**Sumalatha**

**SFDC Developer**

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**Ph #:**

**Certifications:**

* Salesforce Platform Developer 1
* Salesforce Certified Administrator

**PROFESSIONAL SUMMARY:**

* **6 years** of IT experience in various stages of Software Development Life Cycle (SDLC).
* Experience in implementation & Integration experience on Salesforce.com usin**g Apex Language** (Classes, Controllers & Triggers), **Apex Scheduler**, **Batch Apex**, Apex Class & Apex Web Service, Visualforce Pages, Custom Tabs, Analytic Snapshots and Dashboards.
* Good Knowledge on **Sales Cloud**, **Service Cloud** and **Apex Programming** on **Force.com Platform**.
* Good experience in **rollout** of Saleforce1 for mobile and customized Lightning pages with **Aura**components.
* Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions.**
* Experience on Salesforce Lightning UI using **Aura Components and LWC (Lightning Web Components).**
* Experience in **Salesforce Lightning** features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Extensive experience in application design, customization, development, support on **Salesforce.com, Force.com** platform and **Web based application using Apex.**
* Experience on Salesforce Lightning Communities and **Audience** settings. Experience on Salesforce **Lightning** experience on creating reports
* Experience on **Salesforce migration** from **Classic** to **Lightning**. Experience on Salesforce **Lightning Utility Bar.**
* Experience in Salesforce **Customization** of **Sales Cloud, Service Cloud and Marketing Cloud** - custom objects, Validation rules, Sales, Marketing and Support Administration.
* Experience in using **Force.com Web services API** for implementing **web services** in the application for access to data from different users.
* Experience with **Lightning Component Framework**, using **Lightning component** in **Visualforce** and adding **lightning component** to **salesforce1**. Proficient in configuring and customizing **salesforce1 App**.
* Experience in writing **SOQL** and **SOSL** queries in Force.com technology for **Visualforce** and **Apex.**
* Profound knowledge in using **Lightning components** and Lightning Builder for Salesforce1.
* Strong Hands on experience with **Salesforce Security Features Profile, Permission Sets, OWD**, Role Hierarchy, Sharing Rules etc.
* Ability to write complex **SOQL**, **SOSL** queries across multiple objects within the SFDC database.
* Hands on Experience of Salesforce Web Services API like REST, Bulk & SOAP.
* Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Sound knowledge of **object oriented design**and**MVC architecture.**
* Hands on Experience in CSV files, XML, Cloud Apps, Dashboard, Datasets, Lens.
* Strong knowledge of Object Oriented Programming and Object-Oriented Design.
* Able to assess business rules, collaborate with stakeholders and perform source-to-target data mapping, design and review.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Apex, Visualforce, Triggers, SOQL, SOSL, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Apex Data Loader, and Web Services |
| **Salesforce Tools** | Force.com API tools (Data Loader), Force.com Excel Connector, Data loader, Developer Console |
| **Languages** | Apex, Java, PL/SQL |
| **Cloud** | Sales, Service, Marketing, Community |
| **Databases** | Oracle, MS SQL Server |
| **Operating Systems** | Windows Variants, UNIX |
| **Office Tools** | MS Excel, MS Word, Outlook |

**EDUCATION:**

**Bachelor of Science in Computer Applications**  
Osmania University, Hyderabad, IND, May 2002 – June 2005

**Master of Computer Applications**  
Osmania University, Hyderabad, IND, June 2006– June 2009

**WORK EXPERIENCE:**

**Client: AutoZone, Memphis, TN Jun 2021 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* Defined **lookup** and **master-detail** relationships on the objects and created junction objects to establish connectivity among objects.
* Created custom Page layouts with custom fields and buttons.
* Worked on SFDC standard Objects like Accounts, Contacts, Cases, Leads, and Campaigns etc.
* Created several **custom Objects, Custom tabs, validation rules, Auto-Response rules and approval processes**.
* Involved in using lightning**, process builder and workflows.**
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Used **Salesforce Lightning** combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Built mobile application using **Salesforce1** Lightning Components, Controllers, Handlers, Events and Aura components.
* Extensively used the Base **Lightning components like lightning data tables, lightning data service, Lightning pill** in every Salesforce release.
* Worked on **lightning** migration process, used latest **Apex features** like **Switch statements**, to refactor the **Aura** enabled Apex code.
* Written client-side scripting in**aura controllers** and controller helpers for **handling events**and **triggering actions.**
* Extensively used **JavaScript** in **lightning component controllers** to manipulate the data and make it visible in Customer UI
* Extensively created **Apex classes, Apex Triggers, Test classes** using core Object oriented concepts
* Involved in the lightning implementation migration and used the lightning app builder for standard lightning components.
* Develops solutions using **Service** **Cloud**.
* Created connected apps for giving the Salesforce access for external apps and save those access tokens and consumer setting as custom settings for each environment.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Wrote **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Servicesfor extracting the data from external systems to display in the pages of **Salesforce.com.**
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and Opportunities using **Data Loader** and Import Wizard.
* Performed all the system configurations more closely like page layouts, record type setups, user creations and profile setups.
* Used **Visual Studio** to develop the classes and triggers.
* Performed regression testing when ever new enhancements changes are moved from different environments (like QA, UAT and PROD).

**Environment:** SFDC, Apex Language, Lightning Web Components, Aura, Visual Studio, Controllers, Triggers, Service Cloud, Process Builder, Workflow & Approvals, Workbench, Apex Data Loader, Salesforce.com platform, Web services, Apex Classes, Custom Reports, schedules apex, Dashboards.

**Client: Union Standard Insurance, Irving, TX Jan 2019 – May 2021**

**Role: SFDC Developer**

**Responsibilities:**

* Developed **Lightning** apps using lightning Components and made them compatible with **Salesforce1** mobile app.
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Designed, Developed & deployed various **APEX Classes, Triggers**, also various Schedule, Batch and Future based **Apex classes** to implement the custom functionality. Developed **triggers** which added automatic templates to fire to the respective users.
* Integrated the Web Servicesfor extracting the data from external systems to display in the pages of **Salesforce.com.**
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Worked on customization of Visualforce to have **lightning**experience for Web and mobile applications.
* Developed **Workflow rules, tasks, emails** and alerts to track customer related tasks and activities.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports** **AppExchange** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Involved in **data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Involved in migrating the data from Oracle database to **Salesforce application** using **Apex Data Loader**
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the Governor limits in **Salesforce.com**.
* Used **Salesforce Lightning** combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Implemented SFDC **Service Cloud,** Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.

**Environment:** Salesforce.com, Force.com, Apex Classes, Lightning Web Components, Triggers, Controllers, Custom Objects, Records, Page Layouts, Roles, Work flows, SOSL, SOQL, Service Cloud, Data Loader, Data Migration and Windows.

**Client: Hobby Lobby, Oklahoma City, OK Aug 2017 – Dec 2018**

**Role: SFDC Developer**

**Responsibilities:**

* Developed and customized user interface in Salesforce.com using **Visualforce, Apex controllers and Force.com IDE**.
* Initiated and worked on CRM-related development projects and drive process change where needed.
* Worked on various **Salesforce.com standard objects** like **Accounts, Contacts, Leads, Opportunities, Cases, Campaigns, Reports and Dashboards.**
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Built **Reports and Dashboards** to continuously monitor data quality and integrity and assist users with report design and management.
* Developed **Apex Triggers, Visualforce Pages** and **Controllers** and managed to support the business workflows.
* Developed various **Batch Apex classes** and scheduled those using Apex Scheduler.
* Used **Eclipse** with Force.com IDE plug in for**development** and **deployment.**
* Troubleshot the issues with custom merge process and integrations with different applications.
* Maintained data cleanliness and accuracy by adding custom validation rules.
* Implemented **Service Cloud** including **Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements**.
* Designed and modified Approval processes and created Approval steps, which used email alerts and field updates.
* Used **Apex Data Loader** for bulk import and export of data.

**Environment:** Salesforce.com, Apex Language, Visualforce, Eclipse, Service Cloud (Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements), SOSL, SOQL, Apex Classes, Triggers, Controllers, Apex Data Loader, Agile, Windows.

**Client: Kleberg Bank, Kingsville, TX May 2016 – Jul 2017**

**Role: Salesforce Admin**

**Responsibilities:**

* Interacted with business users for gathering requirements, analysis, design and development.
* Performed **administrative tasks** - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Types, Picklist, Dependent Pick lists, List views.
* Established objects relationships between various objects using Master-Detail, Lookup, self and Junction objects.
* Performed configuration like creating Users, Profiles, Roles, Field-level security and sharing rules.
* Created Visualforce tabs for custom reports, developed Workflow rules, Approval Processes and developed related actions like Tasks, Email alerts and Field updates.
* Created email templates and customized inbound emails using email-to-case.
* Deployed Salesforce components from sandbox to production using Force.com, ChangeSet.
* Implemented Communities in Salesforce for the customers.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Report, Security Controls, Eclipse IDE, WSDL, Windows.