**Sindhu Palla**

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**PROFESSIONAL SUMMARY:**

* Around 6 years of experience in Analysis, design, configuring and development of various CRM and web-based applications,which includes Salesforce.com platform,Service cloud and Sales Cloud, Marketing Cloud, Community Cloud,Health Cloud and Non-Profit Cloud as Developer and Administrator.
* Having 2+ years of Salesforce Lightning Development Experience using Aura Components.
* Expertise in design and development of multi-tiered web-based applications using Java technologies: HTML, CSS, XML, UML, JavaScript, jQuery and J2EE, Rest and SOAP-based web services.
* **Experienced in salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, lightning design system.**
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Community Cloud, Health Cloud.
* Configured health cloud configurations like patient card Health Cloud profiles, permission sets, and roles

 and customizing the health cloud console.

* Good Experience in developing Salesforce Lightning Apps,Components,Controllers & Events.
* Strong Experience on creating Scratch Orgs as part of SalesforceDX(SFDX), Deployed Git repository to Scratch Org and hands-on experience in pushing code from Scratch Org to Git repository.
* Implementing**Apex Classes, Visual Force Pages, Apex Components, Controllers, Triggers, Scheduler, Batch Apex, Web Services API**and working with**Force.com IDE.**
* Extensive exposure to**Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing**and**User Acceptance testing(UAT).**
* Experience in implementing SFDC development using Apex classes, Triggers, Visual Force pages, Standard Controllers, Force.com IDE,Eclipse, SOQL and SOSL.
* Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using visual force pages.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods and Style Sheets.
* Solid Experience in Platform Events used during the real time integrations.
* Implemented Platform Events to override existing same purpose multiple callout methods to single callout method as per the design documentation and user requirements which includes custom development, regression testing and quality analysis.
* Integrated external systems with Lightning components, Salesforce Flow, and platform events to help the Users with accurate data sync through a distributor channel.
* Expertise in Lightning app builder (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Strong Experience on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Hands full of experience on Batch jobs, Bulk triggers, Future methods and Test Classes.
* Extensive experience in Agile Methodology of Software Development Life Cycle(SDLC),Scrum methodology of software engineering processes.
* Integrated Salesforce with external applications using Force.com APIs(SOAP and REST) and developed Salesforce apex SOAP and REST web service classes.
* Extensive work experience using Force.com Web Services API for implementing web services in the application for access to data from different users.
* Developed a Git workflow during this project that works well with multiple developers and avoids code conflicts.
* Experience with APEX Classes,Apex Triggers,Batch Apex,Schedule Classes, Visualforce pages and integrating with external source by developing SOAP,RESTful Apex Web Services and Force.com API.
* Strong Salesforce development experience with APEX Classes,Apex Triggers,Batch Apex,Schedule Classes, Visualforce pages and integrating with external source by developing SOAP,RESTful Apex Web Services and Force.com API.
* Adequate experience on Debug Apex scripts using System Log Console and debug Logs to catch Exceptions and execute Governor Limits.

**Certification Summary:**

* Salesforce Certified Administrator(ADM 201).
* Salesforce Certified Platform Developer-1.

**Educational Qualification:**

* Bachelor of Scienece in Computers from Kakatiya University, India, 2014.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Classes & Triggers, Scheduler, Batch Apex, Apex Class & Apex Web Service, VisualForce, Salesforce Lightning, Sales Cloud, Service Cloud,Community cloud, Marketing Cloud, Platform Events, Custom Controllers, Extensions, Record Types, Chatter, SOQL & SOSL, OWD (Organization Wide Default), Apex Data Loader, Workflow, Outbound Messages, Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Lightning Components, LWC, Salesforce Communities, Dashboards, Security Controls, AppExchange, Sandbox. |
| **Salesforce API’s** | BULK API, REST API, Metadata API, SOAP API |
| **ETL Tools / Integration / Data Migration Tools:** | Apex Data Loader, Informatica / Force.com Migration Tool. |
| **MS Office / Other Tools** | Microsoft Project, MS Visio / MS Word, Excel, Power Point, Outlook. |
| **Force.com Tools** | Workbench, CTI toolkit, Excel Connector, Force.com Eclipse IDE  |
| **Web Technologies** | JavaScript, Ajax, JQuery, CSS, HTML, Bootstrap. |
| **Service Cloud:** | Live Agent, CTI, Knowledge, Web to case, Email to case, Escalation Rules. |
| **Databases:**  | Oracle 9i/10g/11i, DB2, MS-Access, Microsoft SQL Server 2008/05/2000, and MySQL. |
| **Version Control / CI** | GIT, SVN, GitHub. |

**PROFESSIONAL EXPERIENCE:**

**ECFMG,Philadelphia, PA(Non-profit Org) Jan’19-till date**

**Role: Senior Salesforce Developer**

* Developed Batch **Apex**for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.
* Completed POC on Document Generation tool( pdf butler) which is used to generate the documents and send them to schools as part of the score reporting process(USMLE Exams) and implemented PDF Butler.
* Developed Batch jobs and time based workflows to update the data regularly. Created Dashboards using customized Dashboards components.
* Developed complex logic in Batch Class and Schedule classes to execute large data in batches by invoking Scheduled Class.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on designing and developing Lightning Community Builder, developed Lightning Web Components.
* Created Aura Exception Handler component for making generic error handling on lightning pages.
* Worked on Salesforce Community cloud i.e how to engage with employees, customers, partners.
* Expertise in advanced APEX/Lightning development, including high volume data processing, managed packages, community portals, SSO and metadata API.
* Expertise in creating and enhancing Communities for an online collaboration that connects with the Customers, Employees, Contractors and Distributors.
* Worked on configuring OCCP community that includes different types of communities to allow patients or providers to access limited CC information through a portal.
* Worked on customizing the communities with ember framework functionality and configuration.
* Planned community rollout framework as four step - cyclic process (Establish, Manage, Engage and measure).
* Implemented Platform Events during Account Establishment process(Community Portal) to update ECFMG External system-CIBIS on opening new account.
* Applicant and Entity Portal integration to share Account update with ECFMG External system driven using Platform Events.
* Developed Lightning web components and called apex class by using wire functionality.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked on Salesforce Communities Implementation addressing the client’s current Business Process.Impemented ‘Knowledge Articles’ Management.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Designed and developed a custom mechanism to queue the requests for batch processing on the existing application.
* Worked on Deploying metadata components from Git Repository to Scratch Org and making enhancements to the application deployed code from Scratch Org to GIT repository, resolved merge conflicts.
* Implemented Service Cloud to work directly with Sobjects called Accounts, Contacts, Cases & Solutions.
* Efficient in monitoring Apex asynchronous processing using **futuremethods, batch apex**, controlling processes with **queueable apex**and scheduling jobs using **apex scheduler.**

**Environment:**Batch APEX and Jobs, Validation Rules, SOAP & REST API, SOQL & SOSL, SFDX, GIT, VS Code, Scratch Org, Agile/Scrum methodology,App Exchange, Platform Events, Mulesoft Integration, Service Cloud & Sales Cloud, Community Cloud, Lightning Components, LWC, Jenkins, JIRA,Azure, Workflow & Approvals,Process Builder, Flows, Apex Classes & Triggers, CSS,JQuery, HTML, JAVA Script, AngularJs.

**Apkudo,Philadelphia, PA Jan’18 - Dec’18**

**Role: Salesforce Developer**

* Added Lightning Component to Lightning Pages and Record Pages.Have worked on Apex Classes, Visualforce pages,Controller Classes and Apex Triggers for various functional needs in the application.
* Created a user interface in Lightning using Aura Components,CSS,Bootstrap for a user to enter case details and submit in to Salesforce.
* Developed Batch **Apex**for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.
* Developed Batch jobs and time based workflows to update the data regularly. Created Dashboards using customized Dashboards components.
* Developed complex logic in Batch Class and Schedule classes to execute large data in batches by invoking Scheduled Class.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on health cloud platform in order to configure patient card and care team configurations.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Created Aura Exception Handler component for making generic error handling on lightning pages.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Used JavaScript Promise framework to communicate with server-side calls.
* Created various batch classes to process bulk records asynchronously.
* Designed and developed a custom mechanism to queue the requests for batch processing on the existing application.
* Designed, developed and deployedApex Classes, Controller Classes and Apex Triggers, packagesfor various functional needs in the application.

**Environment:**Force.com IDE, Custom objects, Batch Jobs,Lightning(Components & Controllers),Validation Rules, Apex Data Loader,SOAP API,REST API, SOQL, SOSL, SFDX, GIT,VisualStudio Code, Scratch Org Agile/Scrum methodology,App Exchange , Service Cloud,Sales Cloud,Eclipse,Lightning Experience, Jenkins, Workflow & Approvals, Apex Classes,Triggers, Visualforce (Pages,Controllers & Components), CSS,JQuery, JAVA, HTML,JAVA Script.

**Walmart, Bentonville, AR Dec’15- Nov’17**

**Role: Salesforce Admin/Developer**

* Developed Batch **Apex**classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
* Worked on integration of two instances using Apex REST API call-outs and parsed JSON responses provided by third-party systems connected via REST inside Apex Classes.
* Setting up Service Cloud Console,Cases(Web to case,email to case), Solutions, Case Assignment and CTI Interfaces.
* Handled Informatica Cloud’s Salesforce connectivity to integrate SaaS applications, On-premise systems and enterprise databases.
* Implemented SFDC Sales cloud,Service Cloud, Web Services, Created group, provisioning and marketing teams.
* Exposing the Salesforce services using REST API to other applications to access the data from salesforce.
* Processed large number of records in batches (considering governor limits) with Schedulers and Batch Apex.
* Worked on Salesforce Communities Implementation addressing the client’s current Business Process.Impemented ‘Knowledge Articles’ Management.
* Created Apex methods for the lightning controller and helper methods to perform DML Operations on the case records.
* Extensive experience on Visual Force Pages, Visual Force Custom Controllers, Custom Objects, Tabs and Components.
* Involved in business analysis, requirement gathering, solution designing, data modeling, SFDC setup, configuration, data migration as well as conducting end-user training
* Designed various Webpages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented Service Cloud module for case management automation(on case object) to track and solve customer’s issues.Implemented Email-to-case entry and manual case entry for entering customer’s cases in cases tab.
* Integrated Apex controller methods directly with JavaScript functions using Force.com JavaScript Remoting feature and created Visualforce pages.Worked on integration of salesforce with multiple third party systems like Call Cloud, Computer Telephony Integration (CTI) and ESB (Internal integration layers) using REST API.
* Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce User Interface.
* Exposing the Salesforce services using REST API to other applications to access the data from salesforce.
* Integrated Ordering and Tendering Application with Salesforce.com using SOAP web-services API.
* Responsible for all the activities related to Data Loader, uploading data in CSV files into Salesforce.com and for checking the correctness of the data.
* Worked on Bulk Triggers, Nested Queries and had written code for Future methods by calling it from triggers.
* Integrated using SOAP based web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the home grown web services.
* Worked in converting Notes Application to force.com applications and also used the Debug Log and System Log Console to catch exceptions.
* Created batch classes, which can be invoked programmatically at runtime using APEX.
* Implemented Configuration, Customization and Development with Salesforce.com on Service and Sales Cloud.
* Worked with AJAX toolkit to invoke Apex through anonymous blocks and public web service methods and Proficient in loading data from legacy applications to force.com platform.

**Environment:** Force.com IDE, Custom objects, Batch Jobs,Lightning(Components & Controllers),Validation Rules, Apex Data Loader,SOAP API,REST API, SOQL, SOSL, Agile/Scrum methodology,App Exchange, Service Cloud,Sales Cloud, Lightning Experience, ANT,GIT, SFDX, VisualStudio Code, Scratch Org, Workflow & Approvals, Apex Classes , Triggers, Visualforce (Pages, Controllers & Components), CSS,JQuery, JAVA, HTML,JAVA Script.