**ADARSHA**

 **Sr. Salesforce Developer/Administrator**

 **Contact: 2194132429**

**PROFESSIONAL SUMMARY**

* 8 years of IT experience with 5+ years of experience in the **Salesforce.com, Lightning** both as **Administrator** and **Developer** in Retail, Healthcare, Finance, and Banking.
* Developed **Visualforce pages**, Visual flow using Apex Programming on Force.com Platform and expertise in designing Custom fields, custom reports, report folders, Dashboards.
* Experience working with Force.com IDE, Eclipse, VS Code in design and development of Custom Application for Complex Business Processes.
* Strong SFDC knowledge and experience in salesforce.com configuration, integration for Marketing cloud, Sales cloud, Service cloud.
* Good knowledge on Apex development in creating **Custom Objects, Tabs, Bulk Triggers, Apex language, Classes, Force.com API, Apex Scheduler, Batch Apex, Standard Controllers, Custom Controllers and Controller Extensions.**
* Solid experience with Salesforce AppExchange Apps, configuration, and user security permissions in compliance with organizational needs.
* Experience in **Web Services** and implemented **SOAP**, **REST** and **METADATA API for Cloud integration** requirements.
* Exposure to all stages of Software Development Life Cycle (SDLC) and Strong knowledge on Customization, Administration setup**, Apex, Visual force**.
* Designed junction objects, Controller/dependent picklist, Custom Formula Fields, Field Dependencies**, and Validation Rules,** workflows, sharing rules and **Approval Processes** for automated alerts, **field updates**, and Email generation are implemented according to application requirements.
* Expertise in B2B commerce for marketing cloud (Pardot), good knowledge on cloud craze.
* Development using **SOQL**, and **SOSL** without exceeding the governor limits.
* Experience in integration of salesforce using Apex, Visualforce, REST API, Lightning UI and integrating salesforce with third party applications like Java, GITHUB, Jenkins, Bitbucket and Oracle.
* Experience of Org hierarchy**, Roles, Profiles,** Users**,** object level security, field level security, record level security and sharing rules.
* Expertise in building the **lightning Aura Components,** knowledge on **LWC.**
* Good knowledge in various technologies like **Web Services**, HTML, CSS, XML, AJAX, jQuery, JavaScript, Apttus, salesforce CPQ.
* Had knowledge and experience on salesforce connect with informatica/Tableau configuration.
* Experience with Agile, Waterfall and Scrum methodologies in various project implementations with great communication and Presentation skills.

**CERTIFICATIONS:**

* Salesforce.com Certified Force.com Developer (DEV 401)
* Salesforce.com Certified Administrator (ADM 201)
* Scrum Master Accredited Certification

**TECHNICAL SKILLS:**

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| --- | --- |
| CRM tools | Force.com, Sales cloud, Service cloud, Marketing cloud |
| Salesforce.com Development | Apex language, Apex Triggers, Apex Classes, Salesforce/Apttus CPQ & CLM, Controllers & Extensions, Apex REST & SOAP web services, SOQL, SOSL, Visualforce (Pages, Components & Controllers). |
| Salesforce.com Administration | Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates |
| Lightning Development | Salesforce lightning design system, lightning components, aura framework, JavaScript controllers, server-side controllers |
| Tools/Utilities | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| Languages | Apex, Ajax, Java, JSP, XML, HTML, CSS, Bootstrap |
| Databases | Force.com DB, Microsoft SQL Server |

**PROFESSIONAL EXPERIENCE:**

**Client : St. Jude/ALSAC June’18 to Now**

**Location : Memphis, TN**

**Role : Salesforce Developer/ Admin**

**Responsibilities:**

* Experience in working with both Lightning and classic as the Developer, admin.
* Designed and developed single page apps, architecture flow, triggers, apex controllers, record pages, aura components with the **custom lightning components** using lightning Design System.
* Remodeling the connection between the salesforce and external systems (databases) using OAuth.
* Experience in configuring the Marketing, Sales cloud, Service cloud together for call center.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers**for**Events**to focus on Logic and Interactions in Lightning Applications.
* Have expertise in B2B commerce integrations, configuration, good knowledge on cloud craze.
* Worked on Web-to-lead, Email-to-case, workflow rules and queues for case and task routing.
* Implemented CI/CD using welkin suite, salesforce DX, GitHub, Bitbucket, CLI, salesforce packages, extensions.
* Experience in using the **Salesforce/Apttus CPQ** for the opportunity/Product configurations, billing, contract, and quote management.
* Customized the VF pages for the view on lightning lead and opportunity record pages.
* Experience in integration of Informatica with salesforce and salesforce connect.
* Managed CPQ Application for releases, upgrades, and integrations.
* Migrated to **lightning for optimizing** the existing process and provided easy user experience.
* Worked on reports and dashboards for the proper show case of data in different perspectives.
* Experienced in scripting languages like **HTML, XML, CSS, JSP, WSDL, SOAP, APEX** Web Services API development skills and Java Script, Web Services-Axis.
* Integrated Salesforce.com with various third-party applications like **Apttus CPQ**, **Java**, **GITHUB, Jenkins and Oracle.**
* Hands on experience in writing queries using **SOQL and** S**OSL in** Apex Classes and Triggers.
* Created report types, relationship field types, reports, dashboards, formula fields, workflow rules, validation rules, process builders etc.,

**Client : CorpTrav March‘18 to May’18**

**Location : Lombard, IL**

**Role : Sr. Salesforce Developer/ Admin**

**Responsibilities:**

* Experience in working with both Lightning and classic as the Developer, Admin and BA.
* Installed, Configured, and developed the **conga composer, Pardot and Docusign** for marketing cloud follows sales cloud, service cloud.
* Worked entirely on lightning, build products on opportunities, Classes, triggers, VF pages, record pages, app builder, path settings which suits the organization.
* Worked on **Lightning components**, Record **Pages**, **Schedulers, batch apex** etc.,
* Constructed the batch classes, triggers for the automation from sales to service.
* Had Hands-on on different workflows, validation rules, process builders, reports, dashboards.
* Done the **data clean up** (using the Data loader and the Apex DML) in bulk and created the sandboxes for development, testing and configurations.
* Experience in managing the configurations, releases, upgrades, quotes using CPQ.
* Created the SOP’s, training, and documentation for the organization on sales cloud, service cloud, marketing cloud.
* Excellent understanding of Salesforce.com in terms of **Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules**.
* Experience in **CPQ** Integration, management, and development with salesforce.
* Got the data from the **Spice works** (online tool for service) and restored in the Salesforce.
* Experience in **APEX Programming**by creating **Custom Triggers** and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using **future methods**, **batch apex**, controlling processes with **queueable apex** and scheduling jobs using **apex scheduler**.
* Worked on **DocuSign** for the contracts and integrated with Conga Composer.

**Client : Press Ganey Sep ‘15 to Feb’18**

**Location : Chicago, IL**

**Role : Sr. Salesforce Developer**

**Responsibilities:**

* Experience in using all the components in the salesforce as **Admin/Developer** (VF pages, Apex, triggers, classes, workflow rules, Process Builders, validation rules, permission sets, collections, profiles, roles etc.,) according to the requirement.
* Worked on consolidation of triggers using **Trigger Factory**.
* Worked on generating multiple worksheets in an excel workbook using the VF page.
* Constructed the **REST, SOAP web services** for the integration with the **Informatica database**.
* Worked on sales cloud, service cloud for the call center services and device exports and Marketing cloud for web-to-lead production.
* Had Good knowledge on **Lightning** and its **components** in developing **VF pages, Apex** etc.,
* Worked on **Email-to-case** configurations for all the DEV environments by sending the cases to the queue members.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Used different tools, version controls like **Force.com, Eclipse IDE**, **Source tree, GITHUB, Rally, ANT** etc., in different situations and used Work Bench for retrieving the Metadata.
* Developed **Apex** (design/development), **HTML, CSS, and Java Script** for the **Visual Force pages.**
* Experience in using the lightning Controllers in the methods of Apex for the DML operations.
* Used **Data loader** to back up the records of an object and for email replacements.
* Escalated the issues by debugging, troubleshooting, and worked closely with the testing team and business analyst team to solve them.
* Experience in working in the **Agile- Sprint Methodology** environment.
* Involved in the **client meetings, Story Grooming, Developer Brain storming, Code reviews, release Scope, Pre-Deployment, Post-deployment, and deployment plans** etc., for the proper outputs and to track the work done.

**Client : GrubHub Nov ‘13 to Aug ’15**

**Location : Chicago, IL**

**Role : Sr. Salesforce Developer/Admin**

**Responsibilities:**

* **Designed**, developed, **deployed** the **Custom objects**, Controllers, Triggers, **Entity**-**Relationship data model**, validation rules, Process Builders, Workflows, **Page layouts**, Custom tabs, lightning Components, **Visual Force Pages**
* **Designed** and **developed SFA** based **Application** on **force.com platform** in salesforce.com environment with **Apex programming language** at **backend** and **Visual-Force pages** as user interface.
* Experience in CI/CD using GitHub, BitBucket, ANT, Eclipse.
* Implemented various API Management, **Cloud integrations** with SOAP and REST API’s and wrote functional designs using Agile methodology using sprints and standups.
* Technical knowledge about Salesforce Schema Builder, App Builder, Lightning Components and Lightning connect.
* Create and maintain fields, views, reports, dashboards, campaigns and other [salesforce.com](http://salesforce.com/) objects and functions, custom objects as Admin.
* Triggered interface events by user interactions, which includes Lightning component framework and involved in building Lightning Components using the Aura framework.
* Designed and managed strategic digital applications via Salesforce Marketing cloud and involved in migrating data into Salesforce application using apex data loader through **CSV files.**

**Client : ICICI May ‘12 to OCT ‘13**

**Location : India**

**Role : Java Developer**

**Responsibilities:**

* Worked with Relational Database Management Systems including **Oracle**, **SQL Server** and **PL**/**SQL** and have worked extensively on **JDBC** to connect to and access various remote databases including **Oracle**, **MySql**, **SQL** Server.
* Developing Online panels and application using **EJB**, **Java** **Servlets**, Session Entity Beans, Struts, **JSPs** and Tiles definitions.
* Handled the database persistence using **JDBC**.
* Implemented the project using the **Spring Framework** used Spring IOC and Dependency Injection, Spring MVC
* Expertise in Redhat **Linux** Capacity and Performance Planning.
* Developed JSP pages using HTML, JSTL Tag Library, Struts Tab Library, and JSP Custom Tags.
* Designed and developed **REST**web service for validating address.
* Developed the application using **JSF**for front end, **Spring** to manage business layer
* Involved in implementation of the presentation layer GUI for the application using **JSF**, **HTML**, **XHTML**, **CSS,** and **JavaScript**.