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 **Nikhila T**

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**SUMMARY**

* Refined and centered software proficient with 6+ years of valuable industrial experience in defining, designing, implementing, and maintaining data-driven, test-driven, Salesforce CRM cloud implementations.
* Exceptional experience in Salesforce end-to-end Implementations, Configuration, Customizations, Development & Testing.
* Good exposure to Salesforce CRM Integration regarding developing and deploying custom integration solutions.
* Upstanding Experience in Salesforce Lightning, LWC, Salesforce CPQ and Data Migration.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Substantial knowledge on Apex classes, Apex triggers, asynchronous apex and Visual force pages for developing custom business logic.
* Hands on experience in managing Standard objects and creating Custom objects.
* Proficient in enhancing UI by creating page layouts, custom fields, formula fields, and role based page layouts, custom Tabs.
* Implemented security and sharing rules at object, field, and record level for different users. Also created various profiles, permission sets and roles.
* Good knowledge on creating business logics with validation by workflows, process builders and

Approval process.

* Significant experience in handling the rigorous tasks that includes Sales Cloud, Service Cloud, Health Cloud and Community Cloud.
* Skilled in querying salesforce.com database using SOQL & SOSL queries with Governor Limitations.
* Excellent knowledge on Master detail Relationship, Lookup relationship, Many to Many relationships and acquainted with usage of App exchange.
* Debugging Apex using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Pursued Field Service Lightning package and learned Lightning development. Helped design and develop complex Field Service meeting planning and scheduling application suite. Developed interface with Microsoft Exchange Servers for email integrations.
* Adequate work experience on Web services such as using REST API exclusively on obtaining the needed information using the URL approach along with WSDL for third party integrations...
* Exceptional subject knowledge on CRM business processes such as Lead Management, Account Management, Opportunity Management, Salesforce Knowledge management and Case Management.
* Worked on data cleanup, maintaining data consistency post deployment in sandbox and production environments and created sandboxes and refreshed them time to time.
* Flexible with Data Loader, Data Management tools and auditing tools.
* Good record of accomplishment in testing, designing and organizing, solid subject knowledge of designing the architecture with satisfying experience.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Experience in migration applications from Sandbox to Production using Migration Tools like Workbench, Blue Canvas, Copado, Change Sets and ANT.
* Strong knowledge on Agile, water fall methodologies.

**TECHNICAL SKILLS**

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| CRM Tools | Salesforce.com |
| Salesforce Technologies | Apex, Triggers, Scheduler, Salesforce Lightning, Sales Cloud, Service Cloud, Custom Controllers, Extensions, Record Types, Chatter, SOQL, OWD (Organization Wide Default), Apex Data Loader, SOSL, Workflow, Outbound Messages, Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Lightning, Salesforce Communities, Dashboards, Lightning Web Components (LWC) S-Controls, Security Controls, AppExchange, Sandbox. |
| ETL Tools / Integration / Data Migration Tools | Meta Force, aside, Eclipse, Visual Studio Code , Force.com IDE, Apex Data Loader, workbench |
| Languages | Java, SQL, Apex |
| Databases | MS - Access, SQL server 2016, MongoDB, MySQL |
| Project Management | MS Project, MS Visio, MS SharePoint. |
| Computer Literacy | MS Office, Operating systems (Windows, Linux, IOS), Mobile platforms (Android, Windows, IOS) |
| Collaboration/Presentation tools | WebEx, GoToMeeting, Zoom, Skype |

**EDUCATION**

Master of Science in Information Technology

Northwest Missouri State University

GPA 3.9

**PROFESSIONAL EXPERIENCE**

**Client: Virta Health, San Francisco, CA May 2020 - Present**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Work together with Business Requirements Experts (BRE) and Technical Architects to convert the business needs into salesforce technical solutions.
* Develop Integration Patterns with different internal ERP applications using REST and SOAP Web services.
* Worked on Apex Batch BulkAPI integration with Mule Soft to get the data from stage objects to salesforce org objects.
* Customize application pages using Visualforce, Lightning Components, Apex, Lightning Web Components and Application programming Interfaces.
* Worked on aura framework, lightning events, aura methods to get data translated from child-parent components and flow builder is used to navigate through different screens based on decision.
* Developed Lightning pages/components using the Lightning AURA Component framework, Lightning Design System (SLDS), lightning web components (LWC) for both Desktop and Mobile.
* Worked on lightning communities experience builder to create and customize the record page using lightning flow builder.
* Developed, automated and monitored continuous integration and continuous development process to deploy the components from one sandbox to another sandbox in the organization.
* Implemented Apex Classes and Triggers and linked them to manage the workflows Implemented in the system.
* Implemented automated process to simulate daily scheduled jobs within the limitations of the system and hosted entirely on Salesforce.com in Production environment.
* Developed a replay feature to Re-run the Api request by using triggers which helped the other developers to test while they are working on Enrollments
* Experience in loading the data and transform using Informatic ETL tool.
* Created Process Builder, workflow rules for different types of patients who are related with the client worked with various teams for code promotion and acceptance.
* Used field level security along with page layouts to manage access to certain fields
* Created various Reports, dashboards 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
* Imported data from csv files in to Leads, Accounts, Contacts and Opportunities using Data Loader
* Created picklists, dependent picklists, and validation formula fields to the custom objects
* Experience in Using DocuSign app Exchange for Digital transaction to users send, sign and manage legally binding documents securely in the cloud
* Used Marketo AppExchange to focus on lead Management, email marketing, consumer and mobile marketing
* Developed Enrollment console and Integrated it with Salesforce.com with using the Force.com, REST based web services API
* Deployed the code into sandbox to production using Change sets and Blue Canvas (CI/CD tool). This CI/CD tool reduced the complexities.

**Environment:** Salesforce.com CRM Application Platform, Apex Language, Visual Force, Lightning, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

**Client: Interstate Batteries, Dallas, TX June 2019-May 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Experience with dependent environment strategy to support multiple Product teams developing and releasing on salesforce in parallel.
* Worked on Salesforce Communities and created Lightning components as needed for Communities to support hotel users.
* Managed Data load jobs on a daily basis to Production from multiple sources.
* Managed Deployment and Code Review sessions for both Major and Minor Releases through the Flosum Tool.
* Understanding on how to create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Experience with Case management, responding to cases in a timely manner, hotfixes in production as needed and creating tickets in JIRA as per the priority of the cases received.
* Gained extensive knowledge on Governor Limits from the ability to optimize code to respect those limits.
* Used field service lightning (FSL) to track job management of technicians.
* Created/Modified apex trigger, apex classes, visual force pages, Wrapper classes as per requirements and worked on sharing through apex by share objects.
* Written apex batch, schedule classes by implementing Batchable, Schedulable interfaces for processing large data sets in scheduled intervals.
* Performed Admin activities as: Creating Workflows, lightning record pages, lightning paths, Process builders, Email Templates, Sharing Rules and permission sets.
* Worked on Design Documents for User Stories to capture requirements, technical details and responsible for guiding UAT Teams in Testing the assigned projects.

**Environment:** Lightning, Agile, JIRA, Flosum, Salesforce Communities, Data Migration, Apex Sharing, Data Loader.

 **Client: HSBC, Christchurch, New Zealand Oct 2017 – Dec 2018**

**Salesforce Administrator/Developer**

**Responsibilities**:

* Involved and interacted with various business user groups for gathering the requirements for

CRM implementation.

* Developed and maintained Custom Objects, Fields, Formulas, Reports, Dashboards, Triggers,

Validation rules, Workflows and Approval Processes on Salesforce.com platform

* Designed and Developed custom Visual force pages to provide customizable views capability for

Partner users, with inline search capability

* Developed and used JavaScript, CSS for performing validation and assigning style sheet to the

Visual force page and developed HTML to create Custom Email Templates inside Visual force

Page and under Communication templates section.

* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Using Field Service Lightning built service territory for our team to organize workforce, which typically represents geographical areas where our team works.
* created field service permission sets, gave users the permissions they need to complete their field service tasks and assign permissions in Setup
* Implemented Calculation Procedure series of calculations executed on matrix lookups and user-defined parameters like variables and constants to determining price of products.
* Managed service territories of field service to keep field operations running smoothly.
* Worked on Data Loader, which helps us to perform CRUD operation with the help of CSV files
* Exposed Custom Web Services in Apex to support callouts from external systems through the API
* Used Sandbox migrate the code and deploy inbound and outbound change sets instance after testing.
* Deployed the code into sandbox to production using Change sets and ANT tool
* Analyzed & fixed open & pending defects in QA & UAT environment and assisted in Postproduction support by resolving all high priority issues in a faster mode.
* Experience in using Laser Credit access App Exchange to pull out the entire credit history.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for

Various functional needs in the application.

* Used field level security along with page layouts to manage access to certain fields.
* Migrated code from Development to Testing and to Production environments using Change

Sets, Force.com IDE and Force.com Migration Tool

**Environment**: Salesforce.com, Eclipse IDE, Data Loader, Apex Explorer, Apex, Visual Force, SOQL, Visual

Studio, VB.NET, SQL SERVER 2005, Apex, Visual force, Eclipse

**Client: Palin Inc, Hyderabad, India Jan 2015 – Oct 2017**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Constant interactions with the stakeholders (PO`s) to get up to date business requirements and demonstrate the project status.
* Responsible for using the data loader, migrating the data and integrating Salesforce.com platform with other third party tools using Restful Web Services.
* Performed customization using Apex and visual force and worked with Auto response rules and escalation rules for case management.
* Invoked Apex triggers using Apex data types, Assignment statements, loops, Locking statements, Exception statements.
* Have built the flows, which embedded lightning components for object fields and assigned the input and output variables in order to get a screen flow between the components with the help of lightning buttons.
* Worked on Force.com Explorer for querying the Salesforce database using SOQL & SOSL queries
* Worked extensively in customization of service cloud console by embedding visual pages in custom console components, highlight panel and interaction log.
* Effectively created formula fields, dashboards, custom report types, profiles & users ,configured permission sets to meet the business requirements
* Approval processes, Process visualizers were thoroughly used throughout when needed.
* Worked with OWD, Role hierarchy, sharing rules, Apex Callouts, Junction objects, roll-up summary fields, look up relationships, Master detail relationships and other field dependencies.
* Worked in all phases of Software Development Life Cycle (SDLC) such as Agile, scrum and waterfall.
* Created Salesforce training manuals, Configuration workbook and Technical Documentation on implemented requirements.
* Wrote test classes to obtain a code coverage of 85% minimum, performed User Acceptance test, Business Acceptance test and created scripts for testing.
* Worked with version control Bitbucket along with tools like Source tree, ANT for the deployments.
* Conducted meetings with on-shore and offshore teams to update with the project status and for resolving the defects.
* Monitored the deployment process for every release and supervised the deliverables.

**Environment**: Salesforce Classic, Lightning, Service cloud console, Integration, Customization, Configuration, Sales cloud, service cloud, Source Tree, Agile, Waterfall, Bit Bucket.