**.
* Proficient in developing **Lightning Web Components**.
* Sound experience in writing **SOQL, SOSL** queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* 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 Rules and Validation Rules.**
* Experience in creating **Workflow Rules, Approval Processes** to automate business processes.
* Worked with salesforce **Process Builder** and consolidated existing workflow rules with process builder.
* Extensive experience in lead, case management using **Web-to-lead, Web-to case, Email-to-case.**
* Experience in setting update data visibilities by configuring **OWD, Criteria/Owner based Sharing rules.**
* Implemented Salesforce securities including **User Management, Org Access, Profiles, Permission Sets, and Data Management.**
* Extensive experience in designing, creating and maintaining **Public Groups, Queues, Email Templates.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader.**
* Experience in understanding of business requirements, design data model using **salesforce standard, custom objects, Lookup, Master-Detail relationships and Junction objects.**
* Proficient in **integrating Salesforce** with other systems, Web applications by leveraging native **REST API's**, Enterprise/Partner **WSDL** and developing **custom Apex SOAP, REST web services** for consumers.
* Hands-on experience in writing apex **unit** **test** classes and methods for unit testing of apex classes, triggers, Batch and Web Services.
* Familiar with **SSO services** for various applications including Salesforce.
* Expertise with various **salesforce Governor Limits, Best practices** and **Exception handling**.
* Good experience with **Oracle, SQL Server, MySQL Databases** and wrote **SQL, PL/SQL** **queries** for **transforming data**.
* Good knowledge of **OOPs** (Abstraction, Encapsulation, Inheritance and Polymorphism) and design concepts.
* Experience in **Agile/Scrum methodologies**.
* Strong experience in **deploying** salesforce components across various sandbox and production instance using **Change sets, Force.com Migration tool** (Ant based script) and **Workbench**.
* Expertise in SFDC Administration like Managing users, Data Management, Domain Management, generating Reports, Dashboards, Communication Templates, Tasks and Events.
* Good experience with source control tools like **Git, SVN** for managing coderepositories forvariousenvironments**.**
* Excellent Communication and inter-personal skills, accustomed to work in both large and small team environment.

***Technical Skills:***

**CRM Tools :** Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Service Console.

**Salesforce.com :** Standard and Custom Objects Customizations, UI Customizations, Apex Classes/Controllers, Batch classes, Apex Triggers, Apex Web Services using REST / SOAP, SOQL, SOSL, Visual Force (Pages and Controllers), Salesforce1 Lightning, Workflow, Approval Process, Validation Rules, Dashboards, Reports, Communities

**IDE & Tools :** Visual Studio Code, Eclipse, App Exchange, Data Loader, Workbench

**Prog. Languages** **:** C, C++, Java, Apex, Shell scripting, SQL, PL/SQL

**Databases** **:** MySQL, Oracle, SQL Server, MS Access

**Web Technologies** **:** Web services (SOAP & REST), HTML, CSS, XML, JavaScript, jQuery, AngularJS

**Deployment Tools :** Change set, Ant, Eclipse, Visual Studio code, Work Bench, Jenkins

**Source Control :** Git, SVN

**Methodologies** **:** Agile, Scrum, Waterfall

**Operating Systems** **:** Windows, Linux

***Certifications and Credentials:***

* Salesforce Certified Administrator certification (Salesforce.com, License: 21278803)
* Salesforce Certified Platform Developer I certification (Salesforce.com, License: 20991224)
* Salesforce Certified Service Cloud Consultant certification (Salesforce.com, License: 21548384)

***Professional Experience:***

**Florida Blue, FL Aug 2019 - Till date**

**Sr. Salesforce Developer**

**Responsibilities:**

* Involved in requirements gathering meetings with clients for analyzing requirements and providing technical solutions using salesforce
* Translated the business requirements into working solutions using a combination of Salesforce configuration and custom development approaches.
* Created lightning web components, aura components, visualforce pages and controllers to support various custom UI needs.
* Managed the customization of Salesforce communities, performed various configurations related to communities. Implemented Knowledge Management.
* Designed and deployed the Custom objects, Custom tabs, Validation rules, Workflow Rules, Email Alerts, Auto-Response Rules, Page layouts to suit to the needs of the application.
* Designed and developed Apex Controllers, Extensions, Batch Jobs and Apex Triggers considering governor limits and best practices as per the application requirements.
* Created templates, page layouts, and record types according to the business process requirements.
* Worked with Lightning components along with server-side controllers to retrieve data from objects.
* Worked on Data updates and Loads on need basis using Data Loader.
* Promoted changes from one environment to other via change sets and ANT tools.
* Participated in daily stand up meetings to track and address different pending activities.
* Communicated with the business users regularly to understand their requirements and designed solutions to implement them.
* Provided knowledge transfer along with the team to the key users and the support team.

**Tata Consultancy Services, Chennai, India May 2015 - Dec 2018**

**Salesforce Developer**

**Responsibilities:**

* Implemented Classic and Lightning Communities for different partner portals.
* Analyzing business requirements and mapping them to Salesforce.
* Designed and developed various custom objects, tabs, page layouts, record types as per the requirement.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Worked on Sharing and Security Model, created Roles and Profiles, worked on standard salesforce objects to modify them based on the requirement.
* Created various permission sets in order to grant special permissions to certain users.
* Involved in User Interface development of Visualforce Pages, Components and customized existing Visualforce to align with salesforce Lightning UI experience.
* Implemented lightning aura components.
* Worked on Scheduled Jobs for data synchronization from external applications.
* Worked on various workflow rules, validation rules, assignment rules and approval process.
* Created Web Services using SOAP and REST, to integrate data with external systems.
* Worked on Continuation Framework to make asynchronous Web Service Callouts and increase the performance of the Visualforce pages involving large number of callouts.
* Used Data Loader for data migration & integration from legacy system to Salesforce CRM.
* Implemented Apex Classes, Triggers and Unit test classes to assure proper code coverage as per salesforce standards.
* Deployment of code using Change Set.
* On time delivery of Development activities.

**Blue Lotus Technologies, Chennai, India Feb 2014 - Apr 2015**

**Salesforce Developer**

**Responsibilities:**

* Interacted with various business users for analyzing user requirements and provided design document.
* Written SOQL & SOSL queries with consideration of Governor Limits for data manipulation needs of the application against force.com platform database objects.
* Developed Apex Custom/Extension controllers to handle various Visualforce pages actions, implemented JavaScript remoting to handle client request in asynchronous fashion.
* Used JavaScript, jQuery for client-side validations, rendering/refreshing various blocks of the pages based on user selection.
* Developed Apex Restful web services for inbound calls to salesforce for various standard and custom objects.
* Worked on various salesforce Standard/Custom Objects, Lookup, Master-Detail, Junction Object relationships, Formula, Rollup Summary fields, Page layouts, Custom/Lightning Tabs, Record Types, Validation Rules, Reports and Dashboards.
* Performed administrative tasks - Creating Users, Public Groups, Queues, Permission Sets, Profiles, Roles and Sharing rules (Criteria/Owner based).
* Worked on customization of Sales, Service and Marketing cloud object Accounts, Contacts, Opportunities, Products, Pricebook, Campaigns, Campaign Members and Cases.
* Implemented Web-to-Lead, Email-to-Case for capturing Salesforce Leads and Emails created via web and emails received from customers.
* Created Assignment, Escalation rules on Case object to assign the Web-to-Cases automatically to Queues and users.
* Deployed salesforce components across various sandbox and production instances using Force.com Migration tool, Change sets and Eclipse.

**Ascenders Technologies, Chennai, India May 2012 - Jan 2014**

**Java Developer**

**Responsibilities:**

* Involved in full lifecycle of development for web application using Struts framework.
* Involved in requirement analysis and designing.
* Analyzed the customer provided functional Requirements and prepared High-level design documents.
* Collaborated with other developers on designing, developing, unit testing and implementing new JSP pages, HTML pages and Servlets
* Involved in Agile Development methodology of software development.
* Created common libraries to use across other projects
* Designed SQL database tables, views, stored procedures, triggers and functions.
* Developed UIs with JSP, JavaScript, HTML and CSS. Developed RESTful APIs to integrate with external applications
* Implemented multi-threading and exception handling to improve application functionality.
* Written SQL, named queries and criteria queries.
* Created test cases in Junit for unit testing of application.
* Involved in deploying services to Tomcat servers.
* Conducting software analysis, programming, testing, and debugging.
* Responsible for creating, reading, updating and deleting tables in the database as per requirements
* Maintenance and Production support of application document design and functional aspects of application
* Involved in all phases (Unit/Integration/System) of testing.