

Name: Navya Dosawada

Title: Salesforce Developer

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Over 7.5 years of experience in IT where 5 Years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration, communities and migration from classic to lightning, lightning component development. 2.5 Years of experience on Java/J2EE.

* Strong experience with Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities and Force.com platform.
* Proficient with understanding of CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages and integrating with external source by developing SOAP, RESTful Apex Web Services and Force.com API.
* Strong experience in writing, tuning of SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.

Skills

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| * CRM- Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM * Salesforce- Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing Cloud, Force.com Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards. * SFDC Tools- Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Jenkins, Data Loader, Visual code, sublime Editor, Source Tree, Bit Bucket, Git Hub | * Languages- Java, Apex, and C * Web Technologies- XML, HTML5/4, CSSS3/2, JavaScript, jQuery * Databases- SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL |

**capital one**

Salesforce Lightning Developer // Richmond, VA, USA // March 2020 to Current

**Responsibilities:**

* Performed the role of Salesforce developer, and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* As a part of the Sales Cloud I've have implemented the lead management like assigning the leads using the custom lead assignment process.
* And also, custom lead conversion process & Account Management opportunity management.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Aura open source technology that powers Lightning Components and Aura namespace contains all the basic building blocks for defining components and applications.
* Enhanced Communities by adding new fields, field sets using Salesforce lightning.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects.
* Used it to read, extract, and load data from comma-separated values (CSV) files.
* Developed dynamic Salesforce.com Visualforce pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Build Lightning controllers with the AURA framework.
* Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Utilized Lightning Connect to get real time data from external system.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Worked in Administration, Configuration, Implementation and Support of service max and Salesforce applications.
* 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.com (SFDC).
* Created Batch Apex classes for batch execution and updating of related fields.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems and used the Sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.

**Environment:** Salesforce.com platform, Salesforce lightning, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Aura Components, Data Loader, Apex classes, Apex triggers, JavaScript.

**Cigna**

Salesforce Developer // Connecticut, USA // January 2019 to February 2020

**Responsibilities:**

* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Created profiles, implemented Object and field level security to hide critical information on the profile users.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked on multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on integration of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Created Custom-Apps, Objects, Fields, labels, settings mapped and integrated the fields to Expression software via middleware TIBCO using web services callout.
* Deployed code across various sandbox using Force.com IDE, Change Set, Workbench prepared package.xml for workbench and Force.com Migration tool.
* Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Opportunity, Campaigns, Reports Dashboards.
* Performed various testing including Regression, integration, System Testing.

**Environment:** SaleForce.com platform, Service Cloud Validation Rules, Sharing Rules, Public Groups, Workflow Rules, Approval Process, Reports and Dashboards, Apex, Triggers.

**Bridgewater Associates**

Salesforce Developer // Stamford, CT, USA // December 2015 to December 2018

**Responsibilities:**

* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand up meetings.
* The existing .net application was moved into Salesforce.com as separate application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Built Apex Classes implementing SOSL & SOQL statements within Eclipse to manage interaction with the database.
* Develop and execute multiple Inbound Marketing strategies which have resulted in 400% development.
* Created Dashboard reports which are sent to users by email.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Built Visualforce pages to implement features not included in the standard page layout.
* Managed Apttus application, releases, and future upgrades.
* Developed BULK API calls (REST) and SOAP to interact with the 3rd party tools.
* Used XML serialization for interacting with the database.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors Limits.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quality and consistency.
* Inserting, updating and querying Salesforce ID's for Account, Opportunity and custom objects using Salesforce.com connect to Microsoft excel and Macros for excel.
* Generated Reports using MS-excel, Pivot tables, summary tables into PDF format.
* Performed administrative tasks like configuring Profiles, Permission Sets, Roles, Users, sharing rules, Record Types, Public groups and Queues for the organization and setting up Field-level, Object-level security rules for each profile.
* Performed administrative tasks like running and generation of production reports on daily, weekly basis and monthly basis and sending them to clients, customers and other teams under scheduled times using IBM data studio and web gateway tools.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Developed custom UI using CSS, HTML, Visualforce components and used jQuery, Java Script for front-end validation.
* Developed the test plan, test conditions and test cases to be used in testing for this project.
* Prepared code deployment using Eclipse and Changesets.

**Environment:** Salesforce.com Platform, Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, .Net, Windows XP.

**VST Industries**

JAVA Developer // Hyderabad, India // December 2013 to April 2014

**Responsibilities:**

* Proficient in building web user interface using HTML, CSS, JavaScript, DOM, jQuery and Ajax that are browser compatible.
* Regular interaction of Restful API design calls to populate the UI on the app using get, post and delete.
* Used Ajax framework for asynchronous data transfer between the browser and the server.
* Wrote page level code using JavaScript framework along with jQuery and other JavaScript libraries.
* Integrating Web Servers to Front End using Application Program Interface using Ajax.
* Optimized application for maximum speed and scalability using Grunt Automation tool by converting regular manual task to Automation.
* Responsible for translating designs and concepts into highly usable and engaging web applications using HTML, CSS including AJAX controls and JSON.
* Handled REST API calls with AJAX and processed JSON data responses to format, validate and display to the user.
* Worked on cross browser compatibility issues and fix the bugs pertaining to various browsers.
* Worked with MYSQL database and worked in an Agile development cycle using advanced Scrum methodologies.
* Performed Asynchronous Ajax calls to eventually execute the respective functionalities.
* Designed dynamic and browser compatible pages using HTML4, CSS3, jQuery, and JavaScript.
* Developed page layouts, navigations and presented designs and concepts to the clients and the management review.

**Environment:** HTML, JavaScript, AJAX, CSS , JSON, jQuery, MYSQL.

Education

Bachelor of Technology - Computer Science

Bharath Institute Of Engineering And Technology // Hyderabad, India // 2014

Certifications

* Salesforce Certified Administrator-201
* Salesforce Certified Platform Developer-PD1