Pratiksha Sharma

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| Professional Summary |

* Having 9 Years of experience in IT which includes 5 Years of experience on Salesforce CRM Administration, Development includes Configuration, Customization, Lightning to work on analysis, design, development, deployment, maintenance and testing of various applications using force.com. Strong experience with Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities and Force.com platform. 4 Years of experience on JAVA/J2EE.
* Proficient with understanding of CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail and Junction Objects.
* 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.
* Strong experience in writing, tuning of SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.

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| Skills |

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| * Salesforce Technologies-Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) And S-Control.
* Force.Com Tools-Force.Com IDE, Force.Com API Tools (Data Loader), Force.Com Explorer, Force.Com Migration Tool, Force.Com Excel Connector.
* Web Technologies-HTML, DHTML, HTML-5, CSS, Java script
* Web Services-SOAP, WSDL, XML, REST
* Operating Systems-Unix, Windows xp /Vista/7//2000/2003
* Databases-Oracle, MS Access, Microsoft SQL Server, SQL & PL/SQL
* Programming Languages-Apex, Java, J2ee, C, C++, C#, Sql, Soql, Sosl
* Methodologies-SDLC Methodology Waterfall, Iterative, Agile Scrum
* Administrative, CSS3, Java, Processes, Workbench
* Agile, CSS, Java script, Programming, Workflow
* Analyst, Data analysis, JavaScript, Proposal, Written
* Ant, Data migration, Logic, QA, XML
* API, Database, Marketing, Quick
* Application development, Databases, Access, RAD
* Automate, Debugging, MS Access, Real time
* Backup, Dell, C#, Re-engineering
 | * BASH, DHTML, Excel, Research
* Basic, DML, Exchange, Rational unified process
* Book, Documentation, Outlook, Sales
* Business processes, Eclipse, 2000, SDLC
* Business Process, Edit, Windows xp, SOAP
* C, Email, Middleware, Software Development
* C++, ERP, Migration, Microsoft SQL Server
* Calculator, Features, Modeling, SQL
* Cascading Style Sheets, Functional, Enterprise, Strategy
* CLI, HTML5, Operating Systems, Technical support
* Charts, HTML, Oracle, TIBCO
* Com, HUB, Developer, Unix
* Controller, IDE, PL/SQL, User interface
* Conversion, Informatica, Organizational, Validation
* CPR Certified, Explorer, Page Layout, Vista
* CRM, J2ee, Pricing, Website
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| Work History |

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| Mar 2020 - CurrentSalesforce Lightning DeveloperAmerican Express - Phoenix, Arizona, USA | ***Responsibilities:**** Interacted with various business user groups for gathering requirements for Salesforce implementation and documented Business and Software Requirements.
* Involved in Salesforce.com Application Setup activities and customized apps to match functional needs of organization.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Performed detailed analysis of business and technical requirements and designed solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visualforce, Force.com API, Partner Portal, Dell Bhoomi and Web Services.
* Created and maintained email templates to be used in Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products.
* Worked on Salesforce Lightning Process builder to easily automate business processes.
* Developed re-usable UI components with Lightning Component Framework.
* Migrating from Salesforce Classic to Lightning and created Lightning components.
* Involved in building Lightning Web components apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Written apex batch classes to process large data updates, queried large datasets and exported to excel.
* Developed various lightning web components that integrate to form single point of interactive payment calculator to generate payment plan.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Good Experience on Salesforce Lightning.
* Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Triggered interface events by user interactions, which includes Lightning Web Component framework and involved in building Lightning Web Components using aura framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Web Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Aura open source technology that powers Lightning Web Components and Aura namespace contains all basic building blocks for defining components and applications.
* Enhanced Communities by adding new fields, field sets using Salesforce lightning.
* Build Lightning controllers w AURA framework.
* Involved in developing salesforce Lightning Apps, Components, Controllers and Events.
* Implemented Salesforce Lightning Components for small set of users for customizing reports and dashboards.
* Utilized Lightning Connect to get real time data from external system.
* Provide technical architecture strategy and guidance for Salesforce rollouts, and assist with design for adoption strategy.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Designed and developed Test utility framework and used annotations @isTest, @testSetup and ensured to meet 75% of code coverage.
* Worked in developing and consuming SOAP and REST services in service-oriented architecture.
* Worked on integration with in built application of Windstream to generate Quote using SOAP services.
* Developed Rest API callouts to perform data sync between salesforce and Apttus.
* Research Salesforce and Apttus CPQ capabilities as needed to suit business requirements.
* Quote/Proposal and Agreement document generation using Apttus.
* Configured product and pricing setup using CPQ/Product consoles Formatted and migrated user data into Lightning Experience.
* Deployed applications to various SFDC environments using Change Sets, deployment connections and Packages.
* Specially worked on Case Management with Workflow and Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications.
* Implemented Field Level Security for sensitive data holder fields.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist business team.
* Worked on supporting tickets in following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.
* Involved in Business Process Modeling and Re-engineering to improve current business process and gain efficiency through new application.
* **Environment:** Salesforce.com platform, Salesforce lightning, Apttus CPQ, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Aura Components, Data Loader, Apex classes, Apex triggers, JavaScript.
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| Jan 2019 - Feb 2020Salesforce DeveloperFidelity Investments - Durham, NC, USA | ***Responsibilities:**** Developed Apex program and Apex triggers for various functional needs and worked with dynamic Apex to access Objects and fields to describe information, execute SOQL, SOSL and DML queries from scratch.
* Supported data migration and data export activities through various business centers using Apex Data Loader, Apex Data Export, Force.com Excel Connector and Import Wizard.
* Employed Data Loader to migrate data from Oracle to Salesforce database and configured in Oracle application to Salesforce platform; migrated leads, accounts and contacts to Sales Cloud using third party tools.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked on Chatter and Email integration features for Sales Cloud and Marketing Cloud; designed, developed, planned, tested and integrated Salesforce Cloud Services; configured Chatter usage to generate dashboard reports.
* Created profiles, implemented Object and field level security to hide critical information on profile users.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
* Involved in creating gap analysis document, clearly identifying data, business process and workflows of organization with respect to salesforce.com implementation.
* Worked with various salesforce.com CRM standard Objects Lead, Account, Contact, Opportunity and created custom Objects, Fields of various data types and established relationships using Lookup, Master-Detail and created Junction Objects.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Extensive experience on S controls, Visualforce pages and Page layouts according to Business requirements.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Worked on integration of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Worked on sales cloud and customized Objects Accounts, Contacts, Opportunities, Products, Price Books and custom Objects, implemented Web-to-Lead and custom Lead conversion.
* Experience in working on Sales Cloud (Partner Portals) as well as Service Cloud (Customer Portals).
* Good knowledge in writing test classes before deploying into production.
* Implemented on Force.com/ service cloud functionality leveraging web and email services/web-to-custom object/email-to case functionality.
* Assisted in Plug-In's with MuleSoft.
* Created Custom-Apps, Objects, Fields, labels, settings mapped and integrated fields to Expression software via middleware TIBCO using web services callout.
* Deployed code across various sandbox using Force.com IDE, Change Set, Workbench prepared package.xml for workbench and Force.com Migration tool.
* Managed database for team's regions and performed basic administration, de-duping and cleanup procedures.
* Developed and deployed workflows, approval processes for opportunities and products/ assets management.
* Migrated data from external sources and performed Insert, Delete, Upsert, Export operations on millions of records.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on record detail and edit pages.
* Worked with standard Salesforce.com Objects like Accounts, Contacts, Opportunity, Campaigns, Reports Dashboards.
* Performed various testing including Regression, integration, System Testing.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in application compatible with lightning.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using aura framework.
* Integrated web services by making WSDL files to extract data from external systems to display in salesforce.com.
* Established SOAP API with aid of two-way communication between Salesforce and other applications.
* Code deployment was done using Eclipse IDE, Deployment Change Set and Snapshot.
* Designed and deployed custom tabs and Objects, page layouts, components, visual force pages, validation rules, approval processes and auto-response rules; added fields and functionality using custom controllers and extensions.
* Salesforce Lightning Design System and Lightning App Builder.
* Used Sandbox for testing and migrated code to deployment instance after testing.
* Created summary reports, matrix reports, pie charts and dashboards and setup report folders to authenticate users based on profiles permissions; created Objects screen that compares databases and schema changes.
* Performed periodic data cleaning and administered custom Objects, workflow and campaign management.
* Involved in project documentation review cycles and followed-up for reviews to see them through to completion.
* **Environment:** Saleforce.com Platform, Salesforce APIs, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, OOTB, Documentation, Data Loader, App Exchange, WSDL, Reports, AppExchange, Data Tools.
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| Oct 2017 - Dec 2018Salesforce DeveloperDIR - Oakland, CA, USA | ***Responsibilities:**** Involved in various activities of project, like information gathering, analyzing information, documenting functional and nonfunctional requirements.
* Worked on Eclipse, Developer Console and Anonymous blocks development tools for developing, debugging and testing of Apex classes, Visualforce pages, triggers and test classes.
* Implemented Apex Scheduler and Triggers to invoke Apex classes at regular intervals.
* Dynamically replicating existing website.
* Used JIRA tool for project issue and bug tracking.
* Worked on Service Cloud, focusing majorly on cases and solutions.
* Implemented Apex Classes & Triggers and linked them to manage workflows Implemented in system.
* Developed several Triggers, Apex classes and Visualforce pages as part of application development.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created Apex REST web service methods to inbound calls to Salesforce and supported response in JSON and XML format.
* Worked on Salesforce Community (Customer Community).
* Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, Components to suit to needs of application.
* Used Force.com CLI (Command Line Interface) tool for data backup.
* Used GIT BASH to run GIT from command line, using which merged all components to other environments (IntDev, QA, Stage and Prod).
* Handled deployments process using GIT HUB.
* Worked on Email-Templates associated to multiple profiles.
* Created various profiles and permission sets according to business needs.
* Data migration from external systems to sales force using Data Loader, Import wizard.
* Worked on Inbound and Outbound change sets for deployment.
* Created various profiles and configured permissions based on organizational hierarchy requirements.
* **Environment:** Saleforce.com platform, Service Cloud, Customer Community, Force.com CLI, JIRA, GIT BASH, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process, Apex Classes, Apex Triggers, Controller Classes, Eclipse IDE, Visualforce Pages.
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| May 2016 - Sep 2017Salesforce Administrator/DeveloperHoney Tree - Hyderabad, India | ***Responsibilities:**** Involved in Rollout activities of Salesforce.com, initial Setup activities to customize Salesforce.com for business model of organization.
* Customized Accounts, Opportunities, Products standard objects for additional fields and validation rules required by business processes.
* Performed customizations across Salesforce.com application (extending Standard Objects, Building Custom Objects, Validations & Workflows, Apex Web Services, Batch Processes, Visualforce Pages, Controllers and Lightning Components).
* Designed and developed custom Solution for Assessments by building Assessment Builder – configurable assessments solution where in administrators/ business users will be able to easily build assessments needed, Dynamic Assessments Capture Screens against Patients based prescriptions/ drugs.
* Worked on Specialty Sales CRM, Designed/ Implemented/ Re-Engineered CRM solution for various needs of Specialty Sales; Implemented Relationships, Flows, Role Hierarchy and Sharing Rules for Specialty Sales Teams to automatically share data across necessary teams and roll up information into proper reports.
* Built POC and Solution for BravioRx Infusion Services through CareExchange - Patient and Nurse Portals in Salesforce and performed necessary analysis and design for further implementation as full product.
* Worked on necessary Security & Sharing setting like OWD, Role Hierarchy & Sharing Rules.
* Created necessary Groups and Sharing rules based on needs of data access.
* Developed Reports and Dashboards as per needs of Business Users
* Performed user setup and provided Administrative support required for managing Salesforce.
* **Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in.
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| May 2012 - Apr 2016Java DeveloperResource Integration Solution Enterprise - Bangalore, India | ***Responsibilities:**** Worked closely with business and cross-functional technology team members to document and communicate business goals and objectives.
* Analyzed business requirements and prepared process flow diagrams and specification documents.
* Studied working of existing system to analyze different kinds of reports that are to be generated for senior management's review.
* Elicited requirements using interviews, document analysis, requirements workshops, business process descriptions and workflow analysis.
* Collaborated with developers and subject matter experts to establish technical vision and analyze tradeoffs between usability and performance needs. Posed universal questions to define project, estimated man hours required to accomplish specific tasks for budget purposes, obtained authorization; designed and constructed project plan and tested all areas of project with focus on quality assurance.
* Evaluated information gathered from varied sources, reconciled conflicts and converted high-level information into low-level details and distinguished user requests from Business objectives.
* Developed Web applications based on MVC architecture using Servlets, JSP, Java Beans, XML, HTML, SQL.
* Assisted in documentation of Business Rules and Business Processes.
* Performed Unit testing and User Acceptance Testing for application.
* **Environment:** Eclipse IDE Plug-in, beans, classes , Html, SQL ,XML, JSP.
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| Education |

2012

Bachelors of Technology: Computer Science

Jaipur National University | Jaipur, India

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| Certifications |

* Salesforce Certified Administrator
* Salesforce Certified Developer

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| Additional Information |

* Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components. Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications. Good experience in rollout of Saleforce1 for mobile and customized visual force pages with Aura components. Worked on customization of visual force to have lightning experience for desktop and mobile applications. Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards. Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task. Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class. Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules. Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility. Build Lightning controllers with the AURA framework. Involved in developing salesforce Lightning Apps, Components, Controllers and Events. Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events. Customized existing Visualforce to align with salesforce new Lightning UI experience. Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Web Component features. Experience in building Lightning components using two programming models: Lightning Web Components, and the original model, Aura Components. Explored the source code by using Lightning Web Components and customize the behavior needs to build enterprise-ready web components on any platform. Knowledge on different integration methods available to connect applications running on Force platform with external systems such as Heroku Connect, Salesforce Connect and Web Service Callouts. Performed data analyst roles and used tools: Apex Data Loader, MuleSoft, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting. Proficient with tools Eclipse IDE (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, visual force pages and changing meta-data components; Force.com Explorer and Workbench Querying and testing REST and SOAP web services. Deployed salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), Changesets and Eclipse IDE. Having extensive experience with different methodologies Agile, RAD, Rational unified process and Waterfall. Worked in all phases of Software Development Life Cycle (SDLC) of Salesforce.com implementations