**Name: Vasavi**

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**PROFESSIONAL SUMMARY:**

* **Certified Salesforce Administrator and Developer** with around **5 years** of Developer and Admin roles experience on salesforce.com and force.com platform.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Hands on experience working with Apex Triggers and Apex Classes, controllers and controller extensions, Components, Test Method and Application design and development on multitenant Force.com platform.
* Extensive experience in Salesforce.com configuration, customization, administration, data migration.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Experience working with Lightning Components like Visual Flows and Process Builder.
* Experience in developing Custom UI with AJAX functionality using Visual force pages, Visual force Tags, Attributes and Controllers.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Extensive experience in customization, configuration, integration, Eclipse IDE, Apex, Visual Force and integration tools like Apex Data Loader, Cast iron etc.,
* Proficient in Data Migration from Traditional Applications to Sales Force using Data Loader Utility, Data Extraction and Informatica on Demand.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships.
* Experienced on Lightning which includes the Lightning Component Framework and also involved in building lightning component using the aura framework and experienced with Locker Service with Lightning Components.
* Proficiency in Salesforce Administration tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com, ANT migration tool Plug-in environments.
* Work within SalesForce.com and Apttus, Contract Lifecycle Management (CLM) to assist with configuration and advanced workflow processes.
* Hands on experience of Salesforce Web Services API like REST, and SOAP.
* Experience in Data Migration, Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting using ETL tools like Apex Data Loader, Informatica Power center and Informatica.
* In-depth understanding of CRM business process like Campaign Management, Lead Management, Order Management, Account Management and Case Management.
* Implemented Security and Sharing Rules at Object, Field, and Record Level for different users at different levels.
* Implemented various fields such as Lookups, Junction Objects, Picklist, Dependent Picklist, Multi-Picklist & Custom Formula Fields, and Master Detail Relationships.
* Hands on experience of using declarative features like Validation Rules, Field dependencies, Workflows, Dynamic Approval Process for satisfying complex business process automations.
* Experience working on data model and SOQL, SOSL, DML statements and methods, SObjects, asynchronous apex and Governor Limits.
* Experience customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and ANT based Migration Tools and Salesforce.com Sandbox environments.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class and Apex Web Service, Partner WSDL and Enterprise WSDL and Visualforce (Page, Component and Controllers) |
| **Salesforce Tools** | Eclipse, Force.com IDE, Explorer, Apex Data Loader, Force.com Platform (Sandbox and Production). |
| **Custom Integration** | Outbound Messages, Workflow and Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package and Custom Application and Sandbox data loading |
| **Force.com Tools** | Apex Data Loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, APEX and UML |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**CERTIFICATIONS:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**

**PROFESSIONAL EXPERIENCE:**

**Client: TD Bank, Mt. Laurel, NJ Jan 2020 – Till Date**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Created custom objects, custom fields, pick lists, field dependencies and validation rules.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application
* Creating custom objects, custom fields, tabs, Record types and list views.
* Developed customized functionality using visual force and apex classes
* Created mini page layouts, search layouts and page layouts to organize custom fields, custom links and other components on detail and edit pages of the record.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Involved in API/Webservice design and developing technical specifications for the Salesforce.com (SFDC) application.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Created test scenarios and packages in sandboxes and migrated them to the production.
* Created Web to lead and Email to Case process.
* Performed Apttus CLM related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created complex reports involving Matrix and Summary reports.
* Created new Apex Triggers, Apex Classes, Batch Classes, Schedule Classes and Email Services.
* Developed Visual force pages, Components, Controllers for displaying documents in Content.
* Created a Case Management System using Lightning Components, Controllers, Helper Methods, CSS, bootstrap and JavaScript.
* Develop Visualforce pages for lightning experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and lightning.
* Worked on both Salesforce Sales Cloud and Salesforce Service Cloud.
* Worked on End-to-End real time web service integration
* Developed an Approval Process with complex logic which tracks the lifecycle of Lead to Opportunity Conversion.
* The Approval Process involves with triggers, workflows, visual force page, custom buttons, email templates, custom report types.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Worked on Custom Labels and Custom Settings. Setting up different languages.
* Worked on different types of email templates.
* Worked on standard objects like Accounts, Contacts, Leads, Campaigns, Reports, Cases (case management) and Opportunities.
* Maintaining the lead and Opportunity objects and performing the de-duping and Clean-up activities.
* Configured the business login hours, Profile based login IP address restrictions and Organization wide login IP address restrictions.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Migration of code to deployment after the successful testing on the sandbox Communicated regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Implemented the application requirements on Force.com IDE Plug-in using Eclipse.
* Implemented Apex classes & Triggers as per the needs of the application.

**Environment:** Salesforce.com, Customer Portal, Apex, Visual force(Pages, Component, & Controllers), Lightning, Hurok, Jitter bit, CSS Style Sheets, Security Settings, Sandbox data loading, Apex Data Loader, Eclipse IDE Plug-in, Reports, SOQL, SOSL, Apex Schema Builders, Dashboards, Sandbox, SOAP API.

**Client: Applogic IT Solutions India Pvt Ltd, India June 2017 – May 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked closely with the business users and gathered the requirements for salesforce implementation.
* 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, field updates and time triggered tasks to implement business logic.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked on changing global picklist value sets and migrated them from one org to the other as per the customer’s requirement.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created Validation rules for custom objects.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Developed and deployed Visualforce Pages, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Managed ongoing support request and administrative needs of users.
* Created custom Objects, Custom Fields, page Layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Worked on customization of visual force to have lightning experience for desktop and mobile applications.
* Complete Familiarity with the Open Web Application Security Project (OWASP)
* Developed templates, report and dashboards to support business process.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* 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 and for different user profiles based on the need in the organization.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used Data loader to load the records on to the force.com platform.
* Worked with Setup Audit Trail to gather information about client usage and then Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Salesforce.com instance using Data Loader.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.

**Environment**: Saleforce.com, , Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

**Client: GSPANN Technologies, Inc, India Jan 2016 – May 2017**

**Role: Salesforce Administrator**

**Responsibilities:**

* Worked on Salesforce Administration and Customization, Sales, Marketing, Customer Service and Support Development team.
* Liaison between the business client and technology team developers, system architecture, and QA Testers.
* Work closely with Project manager to keep track of timeline and budgeting.
* Strongly practiced Scrum methodology in my project involved in Scrum meetings to review and discuss the sprint backlogs, prioritizing the product backlogs considering the facts from the product manager.
* Participated in daily Scrum calls with the customer and update them with the project updates.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Performed Data Analysis and migrated data from SQL Server database to sales force, Accounts Merging, maintaining Public Groups.
* Gather requirements through interviews with the client and referring to existing documentation and procedures.
* Translate business requirements into functional specifications and creating High Level Design documents.
* Perform GAP Analysis of the ‘as-is’ and ‘to-be’ system.
* Extensively engaged in managing the project SharePoint and create a structured and logical project document repository.
* Create Data Flow diagrams and process flow diagrams to facilitate better system understanding.
* Design wireframes using MS Visio.

**Environment**: Salesforce.com, CRM, Workflow, Validation Rules, AppExchange, Report, Dashboard, Force.com IDE, Email services, Custom objects, Process Builders, Data loader, SOSL, SOQLs, Force.com API.

**Client: Amigos Software Solutions, India March 2015 – Dec 2015**

**Role: Java Developer**

**Responsibilities:**

* Involved in the analysis, design, and development and testing phases of Software Development Life Cycle.
* Developed N-tier client-server business application software using Model View Controller (MVC) Architecture.
* Extensive use of core Java Collections, Generics, Exception Handling, and Design Patterns for functionality Involved in writing different Design Patterns like Filter, Action, Business Delegate, Service Locater, Data Transfer Objects (DTOs) and Data Access Objects (DAOs).
* Used Hibernate in persistence layer and developed POJO's, Data Access Object to handle database operations.
* Worked on System security with the use of SSL (Secure socket layer), encryption and used role-based security.
* JSON being light in nature was used as the chief source of communication between the server and application.
* Involved in the development of Servlet, Struts Action classes, Business Objects, Web Services.
* Involved in writing JUnit Test Cases and Ant Build Script and in writing JSP using Bean, Logic, HTML, and Iterate Tags.
* WSDL has been used to expose the Web Services.
* SOAP has been used as a protocol to Communicate in the form of XML messages.
* Developed client request validations and processing using JavaScript and HTML.
* Used Hibernate Transaction Management, Hibernate Batch Transactions, and Hibernate cache concepts.
* Developed Struts Action Forms, Action classes and performed action mapping using Struts.

**Environment:** WebLogic, Java, Apache Axis, JSP, Hibernate, Servlets, XML, SOAP, WSDL, Oracle, Eclipse, JAXR, JAX-WS, JAXM, PL/SQL, Bean, Junit, JBOSS, Struts, DAO, AOP Spring, MVC Spring.