

**Samatha**

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**Professional Summary:**

* **6.5 Years** of experience as an IT professional, with over **extensive years of experience in Salesforce.com CRM Platform using APEX, Force.com and Visual Force, Salesforce Lightning Development.**
* Extensively used **Salesforce Lightning design system (SDLS) components in Lightning Application**.
* **Implemented and Configured Embedded Live Chat on web page and made easy for Users to interact with Agents.**
* Worked on enhancing to **Live chat, chat transcript object based on business requirements and created lightning components.**
* **Worked on a POC for CTI Integration with a third-party company called Genesys. It was synchronous integration using the endpoint URL provided by the third party company which pops-out the Consumer information on the Genesys window inside Salesforce.**
* **Worked on installing FSL Managed package and guided setup configuration.**
* **Worked on Field Lightning Service implemented on Service Cloud where Customer Service Agent (User in Salesforce) can schedule an appointment for a customer and the Service person who works on the field gets notification regarding the service they need to.**
* **Experienced with setting up FSL data model (Work orders, Service Appointments, Service resources, Territories).**
* **used Omni-channel based routing for the Agents to support for these Live Calls**
* **Configured Live Messaging channel ( SMS),** where customers can directly send SMS to provisioned number so that Agents can respond from Salesforce to answer their queries.
* **Involved in setting up Service Cloud (Creating Queues, Web- to- Case set up, auto assignment rules, auto response rules, escalation rules.**
* **Assisted in Designing Salesforce Service Cloud Console to enhance productivity with Dashboard like Interface.**
* Experience in SFDC Development implementing the **APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.**
* **Worked on Salesforce Integration with SAP and built a Complete Custom Salesforce CPQ Application to create Quotes and Orders for Customers.**
* **Worked on developing the entire flow from creating Leads, converting Leads to Opportunity and then Accounts and related Contacts.**
* **Experienced in building the Workflows, Process Builders to automate the Sales Process such as Approvals, Discounts, Manager Approval for Users etc.**
* **Designed Flows on Lead and Opportunity detail pages for showing the progress of the new Lead and converted Opportunities.**
* **Worked on Apttus CPQ for Sales Cloud platform which works on the complete process of Quote-to-Cash**
* **Installed the Managed Package from Apttus and worked closely with the Apptus Team for configuring the application in the Salesforce**
* **Created and modified templates using Apptus CPQ & Author CLM. Modified profiles and permission set access as per requirement.**
* **Strong salesforce SFDC CRM End to End Implementation Experience.**
* Pervasive experience in performing the administrative and development related tasks like **consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.**
* Experience with **Salesforce AppExchange Apps, installations,** configurations and user security permissions to meet the organizational needs.
* Experienced in setting up the **Einstein Bots for Live Chat**.
* Proficient in dealing with the functionalities related to the **Service Cloud and Sales Cloud.**
* Experience in defining revenue stages and **maintaining user log with Marketo AppExchange App** - for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Thorough knowledge in the **security and sharing model which is used to finely control the user’s access to different data.**
* Acquainted and well versed with **CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.**
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.**
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Expertise in working on **Scheduled jobs and APEX Batch jobs** and executed approval processes, e-mail services and workflows via customization.
* Skilled in understanding and implementing the new **Salesforce Lightning Experience**.
* **Used Lightning process builder for visualizing and created automated business processes**.
* Well versed in analyzing **CRM business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and Merging management.**
* Experience with Code Deployments from Sandbox to Production and different environments using Change Set.
* Developed and worked on different **Salesforce.com** environments such as production and sandbox by employing the **Force.com Migration Tool and Eclipse.**
* Expertise in analyzing and documenting the **workflows and functionality of existing systems**.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on **experience in writing SQL and PL/SQL programming with Oracle and MS-SQL Server.**
* Expertise in creating Visual Force pages and other custom components for **Salesforce1.**
* Good understanding of **Software Development Life Cycle (SDLC), Agile and Scrum methodologies.**
* **Certified Scrum Master and Certified Certified Scrum Product Owner**
* **Working experience as part of an Agile team using one or more Agile frameworks like Scrum, Kanban.**
* Strong experience in working with **Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.**
* **Excellent technical, logical, code debugging and problem solving capabilities** and ability to watch the future environment, the competitor and customer probable activities carefully.
* A project oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.

**Technical Summary:**

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| Salesforce Technologies | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Marketo, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects.  |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| Custom Integration | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| Programming Languages | APEX, Java J2EE, C++, C# |
| Web Development Technologies | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL, JSON |
| Database Servers | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL |
| Operating Systems | MS Windows, Unix, Linux, Mac OS – 9/10 |
| Software Development Methodologies | Agile, Scrum, MVC, SDLC |
| IDE | Eclipse 3.x, MyEclipse, Dataloader, MS Visio, Force.com IDE |

**Education:**

**Masters from Ferris State University – Michigan December 2016**

**Bachelor’s from Osmania University- India. April 2012**

**Certifications:**

* Certified Salesforce Platform Developer-1 Certification
* Certified Salesforce Administrator
* Certified Scrum Master
* Certified Scrum Product Owner

**Professional Experience:**

**Les Schwab Tire Center Headquarters ( Bend, OR)**  **January 19- Present**

**Salesforce Lightning Developer**

**Roles & Responsibilities:**

* Worked in **Integrating Workday with Salesforce** where need to Sync Contacts for Employees with Salesforce
* Responsibilities included **design, administration, development, testing and customization of salesforce.com** applications.
* **Integrated Salesforce with SAP through REST API to receive the Product Information from SAP on to the Lead Detail Page. The Callouts to SAP were all Synchronous and agents use this Product and Pricing Information to Estimate the Costs and Discounts to eligible Customers.**
* **Administered and monitored the company’s Salesforce CRM Application**
* **Worked closely with Sales team in understanding the Business requirements and Designing the Technical solutions for the Functionality Users expected also Worked closely with Reporting team in building reports and Dashboards using Various out of box features of Salesforce Lightning.**
* **Implemented and ConfiguredEmbedded Live Chat** on web page and made easy for Users to interact with Agents to get more information about products like Tires, wheels, brake and alignments.
* **Worked on Enhancements to Live chat, chat transcript object based on business requirements and created lightning components.**
* **Configured Live Messaging channel ( SMS),** where customers can directly send SMS to provisioned number so that Agents can respond from Salesforce to answer their queries
* **Worked on installing FSL Managed package and guided setup configuration.**
* **Configured the FSL and good understanding in licenses for the users.**
* **Also Worked on Field Service Lightning in Service cloud that helps the Service person getting notified related to Services. Information Includes location services, Start service, feedback from Customers. It basically involves all the Field Services which company serves to the Customer.**
* Experienced in completely configuring the **FSL for Customer service agents** to use the features according to the business needs. It improved the productivity by enhanced service calls and managing the field service appointments.
* **Enabled Social Customer Service and Supported Social Networks( Facebook, Instagram, Twitter) in Social Studio and accessed through Marketing Cloud and configured and made easy to publish content from accounts on these social networks.**
* **Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab**
* **Enabled Einstein Chat Bots** in the Sandbox Orgs for Service Cloud implementation.
* Worked on Bot standard messages in the Pre Chat Bot conversation which includes **Welcome Message, Dialog Details of the Bot etc.**
* Implemented Case routing to the Service Agent after the **Chat BOT transfers the Case to the Agent Queue**.
* Implemented Controllers in Apex to fetch the Case details from Database when **Consumer provides Matching Name and Email Address of the Consumer.**
* All the Chat transcript information will be shown to the Live agent once the chat is transferred from Chat BOT.
* **Developed APEX class, Controller class and APEX Triggers from various functional needs in the application**.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes,Visualforce Pages,Controller classes and Apex Triggers for various functional needs in the application.
* Experienced in migrating the **standard objects like Accounts,Contacts,Leads,Campaigns**,
Reports and **Opportunities and custom objects** in standard experience to lightning experience.
* Experience in dealing with data operations like **Upsert, insert, export using Data loader, Data import wizard**
* Created many **Lightning Components and Serverside Controllers** to meet the business requirements.
* Designed,implemented and deployed the **Custom objects,Custom tabs,Page layouts,
Components** to match the functional needs of the application.
* Created Enterprise **Lightning Apps combining** L**ightning Design System, Lightning App Builder and Lightning Component** features.
* Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce Communities and Customer Portals.
* **Experienced in all kinds of Report Development and Automated the Process of sending out the Reports in Emails for the Concerned Manager.**
* **Designed Flows on Lead and Opportunity Detail Pages for Showing the Progress of the new Lead and Converted Opportunities.**
* **Installed and Configured Geopointe into Salesforce, location enables Salesforce** for Geographic searches and data analysis and made easy for Sales team to schedule meetings, trips, routes, check in’s and also set up for Salesforce mobile ready.
* **Used to Facilitate Scrum meetings to communicate and exchange information between Stakeholders and Project Team**
* **Installed and worked with Reputation studio/ Review studio to manage Reviews from all sources.**
* Worked on Salesforce Lightning Process Builder to easily automate Business Processes.
* Used **Gearset Deployment tool** for deploying components also used this tool to roll back changes.
* Retrieved some data and its functionality from ThirdParty API's and displayed within the lightning component.
* Was solely responsible for writing **web services using REST services to get real-time data from an externaldatabase** to show on internal Visualforce and Lightning pages.
* Hands full of experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions &execute Governor Limits.
* **Assisted in ERP Upgrades and Implementations.**
* **Implemented Salesforce landscape for Conventional CRM system that Involve MDM and Dell Bhoomi ERP system for business process.**
* **Also responsible in giving training to new and existing Users on the Salesforce CRM**

**Environment:**Sales Cloud,Salesforce.com platform,Lightning,Lightning Process Builder,Lightning Inspector,Lightning Out,Apex,Workflow & Approvals,Triggers,Reports,Custom Objects,SOQL,SOSL,Custom Tabs,Email Services,Security Controls,Sandbox data loading,REST services.

**Client**: **Copart Dallas, TX**  **Dec ‘17– Jan’19**

**Role**: **Salesforce Developer**

**Responsibilities:**

* **Incharge** of the complete salesforce development activities for the entire organization after the initial package deployed by **Salesforce.com.**
* Involve in developing visualforce pages, triggers and apex classes based on the requirements.
* Create **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implement pick lists, dependent pick lists, lookups, junction objects, **master detail relationships, validation** and **formula fields** to the custom objects, **Web to case, Email to case**.
* Worked on various scenarios of **Salesforce.comAPIs** like **SOAP, REST.**
* **Worked closely with Prospects to Identify Technical Requirements and Technical Infrastructure for CRM based enterprise solutions.**
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions** and **Apex Triggers** for various functional needs in the application using the **Eclipse IDE**.
* Designed, and developed the **Custom objects**, validation rules, Page layouts, Custom tabs, components, VisualForce Pages to suit to the needs of the application.
* Adhered to the Best Practices by avoiding Governor Limitsin**SOQL** and **SOSL statements** within the custom **Controllers, Extensions,** and **Triggers.**
* Created Workflow rules, Process Builder, Visual Flows and defined related tasks, email alerts, and field updates for Business Automation.
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus CPQ package.
* Developed **Apex Classes, Apex Triggers, Visual force Pages** and Custom Controller classes for various functional needs in the application.
* **Experience with the integrating SFDC and AppExchange partners such as CPQ/Apttus.**
* **Customized Lightning Components for Interacting with the responses from Apptus and making it convenient for Agents to create Quotes and Orders for the Consumers.**
* **Also worked on operational reporting and Dashboards related to apttus CPQ.**
* **Worked on Integrating Salesforce with SAP and built Custom CPQ Application to create Quotes and Orders for Customers.**
* **For Integrating with SAP used Rest API Services and Integrated with SAP for Product Details like Product Name, Unique ID, Product Color, Product Image etc.**
* **Experience in Implementing Salesforce Solutions and Proven Understanding of ERP like SAP and also similar enterprise level application.**
* Adhering to the best Practices while creating **Triggers.**
* Used Salesforce Automation for Territory Management and Opportunity Management.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* **Participated in facilitating the the Agile Process and coach Scrum Team to meet Objectives**
* **Experience in monitoring and ensuring the Scrum Team to follow all normal Scrum Cadences.**
* Integrated **Salesforce.com** with External Applications like using **SOAP/REST API** based **web services.**
* Worked on **Salesforce Lightning( Lightning Design Systems , App Design and Lightning Components).**
* Visual force Pages for **Lightning Experience, Aternates for Java script Codes,** sharing Visualforce pages between Classic and Lightning.
* **Leveraged Aura Framework, by creating Aura Attributes and Aura Handlers for Events to establish a communication path between Lightning Components**.
* **Supported and assisted in maintaining Multiple ERP systems and applications such as SAP, Microsoft SQL Server**.
* Worked on designing and developing **Lightning** Community Builder and developed **Lightning Components**.
* Assisting in migrating existing functionalities from **Salesforce** **classic interface to lightning interface**.
* **Refactoring** of code to fix the existing issues in the sequence of operations on real-time.
* Worked closely with users to understand the issues and fix them.
* Develop **test classes**and maintain sufficient organizational code coverage.
* Worked closely with **informatica** and other **middleware** teams for fixing issues.
* Incharge for fixing **deployment** issues and ensure successful deployment through changesets and Force.com IDE.
* **Experience in successfully building and Implementing CRM solutions from Enhancements, Bug fixes to Implement new CRM applications and significant Capabilities.**

**Environment:** Saleforce.com platform, Informatica Cloud, Agile–TFS,Force.com API, Lightning Experience, Aura framework, Lightning base components, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force,Salesforce.com Data Loader, Apttus CPQ,Security Controls, HTML, Java Script, Sandbox, Change Sets, Eclipse IDE Plug-in.

**Client: Walgreens  Lincolnshire, IL Mar’ 17- Dec ‘2017**

**Role: Salesforce Developer**

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**Responsibilities:**

* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.**
* 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.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Responsible for creating various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers.**
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Worked on Service Cloud communities for sharing business process.
* Experience working across various **SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.**
* **Strong salesforce SFDC CRM End to End Implementation Experience.**
* Written **SOQL queries against force.com API.**
* Used **AJAX** to get the data from the server asynchronously by using **JSON** objects.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* **Customize Salesforce, Page layouts, Custom objects, and Lightning components.**
* Worked with the **Salesforce Lightning using lightning pages.**
* Customizations of **Reports, Dashboards, Workflows, Approval Process.**
* Worked on multiple Test class components to fulfill the code coverage. Extensively worked on apex data loader.
* Worked with Business on Design and Implementation of Product catalog and product attributes to expose on CPQ application.
* **Worked with Operations Manager and Users to determine Business requirements, provide administrative support and implement solutions in Salesforce.com CRM.**
* Migrated data from **MS Excel / CSV files to SFDC using Data Loader.**
* Proficient in creating record-types, page-layouts and profiles to hide/show visibility to various fields.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse.**
* Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented **pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects, Web to case, Email to case.**

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), Pages, Data Loader,Heroku, S-Controls, HTML, Java Script, Apex Triggers, Apttus CPQ, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Icon Solutions, Hyderabad,India Jan’13-Nov’15**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the role of **Salesforce Developer** in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created users, roles, public groups and implemented role **hierarchies, sharing rules and record level permissions to manage sharing access among different users.**
* Configured Profiled-based **IP address restrictions, Organization-wide IP address restrictions and Profile-based login hour restrictions.**
* Managed tasks like unlocking/resetting passwords, modifying data and created ad hoc reports.
* Maintained language settings and advanced currency management.
* **Designed and deployed Custom tabs,** validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created workflow rules and **defined related tasks, email alerts, and field updates.**
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.**
* Used field level security along with page layouts to manage access to certain fields.
* Integrated Microsoft Outlook with **Salesforce CRM which syncs email, calendar, tasks and reminders.**
* Developed a web-to-lead functionality to Companies website which directs leads to **Salesforce CRM.**
* Created various Reports **(summary reports, matrix reports, pie charts, dashboards and graphics)** and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Performed **troubleshooting of user accounts using Login access.**

**Environment:** Salesforce Enterprise Edition, Visualforce, Custom/Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, AppExchange Applications, Microsoft Outlook.