**Supriya**



**Phone**: +**(469)300-7015**| **Mail Id**: **rekha@engineeringsquare.us**| Salesforce Developer and Administrator

**SUMMARY:**

* Over **8+** years of experience in IT industry, which includes around **6** years of extensive experience in **Salesforce** as a**Developer** and **Administrator**and **2+** years of experience as a system administrator.
* Working on various phases of Software development life cycle (**SDLC**) including involving in Requirement **gathering** and **Analysis**, **Development**, **Implementation**, **Deployment**, **Maintenance**.
* Worked on projects implementation using software development methodologies like **Agile** and **ScrumMethodologies**.
* Experience with Salesforce **Sales Cloud**, **Service Cloud**, **Experience Cloud**.
* Expertise in **Batch, Future, Queueable apex** and **Schedulable Apex Classes** for handling bulk DML operations in timely manner.
* Development of **lightning Apps** combining lightning design system, lightning App builder and lightning component features. Developed various **Lightning Web Components (LWC).** Used **Salesforce CLI** and **VS Code** to create scratch orgs (SFDX).
* Good experience in developing salesforce **Lightning Apps, Lightning Record pages andapp Page. Hands** on experience inwriting **Lightning components** using**Lightning Web components** (**LWC**) and **Aura Framework**.
* Experience of Using Salesforce **Lightning Design System (SLDS)** in functional **Lightning Web Components.** Experience of Converting the **Classic Visual force Pages** into a **Lightning Components.**
* Experience of Customize and use **external JavaScript** in a **Lightning Web Components (LWC)**.
* Surfaced **Lightning Web Components** (**LWC**) in **Lightning App Builder, Lightning Experience** and **Lightning Application.**
* Hands on experience in building custom lightning components on the Aura framework and Lightning components using **Controllers, Helpers, Design Attributes, Renderer, Handlers,**and **Events** to focus on the logic and Interaction in Lightning Applications.
* Used **Service Cloud Platform** to provide the following features like **Agent Workspace, Case Management, Knowledge Management, Service Process Automation** and **Omnichannel routing**.
* Used **Experience Cloud Platform** for providing features like **Business Integration, Mobile optimization, Case Escalation, Community Groups, Community Management and Chatter Collaboration.** Worked on **Live Chat Agent Implementation** using **Omni-Channel**.
* Experience with working on **Web-to-Case, Email-to-Case (Service Cloud), Web-to-Lead (Sales cloud)** functionalities.
* Experience with Data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Well versed with Apex **Soap /Rest API**, **Bulk API**, **Streaming API** for integration and data manipulation.
* Strong Application Integration experience with **Connectors**, **Router** and **DataTransformations** using **Mule ESB** and **informatica**.
* Extensive experience in creating **Custom objects**, **Custom fields**, **Page layouts, Validation Rules**, **Custom Tabs**, **Report folders**, **Report extractions** to various formats and Email Generation as per the project requirements.
* Strong experience in generating Salesforce **Reports** and **Dashboards**.
* Experience in implementing the **Many-to-many**, **Look-up**, **Master-Detail relationships** and automating the **business Processes** using **Approval Process**, **Workflows**, **Process Builder**, **Lightning Flow Builder**, **Escalation Rules,** and **Auto-Response Rules**.
* Strong hands-on experience with Salesforce **Security** setup using **Profiles**, **Permission Sets**, OWD, **Role Hierarchy** and **Sharing Rules**.
* Proficient in working with JIRA, Asana, Azure DevOps, and confluence.
* Worked with version controls like **GitLab, GitHub, Bitbucket**.
* Used **Eclipse IDE** for development with **Force.com** IDE application for creating, modifying, and deploying **Salesforce applications** and familiar with integrated development environments, force code, Jenkins, copado, compile, test, package, and deploy.
* Articulate in written and verbal communication along with strong interpersonal skills, quick learner, a good team player with ability to work effectively with all levels of organization and individually as well.

**TECHNICAL SKILLS:**

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| **Salesforce**  **Technologies** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Lightning Components, Lightning web components (LWC), Apex Web Services, Workflows & Approvals, Reports & Dashboards and Custom Objects. |
| **Tools** | Eclipse, Force.com Eclipse IDE, Postman, Soap UI, Developer Console, Workbench, Force.com Explorer, Apex Data loader, Command Line Data Loader, Force.com Platform (Sandbox, and Production), Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| **Programming**  **Languages** | Java, JavaScript, HTML, XML, C, C++. |
| **Web Technologies** | HTML, CSS, XML, JSON. |
| **Version Control**  **System** | Bitbucket, GITHUB, GitLab. |
| **Deployment Tools** | SFDX, Jenkins, Copado, Change sets, Visual studio code (VS Code), packing. |
| **IDE** | Eclipse, Notepad++, Visual Studio. |

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| **CERTIFICATIONS** | **ISSUED BY** |
| Salesforce Certified Administrator (201) | SALESFORCE.COM |
| Salesforce Certified Platform Developer (401) | SALESFORCE.COM |
| Salesforce Certified Sales Cloud Consultant | SALESFORCE.COM |

**EDUCATION**

Master of Computer Application (**MCA** 2008), India

Bachelor of Computer Science (**BSC** 2005), India

**SALESFORCE TRAILBLAZER LINK**

**https://trailblazer.me/id/schillakuru**

**PROFESSIONAL EXPERIENCE**

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| **Cox Auto, GA** |

**Salesforce Lightning Developer March’ 2020 to till now**

**Description:**

We have built a **Partner Community portal** and developed a **Sales Cloud Application**on top of it.We have used **Experience Cloud** to connect and facilitate communication among an organization's employees, partners, and customers.

**Responsibilities:**

* Worked with Various representatives of the business team to collect data specifications and documented the specifications.
* Worked on **Agile methodology** of **daily standups**, **grooming**, **retrospectives**, and **sprint planning**.
* Communicating clearly in written documentation about desired functionality, technical design decisions or application features.
* Developed various **Apex Classes**, **Controllers**, **Apex Triggers**, **Apex Test classes** and Visual Force pages. Developed and scheduled **Batch Classes** (Batch Jobs).
* Worked on creating Lightning Pages Inside **Lightning Community Builder.** Developed various **Lightning Web Components** (**LWC**) for UI applications for both Mobile and Desktop. Used Custom **CSS**, **HTML**, **Java script**.
* Created multiple reusable **Lighting Web Components(LWC)** and used **Lightning Design System** (**SLDS**) to convert **LightningComponents** to**Lighting Web Components(LWC)** in **Sales Cloud**.
* Worked on **Sales force Lightning Flows** for Developing Customized Screens and embedded **Lightning Web Components** in it.
* Developed Many **Lightning Web Components (LWC)** and used them in **Home Pages** and **Record Pages** through **Lightning App Builder**.
* Worked on **Salesforce Experience Cloud** to customize the solution matching your brand for your online community experience. Integration with business data from any system centralizes customers, workers, and partners to get their work done.
* Involved in **MuleSoftIntegration implementation** using **REST API** and **SOAP API**. Also Worked on **Continuous Integration** processes like **Platform events** and **Custom events**.
* Provided the features like **Data Sharing, File Sharing, Community Groups, Chatter Collaboration** using **Experience Cloud**.
* Used **Custom labels**, **Custom settings** and **Custom Metadata**. Followed best practices while developing code by considering Governor Limits.
* Worked on Standard objects like **Lead, Opportunity, Account, Contact** and Designed, implemented various **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Responsible for creating and managing the different **users** and **profiles** (lead manager, contact manager, account manager) and assign different roles to each user.
* Prepared **migration documents** and involved in **migration activities.**
* Took the responsibility of maintaining the**Bitbucket repository** and **regular backups** of the entire development.
* Automated deployments using **COPADO** for different environments like Dev, UAT and production **Continuous Integration** and **Delivery (CI/CD).**
* Deployed the changes from **Sandbox** to **Production**using **Visual studio code** or **COPADO**.
* Worked on **troubleshootingproduction** issues and fixed the issues within the time frame and moved to production.

**Environment:** Saleforce.com platform, Apex, Sales Cloud, Experience Cloud, Lightning Application, Lightning Components,Lightning Web Components, Lightning Flows, COPADO, JIRA, bitbucket, REST and SOAP.

**Cummins, IN Sept’ 2018 to Feb’ 2020**

**Salesforce Developer**

**Description:**

We Developed a **Sales Cloud application** which is a cloud-based CRM platform that keeps information about leads, customers, and Sales all in one place. We also used **Experience Cloud Platform** for Managing the Salesforce Licensing. We also provided a **support platform** through **Service Cloud Platform** that gives agents superpowers to deliver service that’s as instant and easy as a conversation.

**Responsibilities:**

* Followed an **Agile Methodology** in Delivering the **requirements**. **Completed**, **tested**, and **deployed** the requirement tasks at the end of each **Sprint**.
* Designed and developed **APEX Classes**, **Triggers**, **Visual force Pages** and **Components** for various functional needs in the application.
* Implemented **Queries** and **Java Script** for a better UI as per Client Requirement.
* Used **Experience Cloud** to Manage Salesforce Licensing and created a provision for Case Escalation such that Customers can create cases directly in the **community**.
* Provided **Preconfigured** and **customizable Lightning dashboards** in the **community management console.**
* Used a **Service Cloud** platform for Customer Service and Support on Sales product. Provided Services like **Case Management, Knowledge Management, Service Process automation, Omni Channel routing, Service analytics** through Service Cloud platform.
* Experienced with **Lightning UI development**, creating **Lightning pages** by using component, controller, style, helper, design, render, documentation, SVG. Upgraded some Apps from Salesforce Classic to **LightningExperience** to develop rich user interface and better interaction of pages.
* Created multiple **Lightning Components**, added **CSS** and **Design** Parameters that makes the Lightning component look and feel better.
* Worked on**Case Management** which helps Agents use Service Console to Juggle multiple Cases at once across multiple Channels.
* We have also worked on **Chat bot applications** for **live agent chat applications.**
* Worked on Integrating External and Salesforce systems using **SOAP and REST API’s**. Implemented the **Web Services through WSDL** in the Salesforce.com for **outbound messaging**. Also Worked on Continuous Integration processes like **Platform Events**.
* Worked on Standard objects like **Lead, Opportunity, Account, Contact, Case** and Designed, implemented various **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Worked extensively on **Workflows, Process Builders, flows, Validation Rules, Approval process, Profiles, Roles, Page Layouts, Email services and Sharing Rules** to drive Key Business decisions.
* Worked on Data Loading Activities using salesforce.com **ImportWizard**, **Force**.**comData Loader**, **Informatica Cloud** and **Workbench.**
* Involved in the Data Transformation and Data Cleansing activities while transferring the data from the external system into Salesforce.com using **Apex Data Loader** 2.0.
* Worked on ETL tool **Informatic** for Migrating Large amount of Data between **external systems.**
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Developed an **End-to-End Application** and involved in **Deployment activities**. Also Performed Version Controlling while Deployment using **GitHub**. Also worked on tools like **Workbench** and **Data Loader** for Migration activities.

**Environment:** Saleforce.com platform, Service Cloud, Service Cloud Platform,Experience Cloud, Apex, Lightning Application, Einstein Chatbot applications, Aura Framework, Omni Channel routings, Lightning Components, GitHub, Data loader, Workbench, Informatica, Workflows, Process Builder.

Sysco, TX **May’ 2016 to Aug’ 2018**

Salesforce Administrator

**Responsibilities:**

* Interacted with various business user groups for **gathering the requirements** for Salesforce implementation and documented the Business and Software Requirements.
* Used **Agile methodology** and got good experience in **daily Scrums and sprint meetings**.
* Worked with various Confidential objects like **Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards**.Developed **Validation rules** on various objects.
* Also created **assignment rules** on Lead object to assign the Leads Automatically to various groups of users based on the region.
* Developed various **Custom Objects, Tabs, Components** and **Visualforce Pages and Controllers**.
* Created and managed **User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls and Sharing Settings.**
* Developed and configured various Custom Reports for different user profiles based on the need in the organization.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Handled **deployments to UAT** and production using **Changesets**.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:** Platform, Data Loader, SOQL, SOSL, Workflow & Approvals, Change sets, Custom Objects, Custom Reports, Dashboards.

**Dale Technologies, India Aug’ 2012 to Feb’ 2015**

**Role: System Administrator**

**Responsibilities:**

* Managing over **500+ VMwareservers** 2003, 2008 and 2012 with **VSphere** client 5.1. Supervised 35 VM servers for **daily backups**. **Managing VPN** user and Active Directory by resetting **passwords**, **unlockingaccounts**, **addingusers**, and **GP**.
* Configuring **AD** and **disk** quota on Windows 2012 Server.
* Managed **Microsoft Patch** Tuesday's **testing**, **deployment**, and **reporting**, resulting in a 97% success rate.
* Implemented a disaster recovery plan into the contract without increasing costs.
* Enhanced team productivity and automated repetitive tasks by using **batch files**, **PowerShell**, **VBScript** and **WMI**.
* Troubleshoot **LAN/WIFIconnectivity**, **configured** permissions folder rights.
* Performed software installations and upgrades to operating systems and layered **software packages**.
* Resolved any circuit, data issues, security, and access control issues to ensure **24/7 system access**. Managed domain users and groups in AD and create group policies to keep the network secured.
* End user technical support for **Windows 7, 8 and 10.**

**Environment:** Microsoft Office, Microsoft ISA server 2000/ 2004, Microsoft Sharepoint Portal Server, Microsoft Exchange Server 5.5-2000, Microsoft SQL Server, Critix, Metaframe XP, Windows NT Workstation, Microsoft Office Suite 2000-2016 (Word, Excel, Outlook, PowerPoint), PowerShell.