**Himali**

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**Professional Summary:**

* Around 6 years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects using Salesforce.com CRM and Java/J2EE technologies and followed Agile(SCRUM)&Waterfall Methodologies.
* Involved on SalesForce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, and lightning design system.
* 5 years of extensive knowledge of Salesforce.com CRM and its Development Life Cycle as a Developer / Administrator and 4+ years on Java/J2EE technologies.
* SFDC Configurations, Customizations and integration with external systems - as Administrator and Developer.
* Develop User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, etc.
* Salesforce CRM platform and environment of SFDC such as Sales Cloud, Service Cloud, Call Center, Force.com and Chatter.
* Good understanding on Partner portal (Partner Relationship Management).
* Creating custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes.
* Experience on translating business process into Custom Objects and creating Lookup Relationships and Master-Detail Relationships.
* Implement Security/Sharing Rules, Configure Permission sets, Field Level Security, Record Level Security, Profiles, Roles & Resource monitoring at different Hierarchical Levels of the organization.
* Administrative tasks like User Management, Creating Profiles, Roles & Permission Sets, Workflow, Tasks & Events, Email notification &Templates, Reports &Dashboard, Metadata & Metadata API.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard.
* Implementing Apex Classes, Visual Force Pages, Apex Components, Controllers, Triggers, Scheduler, Batch Apex, Analytic Snapshots, Migration Tool, Web Services API and working with Force.com IDE. Exposure in Customer Portal and Self -Service Portal.
* Experience in Trigger, Test Methods, and writing SOQL and SOSL queries.
* Expertise in web technologies like HTML5, XML, CSS, JSP, JavaScript, jQuery, AJAX, WSDL, REST API, SOAP API, BULK API, Force.com Callouts, Batch and Apex Programs Schedule.
* Email-to-Case, Web-to-Case, Web-to-Lead, Tracking Field History, Set-up Logging History, Set-up Audit Trail & Data Migration.
* Understanding and functionality of Web Services for SOAP API and REST API.
* Write Business logics in APL using Eclipse IDE with Force.com Plug-in environment.
* Worked with Migration tools Force.com IDE, Eclipse and have knowledge of Change set migration code and configuration from the Dev Sandbox to Production.
* Installed Apps from App Exchange, Configured and maintained user Security Permissions in compliance with organizational needs.

**Technical Skills:**

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| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Operating Systems** | Windows 98/2000/XP/2003/vista/2007. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript. |
| **Languages** | C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**Professional Experience:**

**Lincoln Financial, Radnor, PA May 2018 - Till date**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Developed SharePoint site with number of pages and integrated with salesforce.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Managed ongoing support requests and Administrative needs of users.
* Worked on Salesforce.com Standard Object s such as Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**AMA, Chicago, IL Jan 2017 – May 2018**

**Sr. Salesforce.com Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* According to the business user’s requirement, creating Reports and Dashboards.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Developed integration between Salesforce and DocuSign for signing ceremony, viewing signed documents and update Salesforce data based on user actions.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and Visual Force Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Genesys, Dally City, CA Mar 2016 – Dec 2016**

**SalesForce.com Admin/Developer**

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in Designing, Developing and Data Modeling of the application and ensured that they are within the Salesforce Governor Limits.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Designed and developed Visual Force pages based on the business requirements.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
* Developed SOQL query to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Deploy using Force.com IDE tool, Change sets & Eclipse for the sand box to production environments.
* Created productive documents which will be used by rest of the team to have a better understanding of the related system; Salesforce.com CRM.
* As a part of Administrative tasks, Created custom objects, custom Fields, Validation Rules and Formula Fields. Wrote scripts to load Forecast Data fromSalesforce.com.
* Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management, Lead Management and the Configure/Price/Quote (CPQ) processes.
* Analyzed Integration flow and helped developers in implementing Service Max App within the organization.
* Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Wrote Case Escalation Rules to escalate cases depending on timeframe and difficulty of case issues.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**Wipro, India Mar 2014 – Dec 2015**

**SalesForce.com Admin/Developer**

**Responsibilities:**

* Involved in analysis and design of the application architecture based on MVC Architecture, used open source Struts framework and Database with new field updates added to the legacy system.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side&server-side validations.
* JavaBeans have been developed for using them among various modules of the application.
* Created front-end screens for the module by using JSP’s.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, Participated in database tuning.

**Environment:** Java/J2EE, J2SE, Struts 1.1, XML, DOM, SOAP, Eclipse, SVN, WebLogic 8.1, Tomcat, MS SQL Server, PL/SQL, Ant, JUnit, UNIX.