

**Shruthi Ch**  
**Senior Salesforce Developer/Administrator**  
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## Summary

- Over 5+ years of experience in Salesforce platform as Salesforce Developer and Administrator.
- Experience in building applications from scratch and upgrading Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
- Experience and understanding of Force.com, Lightning, Lightning flows, Apex Classes, Apex triggers, Visual Force, Batch Apex, Controllers, Controller extensions, Integration, Web services, SOQL and SOSL.
- Expertise in creating custom objects and strong working experience on standard objects like accounts, contacts, cases, opportunities, leads, reports, dashboards, etc.
- Expertise in creating workflows, validation rules, approval processes, Lead assignment rules, case escalation rules, processes with process builder.
- Expertise in creating profile, roles, sharing setting, permission sets, page layouts, field level security, object level security, object level security, etc.
- Experience using Aura Framework for developing UI using Aura tags in lightning components and roll out to lightning experience.
- Worked on Salesforce1, Salesforce Lightning applications.
- Used different tools in Salesforce for Data Migration using ETL tools like Workbench, Jitterbit Data Loader, Informatica, Apex Data Loader, DocuSign, Outlook, Git repository, ANT implementation, Changesets.
- Worked in all stages of Software Development Life Cycle (SDLC) & Agile and scrum Methodologies.
- Expertise in Communities, Portals, Knowledge base, Email to Case, Web to Lead, Web to Case, Service cloud, Sales cloud, Marketing cloud, Technical support for internal users and Customers.
- Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
- Trained Users to use the Salesforce application system.
- Experience and excellent knowledge in using App-exchange.

## Certification

Salesforce ADM 201 Certified administrator (201)

Salesforce DEV 401 Certified Developer I (401)

## Education

Master of Science in Software Engineering	GPA: 3.83	May 2016	California State University Fullerton, CA
Bachelor of Technology in Computer Science	GPA: 3.70	Jun 2013	Jawaharlal Nehru Tech University, Hyd, Ind

**Environment:** Salesforce.com platform, Sales cloud, Service cloud, Marketing cloud, APEX classes, Lightning flows Process builder, Triggers, Batch Process, Visualforce Pages, SOAP, REST APIs , HTML,HTML 5,CSS, JavaScript, Java/J2EE, Ajax, Record types, Reports, Dashboards, Email to case, Workflows, Sharing Rules, Validation Rules, Approval process, Email templates, Standard and Custom Objects, JIRA, SOQL, SOSL, Workbench, Microsoft office, PowerPoint, Excel, , AppExchange, GitHub, Ant Deployer, Jenkins, Component & Controllers, Salesforce.com Data Loader, Jitterbit data loader, Custom Objects, Custom Tabs, Email Service, VS, Eclipse.

## Professional Experience

**Deloitte (Texas state health), Austin, TX**

**June 2020 to Current**

**Senior Salesforce Developer**

- Worked on Texas Health Trace, salesforce application that helps track and stop the spread of COVID-19 in Texas. With this application, you can learn about your risks with a Self-Checker and report exposure to COVID-19 or view COVID-19 test collection sites.
- Developed travel related lightning flow from the scratch which has mode of travel (bus, train, cruise, flight) to track travel history and symptoms in past 2 weeks.
- Also worked on Texas Vaccine Allocation & Ordering system which is One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit.

- Delivered multiple requirements using Salesforce configuration and customizations with Apex classes, Apex Triggers, Visualforce pages, Lightning flows, Lightning Components, Scheduled and Batch classes, test classes, process builder, user creation, workflows, validation rules, email templates, email alerts, custom objects, reports, dashboards, approval processes, field level security, page layouts, record types, list views, custom labels.
- Worked on customized VTracks reports that needs to be exported from salesforce system and upload into CDC system. Developed it using Visualforce pages, lightning style sheets, apex class.
- Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals.
- Hands on experience using integration techniques with REST API from Salesforce to third party and vice versa.
- Responsible to collect, validate and deploy components from UAT to training, pre-prod, and production environments via change sets.
- Worked as part of an Agile Team maintaining delivery schedules.

**Windstream Communications, Austin, TX**  
**Senior Salesforce Developer/ Administrator**

**July 2019 to May 2020**

- As a Salesforce Admin and Developer, working with a team of 10 members for implementing new applications and enhancing existing ones.
- Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich UI and better interaction of pages.
- Worked with SOQL, SOSL, Visual Force, Apex, Force.com Web Services API.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Experienced in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as required by business requirements.
- Analyzed all customizations and developments and suggested possible ways for new enhancements that we get from the business team.
- Using HTML, CSS, jQuery and JavaScript for creating effective, user interactive pages to implement requirements.
- Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Classes and Triggers.
- Developed Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components.
- Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
- Was closely involved in all phases of testing - Unit Testing, System Integration Testing, User Acceptance Testing - Regression and Functional.
- Deployed applications from Sandbox -> UAT -> Production using Change Sets.
- Maintaining user, restricting and allowing the specific permissions to user's role based on creating profiles, roles, users, page layouts.
- Proficient in automations like Email services, Approvals, Workflows, Process builders, flows, tasks and events.
- Involved in building reports, dashboards per business requirements.
- Managed all the Sandboxes and make sure they are in Sync with Production by conducting a timely refresh.
- Prepared and maintained documentation for each task for future reference.

**Rainmaker Associates, Austin, TX**  
**Senior Salesforce Support Engineer/BA**

**Jan 2019 to June 2019**

- Worked of managing multiple projects, identifying and reducing risks, escalating issues to keep projects on time and within budget.
- Gather business requirements from a diverse number of users and translate requirements into scalable solutions.
- Maintaining user, restricting and allowing the specific permissions to users role based by creating profiles, roles, users, page layouts.
- Worked on automations like Email services, Approvals, Workflows, Process builders, flows, tasks and events.
- Worked on building reports, dashboards and hands on experience with Wave Analytics.
- Involved in lightning transaction for multiple applications.
- Develop/implement strategies for operational support including monitoring, system improvements & process improvements using Apex and lightning components.
- Worked with Jitterbit, Copado tools and Heroku connect to migrate data and metadata from one organization to another organization.
- Involved in integrating third party servers with Lightning connect.

- Identify processes that could be improved. Identify bottlenecks in our processes and communicate them effectively. Potentially propose strategies to improve processes.
- Document solutions and processes, coordinating and leading offshore team.
- Execute test plans against all development phases (development, unit testing, UAT and Production deployment)

**Windstream Communications, Little Rock, AR**

**Oct 2017 to Nov 2018**

**Salesforce Developer/Administrator**

- Working under agile scrum methodology and taken initiative for task/story assignments.
- Developed Apex classes, Apex triggers and Visualforce pages to implement various requirements for making easy and effective way of Salesforce CRM for business.
- Build Lightning Apps using Lightning App builder and develop Lightning Components for various applications.
- Updated the classic Visualforce pages to new Salesforce Lightning.
- Creating workflows, custom objects, custom fields, validation rules, and custom buttons on detail pages by using JavaScript and Ajax calls.
- Interacting with product owners and/or business users for getting information on new requirements assigned to me and implemented by considering salesforce best practices.
- Unit testing and initial code reviews and then coordinating with peers for overall code review and IT/BA testing.
- Maintaining the code coverage by writing test classes.
- Deploying the changes from one environment to other environments using Change sets or Force.com IDE.

**City of Philadelphia, Philadelphia, PA**

**Jan 2017 to Sep 2017**

**Salesforce Administrator/Developer**

- Designed, Implemented and deployed Custom objects, fields, formula fields, rollup summary fields etc.
- Worked on Salesforce lightning components replacing existing ones.
- Upgraded some apps from salesforce classic to lightning experience to develop rich user interface and better interaction of pages.
- Worked on standard objects like accounts, contacts, cases, opportunities, leads, report and dashboards.
- Created various relationships in salesforce between different object like master details relationship and lookup relationship.
- Created roles, profiles, permission sets, page layouts, lead assignment rules, case escalation rules etc.
- Working experience in Email to Case, Web to Lead, Web to Case, Lead conversion.
- Experienced in customizing standard objects like, Campaigns, Leads, Accounts, Opportunities, Cases, Price books, Products, Reports and Dashboards.
- Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Designed workflow rules and specify related tasks, time triggered tasks, email alerts, field updates to enable process automation.
- Generated several Reports and Report folders to support managers to better utilize Salesforce as a sales tool and organized various Reports for different user profiles based on the needs of the organization.
- Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.
- Managed Users and User licenses. Worked on change management and custom settings.
- Skilled on Case Management, captured cases from the company's website and customer emails.
- Managed Auto response rules if customers approached beyond the business hours.

**Army and Air Force Exchange Service, Dallas, TX**

**Sep 2015- Oct 2016**

**Salesforce Administrator/Developer**

- Analyzed the business requirements and mapped to Salesforce.
- Created user Roles and Profiles, Security Controls and Sharing Settings, Page Layouts, Permission sets, etc.
- Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
- Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports, and Dashboards.
- Customized page layouts for Accounts, Contacts, Leads, Opportunity depending upon user roles and groups.
- Worked on various AppExchange products per the needs of the organization.
- Worked on Sales Cloud-Lead conversion, lead assignment rules, Service cloud-case management, web to lead etc.

- Used different data migration ETL tools like apex data loader, Jitterbit, Data import wizard, work bench.
- Integrated Salesforce with Microsoft Outlook to synchronize contacts, events, and tasks.
- Developed Apex Classes, Visualforce pages, and Apex Triggers to develop custom functionality as per requirements.
- Configured and Integrated Salesforce with Oracle database and MySQL database.
- Worked on Apex classes, controllers, controller extensions.
- Experience and worked on Agile methodology
- Deployment of code from sandbox to production using Force.com IDE tool.

**Genpact, Hyderabad, India**

**Sep'13 to Nov'14**

**Salesforce Administrator Intern**

- Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Used SOQL, SOSL to select data from salesforce.com platform database
- Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing UI.
- Used sandbox mode for testing and migrated the code to the production instance
- Involved in the data validation /Integrations of the source system with Salesforce.com.
- Implemented pick lists, dependent picklists, rollup fields, master detail relationships and validation rules for fields.
- Designed and developed User Interfaces for Salesforce users as per requirements.
- Designed and implemented various Email templates for Auto-Response to customers.
- Provided the training to the internal business users to use the application.