**** **Mounika G (Salesforce Lightning Developer)**  

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**SUMMARY**

* Having **9+ Years of IT experience** with 5+ **years** of strong experience in design, **Development**, communities, **lightning component** development, **lightning locker services**, **classic to** **lightning migration** and deployment of application using **Force.com, Apex, Visual force** and Cloud Computing based Sales force CRM, customization and development and **4 years** in **Java/J2EE**
* Experience in **Administration, Configuration, Implementation (Soap API, Rest API and Meta data API as Call in and callout services)** and Support of Salesforce CRM and Salesforce SFA applications.
* Experience in **modifying Visualforce pages** to support the **Lightning Experience** and good understanding of lightning mode and its features
* Strong in Aura **Lightning framework** with Applications, Components, Controllers, Stylesheets.
* Worked on **Visual Flows** and **Process Builder** to automate workflow actions based on the functional requirement.
* Designed various Webpages in **Visual Force** for functional needs within Salesforce.
* Designed and developed **Apex Triggers** for various functional needs in the application.
* Created Custom Controllers and Standard Controllers in Visual Force.
* Having experience with **Apex Triggers**, **Apex Classes and Wrapper Classes** as mentioned in the business requirement.
* Worked on **Visualforce pages** and having experience with **CSS and Java Script**
* Provided administration support to create new users, deactivate users, modify security and sharing settings for users.
* Experience with **Apttus CPQ** to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and Apttus CPQ.
* Experience in **XML, JavaScript, HTML, Eclipse**and **SVN**.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Having experience on live support activities providing solutions to end users on Production environment.
* Worked on **Soap API and Rest API** **to** design and support web services platform.
* **Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.**
* **E**xpert in developing User Interface (UI) applications and professional web applications using **JavaScript, JSP, HTML5 /DHTML, XHTML, jQuery, CSS3, and Ajax**.
* Worked on Web services using **REST API** exclusively on obtaining the needed information using the URL approach.
* Having experience on **REST** methods such as Put (), Get (), Post () and Delete ().
* Having experience on **Sales cloud** in opportunity management, account management.
* Having experience with **partner WSDL**, **Enterprise WSDL** and **Metadata API**
* Worked on **Sales cloud** such as **Web-to-lead to support online lead capture, with auto-response rules.**
* Proficient in Configuration, Customization, Programming with Apex API (Controllers & Triggers), Visual force Pages, **Visual force Components** using up-to-date technology & implementing new instances of Sales force
* Defined assignment rules to route case request to appropriate case support queues.
* Implemented **security** and **sharing rules** at object, field, and record level for users at different levels of organization, created various **profiles** and configured the permissions based on the organizational hierarchy.
* Experience working with **Data Loader,** import wizard, salesforce.com and Sandbox environments.
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report extractions to various formats, design of **Visual Force Pages, Dashboards** and various other components as per the client and application requirements.
* Worked on SAP CRM with good exposure to **sales, service and marketing modules of CRM** and have good understanding of CRM user interface architecture.
* Gathering requirements from functional consultants and developments based on client requirement.

**EDUCATION**

* Master Of Computer Applications (MCA) from JNTU, India.

**TECHNICAL SKILLS**

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| --- | --- |
| **SFDC Technology**  | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process. |
| **SFDC Tools** | Apex Data Loader and Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Apttus CPQ, Steel brick. |
| **Languages** | Apex, Core Java, Java Script |
| **Operating systems** | Windows, MSDOS, LINUX |
| **Databases** | Oracle 10g, Oracle 11g, SQL Server, DB2 |
| **Methodology** | Agile, scrum, SDLC, RUP. |

**EXPERIENCE**

**DOITT, NY Sept 2018 to till date.**

**Role: Salesforce Lightning Developer**

**Description:**

The New York City Department of Information Technology and Telecommunications (DoITT) is the department of the government of New York City that "oversees the City's use of existing and emerging technologies in government operations, and its delivery of services to the public".

**Responsibilities:**

* Requirements gathering and doing **configuration and customization** according to business requirement.
* I was involved in estimation and analysis for **migration** from classic to **lightening**.
* Created custom objects and custom fields in **Lightning** experience.
* Involved in creating a component for **custom buttons** which are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I was Involved in developing Salesforce Lightning applications using **Lightning Components**, Controllers and Events and used custom CSS in the components.
* Developed Lightning Component Framework and built Lightning component using **aura** **framework.**
* Built reusable **UI/UX** components with Lightning component framework.
* Knowledge on Salesforce **Lightning Process Builder**, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Maintenance of installed Managed Packages in **Lightning** using Apex
* Worked on preparing **Technical Design** Document**.**
* Written **Apex Triggers** on **Account**, **contact** and **opportunity** to automate business process.
* Written **Apex Classes, Batch Classes and Schedule class** according to the business requirement.
* Written helper classes support for **Apex Triggers.**
* **Writing the apex code according to governor limits.**
* Doing bulkification of the trigger using Collections like list, set and Map.
* **Handling view state error in Visualforce pages.**
* Writing relationship **SOQL** queries according to the business requirement.
* Developed Visulaforce pages using standard controller, Custom controller and extension controller.
* Worked on **Soap API and Rest API** todesign and support web services platform.
* Developed the **batch process** to load data from external system to salesforce.
* Sent an Email Notification to the Partner through Process builder once after approving the access to purchasing records.
* Worked on agile Process**.**
* Worked on visual force pages and its attributes.
* Worked on **Process builder** for automating the actions such as creating and updating the custom object records.
* Writing Experience in **Implementation, and Support of Salesforce CRM**, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Worked on **Visual flow for achieving the user triggered actions** for displaying customer information on the screens.
* Worked on **Process builder** for automating the actions such as creating and updating the custom object records.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Using **Metadata API** to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates**,** and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud in opportunity management, account management.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Performed other administrative tasks such as managing **Accounts, Contacts and Cases, setting workflows** and **approval process** for approving new accounts and other business process.
* Provided Case Management by **Configuring Email-to-Case** for end user to submit a case through Outlook.

**Environment:** Apex, **Visual force**, Apex Classes, SOQL, **Lightning Components**, Apex triggers, Lightning, **Visual force**, Pages, **Batch Apex**, Schedule Apex, **SOAP, REST**, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server, MS Office Suite (Word, Excel, PowerPoint, Outlook), SQL, MS Project.

**Summitworks, South Plainfield, NJ May 2017 to Aug 2018**

**Role: Salesforce Developer**

**Description:**

Summitworks provides a full range of Custom Software development and Information Technology Support Services, Product delivery & implementation, Knowledge Process Outsourcing (KPO), and Off-shore Staffing and placement solutions. We are here to provide the Knowledge and expertise in the SharePoint, .NET, Java, iOS, Android development and Analytical and Reporting Services arena.

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in **designing, developing and data modeling** of the application and ensured that they are within the Salesforce governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; **Salesforce.com CRM**.
* Created custom objects, **custom Fields, Validation Rules, and formula fields**.
* Created **Visualforce pages, Apex Triggers, Apex Classes, Test Methods** and **Workflows**.
* Developed SOQL query to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Worked on **Visual flow** for automating the user actions and displayed appropriate information on the screens.
* Worked on **Process Builder** for calling the apex methods for updating the contact information with zip code.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Deploy using **Force.com IDE tool**, Change sets and **Eclipse** for sandbox to production environments.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Developed scripts to load forecast data from salesforce.com.
* Created technical design document and functional design documents as per business requirement.
* Worked on **Sales cloud** such as **Web-to-lead to support online lead capture, with auto-response rules.**
* Developed integrations to integrate data from Salesforce.com using **SFDC APIs**.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Fields and **defined Field Dependencies** for custom pick list fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Wrote **Case Escalation Rules** to escalate cases depending on the time frame and difficulty of the case issues

**Environment:** Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing, SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server.

**MoneyGram International Inc. Frisco, TX. Oct 2015 to Apr 2017**

**Role: Salesforce Developer**

**Description:**

MoneyGram provide consumers with affordable, reliable and fast ways to transfer money. It works on high-performance payments and financial services. It serves customers on point-of- service platform over 200 countries. It works on servicing portals, digital reporting, and eliminating time spent on tasks for costumers.

**Responsibilities:**

* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Provided development, implementation, and updating focusing on **Sales cloud and Service cloud**.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like **Picklist Fields, Master-Detail Fields, Custom Formula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and **PCS Central** **Support**.
* Defined objects and **Field Level Security** for different profiles.
* Wrote **an Apex Trigger** on Contact for cross object field update for reporting purposes.
* **Enhanced Apex Class** and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Created and maintained **Reports and Dashboards** to provide fast access to key business metrics.
* Having experience on live support activities providing solutions to end users on Production environment.
* Provided Case Management by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Salesforce.com User **Profiles** by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
* Involved in Development and Configuration of Various Custom Reports (Tabular Report, Joined Report and Summary Reports).
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization.
* Responsible for weekly and monthly **data export, updates, and backup** for the organization.
* Used Apex data loader to Inset, Update, and **Import data** from Microsoft Excel into Salesforce.com.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

**CGI – Hyderabad, India Oct 2014 to Sep 2015**

**Role: Salesforce Developer**

**Description:**

CGI is a global IT solutions firm focused on catalyzing business transformation initiatives of its clients through deep domain knowledge, technology expertise and customer commitment. CGI bring together new digital technologies such as Mobility, Analytics, Cloud and ERP, to drive enhanced customer engagement, operations efficiency and return on IT investments.

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the Apps to match the functional needs of the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various salesforce.com objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed APEX Classes, Controller Classes and Triggers for various functional needs in the application.
* Developed and **deployed Workflows** and **Approval processes** for Opportunities and Products/ Assets Management.
* Implemented the requirements on salesforce.com platform and **force.com IDE plug-in** using Eclipse.
* Successfully established a new lead follow-up procedure which shortened the response time to qualified leads and generated more meetings for the account executives.
* Created and used email templates in **HTML** and Visualforce.
* Create **Dashboard** and **Reports** for the business users.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Responsible for all the activities related to configuring **Data loader, uploading data** in .csv files into Salesforce.com, checking for the correctness of the data.
* Worked with Salesforce.com team to make application certified.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**KPIT, Chennai, India Aug 2012 to June 2014**

**Role: Java Developer**

**Description:**

KPIT is a global technology company with software solutions that will help mobility leapfrog towards autonomous, clean, smart and connected future. With 6000+ Automobelievers across the globe, specializing in embedded software, AI & Digital solutions, KPIT enables customers accelerate implementation of next generation mobility technologies . With development centers in Europe, USA, Japan, China, Thailand and India – KPIT works with leaders in mobility and is present where the ecosystem is transforming.

**Responsibilities:**

* Analyzed the business requirement and developed app using **Java and Mozilla XUL**.
* Involved in development using spring, Hibernate and **JSF Framework**. Used **ANT** script for project deployment.
* Use case, design – class, sequence diagrams. User Interface design
* **Data Modeling** – logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and converted into requirements document.
* Create POC for first time patterns and vendor integrations.
* **Code review** with the developers and delivery team
* Co-Ordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand up meeting with the whole development teams both onshore and offshore.
* Develop Functional Requirements Specification (FRS)
* Business process review and modeling
* Involved in writing **SQL queries** for the application in Teradata database.
* Create or involve in Implementation planning with Project Manager.

**Environment**: Java, JSP, Servlets, HTML, JDBC, JDK, Waterfall Model, Tomcat, Windows XP.