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|  | Kaira.sfdc1@gmail.com    956-539-8584    Philadelphia, PA, USA 19102  Los Angeles, CA, USA 90001    **Education**  Master of Computer Applications (MCA)  **Languages**  **English**: C2    Proficient |  | |  | | --- | | **KaIRA** |   **Professional Summary**  Having 9+ years of IT experience with over 5 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration, supporting the cloud applications, communities, and migration from classic to lightning, lightning component development. 4+ 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.  **Skills**   |  |  |  | | --- | --- | --- | |  | * Enterprise Tool Kit: Microsoft .NET Framework 3.5 * Web Tools: ASP.NET, SharePoint 2010, CSS, Internet Information Services, Nunit, Fiddler. * Database : MS SQL Server 2010, MS Access, SOQL, SOSL * GUIS : MS Office 2010/2013, Visual Studio 2008 * Languages: C#, C++, HTML, JavaScript, XML, Apex, Force.com, MySQL Server. | * Salesforce Technologies: Salesforce CRM, Salesforce Configuration, Workflow Rules & Approval Process, Process Builder, Validation Rules, Assignment Rules, Reports, Dashboards, Sharing Rules, Chatter, Dashboards, Analytic Snapshots, Custom Objects, Custom Fields, Case Management, Test Classes, Assignment Rules, Escalation Rules, Import Wizard, Pardot, Apex Language, Apex Classes/Controllers, Apex Triggers, batch class, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, sales Cloud, Community cloud, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Force.com Platform, Lightning UI. * Scripting Languages: HTML, JavaScript, XML, CSS. * Other Tools : SharePoint 2010, G-suite, Outlook, Pardot, DocuSign |     **Work History**  November 2019 - Current  **Confidential** - Salesforce Lightning Developer, Philadelphia, PA, USA  **Description**: Comcast Corporation is a global media and technology company with two primary businesses: Comcast Cable and NBCUniversal. Comcast Cable is one of the United States' largest video, high-speed Internet, and phone providers to residential customers under the XFINITY brand, and provides these services to businesses.  **Responsibilities:**   * Created modern Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. * Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application. * 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. * Worked on front end application development using CSS3, HTML5, JavaScript. * 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. * Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications. * Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement. * Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production. * Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications. * Used the Health Cloud Business APIs for building integrations with Health Cloud or for creating custom UI components. * The APIs wrap complex business logic by executing multiple tasks within a single API call. * Customized the dashboards to monitor lead activities based on sales geography. * Worked closely with the business for requirements and enhancements while guiding implementation and facilitating Testing including user acceptance of changes. * Responsible for analysis, requirements, Testing, production migration and project management of all support issues. * Worked on provisioning of community users, profiles and setup the community using community builder. * Setup, maintain and optimize Email marketing campaign utilizing Exact target / Salesforce Marketing Cloud. * Use marketing Cloud knowledge to define the product vision. * Identify technical, non-functional requirements in support of UI driven workflows as well as APIs. * Provide a strong Product Management voice in engineering and architecture discussions. * Manage business owners' expectations, by pitching the product vision to internal stakeholders. * Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. * Implemented Single Sign-On on force.com. * According to the business user's requirement, creating Reports and Dashboards. * Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects. * Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. * Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database. * Maintenance of installed Managed Packages in Lightning using Apex. * Experienced in using Data Migration tool called Data Loader. * Used field level security along with page layouts in Lightning to manage access to certain fields. * Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. * Worked on Integrating SAP and Salesforce systems using SOAP and REST API's. * Involved in daily standup meetings, Scrum. * This resulted to bring good solution to the business requirement. * **Environment:** Lightning experience, Lightning Components, Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.   July 2018 - October 2019  Confidential - Salesforce Developer, Dearborn, MI, USA  **Description**: FordDirect is a partnership between Ford and Lincoln dealerships and Ford Motor Company. Our mission is to help the Dealers we serve succeed at retail. This unique partnership adds unmatched insights because Ford Motor Company provides us data, as well as direct streams of incentives and digital content. We are the data hub for Ford and Lincoln dealerships. This allows us to analyze consumer interactions and offer an enhanced suite of products that help Ford and Lincoln Dealers drive retail sales and brand loyalty unlike other solutions on the market.  **Responsibilities:**   * Performed the role of SFDC developer, lightning developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation. * Responsible for writing Apex, Visualforce code containing business functions. * Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage. * Develop portal solution using Lightning Components. * Experience in Data Loader for Data Management in Force.com platform. * Experience with custom application development in Force.com, utilizing Visualforce and Lightning Components/Framework. * Created Lightning Component Tabs and Visualforce Tabs using Lightning Components. * Developed component using Lightning Aura Framework which also included client-side AngularJS. * Used Data Loader for insert, update and bulk import or export of data from Salesforce.com, SObjects used it to read, extract and load data from comma separated values (CSV) files. * Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. * Integrated using REST based Web service callouts to other external systems. * Experienced in SSO and Integrations. * Developed code for generating the XML requests required for calling the web services. * Involved in design and development of different views and page layouts for different profiles. * Developed complex workflows and approval processes for automating business logic. * Collaborate effectively with internal and external colleagues to build a best-in-class customer experience with the goal of making every customer a promoter of Commerce Cloud and a customer for life. * Created email templates and inbound emails using Visualforce for the clients and customers. * Developed Apex Test Classes with assurance of maximum code coverage. * Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc. * Worked on Jenkins and change sets for continuous deployments to higher environments. * Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Formulae Fields, Approvals, Workflows, Reports, Dashboards, Tasks and Events. * Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards. * **Environment:** Saleforce.com platform, Lightning, Sales cloud, Apex Language, Visualforce (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.   Jan 2016 - June 2018  **Confidential** - Salesforce Admin/Developer, Lancaster, PA, USA  **Description:** Armstrong World Industries, Inc. (AWI) is a leader in the design and manufacture of innovative commercial and residential ceiling, wall, and suspension system solutions in the Americas.  **Responsibilities:**   * Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement. * Worked with the user group for requirement gathering throughout the planning and implementation. * Created new User Accounts and assigned Profiles as per their role in role hierarchy. * Customized Page layouts for Standard/Custom objects and assigned Record Types. * Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports). * Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. * Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Opportunities, Products, Price book, Cases, Entitlement, Reports and Dashboards. * Provides training to department employees on the use of the company website and all related systems and processes. * Created Data Validation rules and Formulas as per business requirement. * Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and Outbound API Messages. * Performs day to day administrative tasks and addressing production support issues. * Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility. * Worked with groups, participated in Requirement Gathering Sessions & JAD Sessions to define their needs and developed an action plan and specification document. * Designed various Webpages in VisualForce for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry. * Created and used Email templates in HTML and VisualForce. * Used SVN Subversion as Code Repository. * Created Custom Buttons Using JavaScript. * Implemented Single Sign On in salesforce. * Developed reports, dashboards, and processes to continuously monitor data quality and integrity. * Experienced with salesforce to outlook, Web analytics, Desk.com, JIRA, ASANA, Slack, Tibco. * **Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.   Feb 2012 - October 2015  Confidential - Java Developer, Hyderabad, India  **Description**: Spanco has been providing high-quality cost-effective material handling solutions for more than three decades. We have the experience, know-how, and resources to meet a variety of industry needs, and we are committed to providing the best customer service in the market.  **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.   **Certifications**   * Salesforce Certified Administrator * Salesforce Certified Platform Developer 1   **Additional Information**   * 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. * Sound experience in writing, tuning of SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations. * Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components. * Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications. * Good experience in rollout of Saleforce1 for mobile and customized visualforce pages with Aura components. Worked on customization of visualforce to have lightening experience for desktop and mobile applications. * Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards. * Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task. * Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class. * Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules. * Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility. Proficient in dealing with the functionalities related to the Service cloud and Sales Cloude. * Hands-on experience on writing code in Apex, Java 1.6 or higher, JavaScript, XML, HTML 5. Build Lightening controllers with the AURA framework. Involved in developing salesforce Lightening Apps, Components, Controllers and Events. Good experience in developing salesforce Lightning Apps, Components, Controllers and Events. * Customized existing Visualforce to align with salesforce new Lightning UI experience. Performed data analyst roles and used tools: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting. * Proficient with tools Eclipse IDE (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, visual force pages and changing meta-data components; Force.com Explorer and Workbench Querying and testing REST web services. * Salesforce Health Cloud provides a rich set of standard and custom objects to store and access specialized health information. Upgraded from Exact target 1.0 to Salesforce Marketing 2.0. * Setup and Implemented Salesforce marketing cloud 2.0 org. Used Service cloud to manage Cases and Entitlements and worked on APTTUS CPQ. * Troubleshoot and fix production issues and help prioritize against existing backlog based on severity and impact Guide prospective clients to the merits and strengths of the Commerce solution Understand Commerce Cloud technologies and troubleshooting practices to ensure successful resolution of Commerce Cloud product issues. * Lead the design and development of assigned projects. Developing Salesforce workflows and enhancements to Health Cloud application. * Administrative tasks (user management, role definition) for the Health Cloud application. Support and facilitate modifications to SFDC Cloud (Lightning, Community, FinancialForce PSA, and future platforms). * Experience in supporting Salesforce integrations with ERPs like QuickBooks. Ability to build and demonstrate prototypes in Salesforce and data migration tools. * Experience leading and implementing the charge within the Salesforce ecosystem, including SDLC and Agile experience. |  |

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