**RUSVIKA N** 

**SALESFORCE DEVELOPER**

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**PROFESSIONAL SUMMARY:**

* Over 8 **years** of IT experience in Software Development which includes 5 years of experience working on Salesforce.com **CRM Sales Cloud and Service Cloud** using **Visual force** an **Apex as Salesforce Developer** and **Administrator.**
* Experience in capturing **client requirement, Designing, Development, Configuration, Implementation** and **Salesforce applications.**
* Involved in various stages of **Software Development Life Cycle (SDLC).**
* Extensive work experience in **designing custom objects, custom fields, Page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats Snapshots, Dashboards.
* Experience in Salesforce **Integration** for Data Integration/Synchronization/Replication from Sales force to external systems like Oracle and SQL server.
* Extensive experience in developing **Apex Language**, **APEX classes, Triggers, Visual Force pages, Controllers, writing Workflows, Force.com API.**
* Experience in **Data Migration** using Import Wizard, Workbench and other **integration tools** like Apex Data Loader, Data Loader.io, Excel Connector, SFDC Data Export, Mass Delete.
* Strong working experience with various **salesforce.com** **standard objects** like Accounts, Contacts, Opportunities, Products and Price books, Quotes, Cases, Leads, Campaigns, Reports and Dashboards.
* Hands on experience in SFDC development using Apex classes and Triggers, Components, Visualforce, Integration, Reports, SOQL, SOSL, Process Builder and Flows.
* Proficiency in performing SFDC Administrative tasks like creating Profiles, consigning Roles, validation rules, Users, Page Layouts, Cases, Record Types, Email Services, Workflows, Approvals, Custom Reports, Dashboards, Custom objects, Fields and role based page layouts.
* Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Experience implementing **OWDs, Role Hierarchies** and **Sharing Rules** for system security design.
* Experience in using the **Workbench tool** for **SOQL queries, SOSL** and the **REST Explorer.**
* Experience in **Apex coding** for the implementation of complex business logic with in Governor Limits.
* Experience on **Lightning components** and **Lightning Applications.**
* Integrated **Marketing Cloud** instance and Sales cloud Instance using marketing cloud connect to personalize Marketing campaigns and provide services for email, mobile, social, and online marketing.
* Worked on various **AppExchange products** like DocuSign, Dupe Blocker, Pardot, EchoSign, Conga Composer and Apttus according to the needs of the organization.
* Extensive experience in data migration and integration using **Apex Data Loader, Jitter bit Data Loader, Salesforce Workbench**.
* Wide exposure to Test Management tools such as **Jira, Rally, and Test Director**.
* Hands on Experience of Salesforce Web Services **API like REST & SOAP**.

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| TECHNICAL SKILLS: |

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| Salesforce Technologies | Salesforce.com platform, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Workflows & Approvals, S-Controls, Apex Web Services, Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Eclipse with Force.com Plug-in. |
| Salesforce Tools & Integration Tools | Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| Languages | Apex, Java |
| Web Technologies | HTML, XML, JavaScript, CSS |
| Databases | MS SQL Server 2008/2005, MS Access, Oracle 11g. |
| Operating Systems | MS-Windows XP/ME/98/95/2000/NT 4.0, MS Windows |
| Packages | MS Office, MS Outlook, MS Access. |
| Project Management | Agile/Scrum, SDLC, Waterfall |

**CERTIFICATIONS:**

* Salesforce Certified Administrator(2019)

Credential Id- 20594113

* Salesforce Certified Platform Developer I(2019)

Credential Id- 20815102

**EDUCATION:** Bachelor’s in Computer Science and Engineering

**PROFESSIONAL EXPERIENCE:**

**Amgen Inc, Florida**

**Salesforce Developer Jun’2020 – Till Present**

**Responsibilities:**

* Implemented Salesforce Development Cycle **covering Sales Cloud, Service Cloud, App-exchange applications** .
* Worked extensively on Salesforce.com standard objects like **Accounts, Contacts, Opportunities, and Cases.**
* Involved in administering, configuring, maintaining Salesforce.com application user **profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation** .
* Hands on experience on Sales force **Lightning** for Customizing **Reports and Dashboards** for business use.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using Lightning, process builder and workflows.
* Developed Apex Language, Apex Classes, Apex Triggers and Lightning components for various functional needs in the application.
* Wrote Custom Formula fields and **Validation rules , Escalation rules** to escalate the cases.
* Developed Workflow Rules and Approval Process for some fields.
* Responsible for migrating existing data (**Accounts, Contacts, Events and Tasks**) from legacy systems to Salesforce.com using data Loader.
* Implemented minor enhancements on standard objects **like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports. Modification of Lead assignment rules, workflows.**
* Expertise in **Visual Force, APEX Triggers and APEX Testing**. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces.
* Experience in integrating external web systems with salesforce using **REST and SOAP** web services.
* Experienced in deployments **of Apex and VF pages across DEV**, **Test and Production instances**.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects. Developed Apex triggers, controllers, test methods, visual force pages in sandbox and deployed with more **than 85-100%** for test code coverage.
* Designed User Interfaces for Salesforce users as per requirements and allowing users' access to record types and reports in Salesforce.
* Created **Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals**.
* Responsible for enabling network-based security and organization-wide list of trusted IP address.
* Created the workflows for automated lead routing, lead escalation and email alerts.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.

**Environment** **:** Salesforce CRM, Apex Language, Apex Classes, triggers, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Lightning UI, Classic UI, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Java Script, jQuery, CSS, XML, Web Services, SOAP, UI, Eclipse, SOQL.

**Health Plan Services, Florida**

**Salesforce Developer Jun’2019 - May’2020**

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Written **SOQL** query language necessary for the application in **Apex Language**, **Apex Classes** and **Triggers.**
* Implemented Web-to- Lead and Web-to- Case automation.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Implemented Field Level Security for sensitive data holder fields.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team.
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Apex classes, Visualforce, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Eclipse, HTML, Java Script, jQuery, Data Loader, SOQL.

**Saint Cloud State University, Minnesota Oct’2017 – May’2019**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in **Salesforce.com Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Experienced in working with **Sales and Service clouds**.
* Created Business Requirement Documents (BRD) and converted them into Functional Specification.
* Translated Functional Requirements into Use Cases from a system prospective.
* Worked with Development team for solving the gaps in Business requirements.
* Worked on various **Salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, Cases, Solutions and Campaign**.
* Maintained detailed change log of all the changes for smoother deployments.
* Experienced in Lead Generation and Conversion, supporting cases, developed workflows and triggers for automated case resolutions.
* Maintained the Products sync with the external application.
* Implemented **Web-to-lead, Web-to-Case and Email-to-Case to generate new Leads and Cases**.
* Experience with 3rd party applications and integrations like **Conga ,Freshdesk ,PeopleSoft campus solutions**.
* Developed various Custom Objects, Web Tabs, Visualforce Tabs, Visualforce Components.
* Defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many relationships among objects.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Salesforce.com Platform, Email templates, HTML, Visualforce, Use Cases and Workflow Diagrams, Approval processes, Security Model, Chatter, Web-To-Lead, Workflow automation.

**Tech Mahindra, India Sep’2016 - Sep’2017**

**Salesforce Admin**

**Responsibilities**:

* Worked on various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.**
* Interacted with various business team members to gather requirements and documented the same
* Assisted my project manager and performed a major role on the implementations on Salesforce.com.
* Created users**, roles, public groups** and implemented role **hierarchies, sharing rules** and **record level permissions.**
* Customized **page & search layouts to organize fields, custom links, lists, & components** on record pages.
* Handled **administration, maintenance and support** of Salesforce modules for 600 users.
* Defined pick lists, dependent pick lists, 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 Task, Email alerts, Field updates** to implement business logic.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Apex Language, Reports, Visualforce pages, Workflow & Approvals

**Virtusa Pvt. Ltd, India Jun’2013 - Jul’2016**

**Java Developer**

**Responsibilities:**

* **Struts** framework is used for building the Front-End.
* Utilized the various enter Design patterns to develop the Business modules based on the required functionality.
* Developed **view** and **controller** components.
* Interacted with **business** **analysts** and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with **JSP**, **Struts** **Custom** **Tag** **libraries**, **HTML5** and **JavaScript**.
* Extensively used **JQuery** in web-based applications
* Developed the controller component with **Servlets** and action classes.
* Business Components are developed (model components) using Enterprise Java Beans (**EJB**).
* Experience in using **Ext** **JS** for the presentation tier and developer the screens of the application.
* Developed Session Façade with **Stateless** **Session** bean to provide a uniform coarse-grained service access layer to clients.
* JavaScript is used for client-side validation and to control some **dynamic** **data**.
* Wrote SQL queries and **PL**/**SQL** procedures for JDBC.
* Used software development methodologies such as **waterfall**.
* Used Eclipse as Integrated Development Environment (IDE).
* Prepared technical and Java API documentation.

**Environment:** MS Visio, MS Office Suite, MS Project, Power Point, Dreamweaver, Enterprise Architect