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**Tushma**

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 **SUMMARY**

* About 8 years ofexperience on Salesforce Developer& administration with Domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment, and maintenance of standard object-oriented enterprise applications Experience with Salesforce.com Sales Cloud, Service Cloud, and Communities.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (sales cloud, service cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Extensive administrative experience in designing custom and junction objects, look-up, and master-detail
relationships, pick lists, custom fields, page layouts and custom tabs.
* Experience in creating, maintaining, and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Expertise in **Visual Force, APEX Database, APEX Triggers and apex Testing.**
* Knowledge of configuration and maintenance of security settings such as implementing organization wide
defaults, role hierarchies, criteria/ owner-based sharing rules, profiles, and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning DesignSystem, salesforce Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Worked extensively on various Salesforce.com standard objects like Accounts, Contacts, Opportunities,
Products, Cases, Leads and Campaigns.
* Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Performed data analysis for data migration, integration to Salesforce from other data bases and performed
Data migration using Data Loader, Import/ Export Wizard.
* Experience in obtaining data from external systems using Salesforce Connect. Experience in Salesforce.com MVC architecture, designed and developed Salesforce customizations using Apex Classes, Triggers and Visual force pages with Standard, Custom, and Extension controllers.
* Email Marketing through Salesforce Marketing Cloud, building and maintaining emails using content tools and Dreamweaver; managing dashboards and leveraging analytics to optimize campaign results.
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS,
JavaScript, and jQuery and developed Custom Visual Force Components.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Good experience in integrating external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Good working experience with Eclipse IDE, Force.com Plug-in, Developer console and Force.com Explorer
environment.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets, Force.com Migration tool and Eclipse.
* Strategizes with customers to tailor SaaS-based solutions, including Customer Relationship Management (CRM).
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
* Strong organizational and project management skills, able to plan, prioritize and meet deadlines.

**CERTIFICATIONS**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Certified Marketing Cloud Email Specialist
* Salesforce Certified Community Cloud Consultant
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform App Builder

**EDUCATION**

* Bachelor’s in Information technology- JNTUK,2012
* Master’s in computer science–Virginia International University,2014

**TECHNICAL SKILLS**

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| Salesforce Technologies | Salesforce.com: Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex, Visual force (Page, Component & Controllers)Custom Integration: Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, SOQL,SOSL,Templates,Web Services,Formulas,Validation Rules, Knowledge Articles, Visual Flow, Service cloud, Sales cloud,Force.com Explorer, Salesforce Lightning, AppExchange Package & Custom Application and Sandbox Data Loading. |
| Salesforce Tools and Integration Tools: | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Jitterbit Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production), SOAP, REST Webservices, Change Sets. |
| Programming languages:  |  Apex, Java, and C. |
| Web Technologies: | HTML, CSS, JavaScript, jQuery, XML, AJAX, SOAP, REST API |
| Operating Systems: | Microsoft Windows, Linux, Unix |
| Databases | Oracle, MS Access, SQL Server 2012, MySQL. |
| IDE | SVN IDE, Eclipse IDE, Force.com IDE. |
| Other Tools | Workbench, Force.com Explorer, DocuSign, Git, GitHub, Bitbucket. |
| Methodology | Agile, Scrum |

**PROFESSIONAL EXPERIENCE**

**Anthem, Atlanta, GA Feb 2020 - Present**

**Salesforce Developer/Admin**

**Responsibilities:**

* Perform ongoing Salesforce administration (create accounts / profiles, defining fields, updating layouts, reports, dashboards etc.) and develop functionality.
* Design, develop, test, document, and deploy high quality business solutions on the Salesforce platform based on industry best practices as well as business needs.
* Communicate and collaborate with other technical resources and stakeholders regarding status, technical issues, and creative solutions.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlersfor Events** to focus on Logic and Interactions in Lightning Applications.
* Developed Lightning Apps and Lightning pages using Lightning App Builder.
* Involved in developing integration between SFDC and other systems like Bing Ads through TIBCO.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* Convert already existing aura components to Lightning web components.
* Visualforce Pages for **Lightning Experience**, Alternates for **JavaScript Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Designed **Visual Force pages** with **custom controllers** an**d controller extensions** to build custom user interfaces for mobile and web apps.
* Used **SOQL**and**SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application.
* Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity.
* Create Aura Components and Lightning web components for different use cases for case object.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* UsedCopado tool for all types of deployments from source org to production.
* Upgraded some Apps from **Salesforce Classic** t**o Lightning Experience** to develop rich user interface and better interaction of pages.
* Created **workflow rules** that defined related tasks, email alerts, and field updates. Automated **workflows** that make applications collaborate with **Salesforce Chatter** for the users in the company posting messages to groups and individuals.
* Created Record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

**Environment:**SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer, Lightning App Builder, Aura Framework, Lightning web components, Copado tool.

**State Street Corporation, Boston, MA April 2018 - Jan 2020**

**Salesforce Developer/Business Analyst**

**Responsibilities:**

* Provide deployment, training, and change management support to business users.
* Trains and provides ongoing support and development to CRM data stewards globally.
* Manage functional testing cycles including test planning, script development, status reporting, and test execution.
* Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.
* Collaborate with the IT Architects, Delivery Team, and Competency Center to ensure business processes are aligned with enterprise architecture and application standards
* Providing subject-matter expert’s input throughout the whole life cycle of Salesforce change development process (from idea to deployment stage).
* Working with test manager to define test cases.
* Validates and assesses solution design throughout the project with customers and prospects. Identifies problem areas and provides recommendations for future enhancements.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards & Lightning Application.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages, Lightning Application to suit to the needs of the application.
* Designed and Developed Dashboard & Reports for Business.
* Maintaining and Creating Support Reports & Dashboards as per the team needs.
* Developed and Customized User interface in Salesforce.com using Visualforce, Apex controllers and Force.com IDE.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers by following the Governor limits in Salesforce.com.
* Implemented **marketing cloud integration**with service cloud to manage cases.
* Works on administration activities such as new users’ creation, deactivating old users, assigning profiles based on business discussion, provide permission sets, creation sharing rules to various objects.
* Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Worked on migration fromSalesforce Classic to Lightning interface.
* Created quick actions formigrating custom JavaScript Buttons, restyled visual force pages for lightning.
* Created Lightning Pages using Lightning App Builder and implemented multiple Lightning components.
* Hands on experience with Salesforce Communities by creating new community pages, adding new fields, implementing new custom lightning components and visual flows that are compatible with community pages.
* Development of Apex Controllers, Apex Classes, Apex Triggers, Visualforce Pages, Lightning Components.
* Resolved most of the Test classes that is getting failed in different sandboxes.
* Good hands on experience with GitHub version controller system moving code to the different types of sandboxes.
* Act as a release manager for almost 3 releases to make sure the deployment has been done successfully.
* Worked on promo programs with different types of promos for the Account, Lead and contact object.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce, worked on visibility and security settings around them as required by the business.
* Working with test manager to define test cases.
* Designed test data using MS Excel sheet for testing the application with positive and negative inputs. Conducted Configuration, System and Integration Testing and User Acceptance Testing.
* Validates and assesses solution design throughout the project with customers and prospects. Identifies problem areas and provides recommendations for future enhancements.
* Maintenance and Email Templates.
* Identify Process Improvements, implementing enhancements in Sandbox and give demo to business.
* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Delegate project roles and managed deadlines.
* Collaborate with Business Sponsor to define scope of projects and timelines associated with completion of project.
* Collaborate with the IT Architects, Delivery Team, and Competency Center to ensure business processes are aligned with enterprise architecture and application standards.
* Migration of changes via Copado.
* Maintenance of Support Documentation.

**Environment**: Salesforce.com, Apex Script, Apex Classes, Triggers, Controllers, Lightning, Visualforce, Web services API, Data Loader, Data Migration, Sales cloud, SOSL, SOQL, Copado, Reports, Lightning App builder, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layouts, HTML, Reports, Dashboards, JIRA, Windows.

**Macy’s System’s and Technology, Atlanta, GA July 2016 – March2018**

**Salesforce Developer/Admin**

**Responsibilities:**

* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
* Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in Apex programming language with Lightning Experience.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages in Lightning UI.
* Created Custom Layout Lightening components to make the XMLHTTP call to private server.
* Build a custom lightning component to add/ delete new records on click of a button.
* Extracted the Flex Page Meta data using ANT migration tool and Added a VF component onto the flex page layout using the Lightning App builder.
* Used DocuSign to enhance the already existing modifications.
* Worked on transitioning from Salesforce Classic to the Lightning and experienced using Salesforce Lightning UI.
* Created many custom objects and custom fields in Lightning Experience.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Creating a sync of contacts, email alerts, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Worked on large Salesforce CRM implementations including- Improving Sales Process, Partner Portal Implementation, Orders and Discounts, Integration, and legacy systems etc.
* Worked on CSS styling for making the view compatible for both Mobile and PC using media queries in lightning components.
* Visualforce mark-up and controllers, to create a custom, three-step wizard that allows users to create an opportunity at the same time as a related contact, account, and contact role.
* Involved in customizing Customer portal and partner portal and managing Community application such as Ideas and Answers.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Involved in User Acceptance Testing. Involved in reviews for functional requirements and Test case scenario and Test case designing.
* 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.
* Re-engineering of design and development on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Integrated SFDC with other enterprise applications using SDk and APIs.
* Developed Client-side pagination process with all the details.
* Developed Custom Validations to override the Salesforce default validation rules.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Complete bulk imports of data using Apex Data Loader.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Lightning App Builder, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL.

**Cox Communications, Atlanta, GA Sep 2015 - June 2016**

**Salesforce Admin& Developer**

**Responsibilities:**

* Performed the role of SalesForce.com Developer and Administrator in the organization.
* Designed and developed Visual Force Pages to meet various functional needs.
* Migrated data using Apex Data loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.
* Used Apex classes and Visualforce page to customize partner portal and make it convenient for the customers to review and renew the licenses for the purchased products.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Worked on Sales cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business.
* Using Service cloud worked on Customer Service Automation with our partners.
* Worked on Marketing Cloud module.
* Expertise in Service Cloud console with exposure to CTI adapters and Mobile App Integrations.
* Used Community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Created web to lead forms, assigned tasks, and managed workflows for managing Marketing app.
* Worked on various SalesForce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Used Force.com Eclipse IDE for developing Visual Force pages, Controller classes and Triggers.
* Created workflow rules to send auto response emails, email alerts, field updates, and other tasks.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Configured Customer & Seller Communities.
* Developed Custom Visualforce.com Pages for communities.
* Designed various HTML Email templates.
* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using Force.com IDE.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
* Worked and created SSO with SAML 2.0 environment.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed VF pages for customizing the UI for partner users.
* Worked with Methods to insert and update records without re-directing users to a new record. Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visualforce pages.
* Helping the Business team in carrying out the User Acceptance Testing.
* Used Translation Workbench on SFDC in-order to translate the custom labels, validation rules and email templates in different languages.
* Developed a custom application with Force.com to manage territory, account, and quota assignments, and integrated it with an internal commissions system using Informatica on cloud.
* Used Force.com to develop the Agile Vision application that is available on the AppExchange to help third parties manage their agile projects and increase productivity.
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
* Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.

**Environment:** Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Eclipse IDE, Controllers, Visualforce Pages, jQuery, XML and Triggers.

**Philips Healthcare,Baltimore, MD Sep 2014 -Aug 2015**

**Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, and Campaigns etc.
* Developed various custom objects, tabs, components, and Visual Force pages. Customized page layouts for standard/custom objects and assigned record types.
* Created data validation rules and formulas as per business requirement. Created workflow rules to automate tasks, email alerts, field updates and time-dependent actions.
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Built lightning pages with reusable lightning component on app and record level, configured component visibility on page.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and Dashboards.
* Worked on lightning flow, process builder, platform events and quick action.
* Designed, and developed Apex classes, Controller classes, Extensions and Apex triggers for various functional needs in the application.
* Designed various web pages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV filesintosalesforce.com,checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Help users with Chatter teams/groups and follow application as well. Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer.

**InteqSolutions, Hyderabad, India May 2012 - June 2013**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator.
* Developed/implemented Partner Portal using Salesforce platform.
* Responsible for setting up web services integrations.
* Agile Development Methodology was followed for the implementation.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of SalesForce.com.
* Developed Visualforce pages and integrate them with the pricing team.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Leads, Campaigns, Reports and Dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com.
* Collaborate with other technology team members to create and support data integrations between salesforce and other business system.
* Develop and deployed custom applications.
* Identify opportunities for application optimization, redesign, or development of Financial service cloud.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
* Used Change Sets to deploy code from sandbox to production environment.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.