**Sushma Yaramala**

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**Professional Summary:**

* **Certified Salesforce Developer** with over **8+ years of IT experience** with salesforce.com CRM platform.
* Experienced in all phases of Software Development Life Cycle (SDLC) and project life cycle processes.
* Highly skilled in salesforce.com (SFDC) development and implementation.
* Analyzed sales, marketing, customer service and customer support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Hands on experience in Salesforce.com CRM integration, developing and deploying custom integration solutions.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.
* Experienced in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Deployed the code from sandbox to different environment using Jenkins build and was of part of release activities and UAT. Implemented SFA functionality (sales/service and custom solution).
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Experienced in SFDC development using Visual Force Pages, Components, Force.com IDE, SOQL, and SOSL, MVC architecture, DML statements.
* Design of various custom objects, custom fields, role-based page layouts, custom tabs as per the requirements.
* Execution knowledge of custom formula fields, pick lists, field dependencies, validation rules, workflows, and approval processes for outbound API messages, field updates, assignments, and Email notifications according to application requirements.
* Extensive experience in creating dash boards, custom reports and analytic snapshots based on user and organizational requirement.
* Understanding of translation workbench, currency management for keeping track of language translations and exchange rates.
* Understanding of the SFDC data model, customizing schema using custom objects, fields, master - detail and lookup relationship.
* Understanding of campaigns, opportunity, territory and lead management, person account and contacts.
* Knowledge of WSDL, web services SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs.
* Familiarity with partner relationship management, and customer portal, debug logs, documents tab, forecasting.
* Update on SFDC pricing and editions and their features, chatter option, security and sharing models, delegated admin features.
* Experienced working with Force.com IDE and Salesforce.com Sandbox environments.
* Experience in sales cloud and service cloud.
* Worked on Salesforce Lightning Applications using Aura Lightning Components ,Controllers, and Events and used custom CSS in the components. Embedded Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.Built reusable UI components and pages with the lighting component framework.

**Technical Skills:**

**Salesforce Technologies:** Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, REST API, Workflow & Approvals, Chatter, Dashboards, Custom Objects, Flow, Process Builder & Batch Apex

**Salesforce Tools:** Vs code, Force.com Data Loader, Workbench, Force.com Platform (Sandbox, and Production).

**Languages / Technologies:** Apex, JavaScript, XML, HTML, CSS,LWC

**Packages:** MS-Office, MS Excel, SharePoint, Eclipse IDE, Visual Studio code, Salesforce Developer Console

**Methodologies:** Agile Methodology

**Certifications:**

* Salesforce Certified B2C Commerce Developer
* Salesforce Certified Administrator
* Salesforce Certified Platform Developer1

**Professional Experience:**

**Starr Insurance, New York. Jan 2022 – Till Date**

**Salesforce Developer**

* 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.
* 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.
* Used Jira for project management and bug tracking.
* 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.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Web components to build the custom applications.
* Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards

**Anthem, Chicago, IL Aug 2018 – Dec 2021**

**Salesforce Developer / Administrator**

* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, validation Rule, upgrade installation.
* Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed APEX Classes, and APEX Triggers for various functional needs in the application.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Knowledge on lightening web components and worked on writing Jest for Test coverage for Java script files
* 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.
* Developed and deployed workflows, Approval processes using salesforce.com platform.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Developed Visual Force pages to render data as PDF.
* Developed Batch Apex and scheduled Apex to process large of records.
* Used Rally tracking tool as the test repository for executing the test cases and scripts and logging and generating reports and graphs for further analysis.
* Interacted with the Salesforce.com premium tech support team on a regular basis
* Involved in daily stand-up meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, LWC,Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards.

**Mindtree, Hyderabad, India May 2015 – May 2018**

**Salesforce Developer**

* Developed VF pages and associated Apex classes to allow the customers to register, login and submit their service requests which are resolved by CSS people.
* Managed the overall enhancement strategy through effectively evaluating and implementing functionality to meet and exceed end-user requirements.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects, and Custom Objects.
* Created a support portal using Sites concept in Salesforce.
* Created Custom objects, fields according to the requirements of business which are useful in the validation of entitlements.
* Created custom Profiles, Roles, and public groups to restrict the data access to the unwanted internal users depending on their job responsibilities.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Developed UI using CSS, HTML tags, Visual Force components and used JavaScript for front-end validation.
* Created Page Layouts for various profiles to make the CSS people comfortable for inputting data into the CRM from customers.
* Implemented Formula fields, Validation Rules, Workflow Rules, and Workflow Approvals.
* Created custom reports to evaluate the performance of CSS people and the usage of the customer portal as well.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Developed and configure Custom Reports to planning monthly, quarterly, and annually and for forecasting.
* Skilled in integrating Salesforce with external Master data using SOAP and REST API.
* Extensively implement Visual Flows for automatic sales and service process in Sales, and Service Cloud. Scheduled Apex Batch jobs for processing large records.
* Written Apex Classes, Controller, Extension Controllers and Triggers in the application for various Business/functional requirements.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Deployed the changes from Sandbox to Production.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created VF Components used repeatedly in VF pages to reduce the redundancy when needed.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.

**Environment:** Force.com platform, Sales Cloud, Service Cloud, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow Outbound Message, Approval Processes, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, Visual Studio Code.

**Education:**

Bachelor’s Degree in Computer Science, Indo Asian Academy, Bangalore, India.