

# Sarah J D

Senior Salesforce Developer/Admin

Email: [jesusarah96@gmail.com](mailto:jesusarah96@gmail.com)

PH#: +91 9791089667

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## Professional Summary:

- 5+ years of IT experience in all phases of **Software Development Life Cycle (SDLC)** which involves requirement gathering, analysis, **design**, development, **implementation** & enhancement of projects in Salesforce.
- Experience in developing **Lightning** Applications and Components. Developed Salesforce **Lightning** applications using **Lightning** components, controllers, and events and used custom CSS in the components.
- Experience in using **Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Expertise in Integrating Salesforce with 3<sup>rd</sup> party tools. So far, worked on over **18 integrations** successfully.
- Technical Knowledge about **Salesforce Lightning** schema builder, process builder, app builder, components and Lightning connect.
- Experience in modifying **Visualforce** pages to be supported in **Lightning** Experience and good understanding of Lightning mode and its features.
- Experience with **Salesforce.com CRM full implementation, migration of Sales, Service clouds, Communities** and **Force.com platform**.
- 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**.
- In-depth understanding of **CRM** business process that include Forecasting, Campaign Management, **Lead Management**, Order Management, Account Management, **Case Management** and Merging Management.
- Experience in writing **SOQL, SOSL, Aggregate, Relationship queries** in **apex classes, triggers** and **batch classes** and customized queries to avoid governor limits
- Expertise in Force.com technology stacks **APEX, SOQL and SOSL**.
- Extensive experience in creating Lightning Components and integrating with external source by developing **SOAP, REST, Apex Web Services and Force.com API**.
- Hands on experience working with **HTML, XML, CSS, jQuery & JavaScript**.
- Experience in working with **OOTB (Out-of-Box)** features for creating custom layouts, business processes and email alerts.
- Profound knowledge in querying salesforce.com database using **SOSL & SOQL** queries with consideration to governor limits for data manipulation needs of the application using platform database objects.
- Expertise on working different environment of SFDC such as **Sales Cloud, Community Cloud** and **Service Cloud**.
- Proficient in **Data Migration** from Traditional Apps to Salesforce Using Data Loader Utility.
- Proficiency in analyzing business requirements, entity relationships and converting them to **Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts**.
- A quick learner to new concepts and ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
- Good in collaborating with Team members, and guided **15+ Engineers** so far.
- Experience in handling the projects since scratch (after signed SOW). Worked as **Pilot Developer** for many projects to meet deadlines.

## Technical Skills:

<b>Salesforce</b>	Salesforce CRM, Lightning Application, Aura, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.
<b>Salesforce Tools</b>	Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Platform (Sandbox and Production)
<b>Integrating Tools</b>	Apex Data Loader, Import Wizard, Data Export
<b>Languages</b>	Apex, Java
<b>Web Technologies</b>	HTML, XML, CSS, SOAP API, REST API
<b>Databases</b>	SOQL

**Professional Experience:****Client: Markforged Printers, Watertown, MA****Nov 2021 – Till Date****Role: Senior Salesforce Developer / Admin****Responsibilities:**

- Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts to suit to the needs of various customized applications.
- Developed several Apex Triggers, Classes and Apex API based classes during the project lifecycle.
- Developed **Salesforce Lightning** applications using Lightning Components, Controllers and Events and used custom CSS in the components.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
- Authored **Systems Requirement Specification (SRS)**, Use cases, System Requirement Change Request and Data Dictionary to Delta's **SFDC implementations** such as **Sales Cloud, Community Cloud and Service Cloud**.
- Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Extensively used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application.
- Worked on Aura to Lightning Web components migration project.
- Triggered interface events by user interactions, which includes **Lightning Component framework** and also involved in **building Lightning Components** using the **aura framework as well as LWC**.
- Involved on creating **Lightning Pages** inside Lightning **community Builder**.
- Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
- Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
- Developed robust **Lightning Pages** using aura framework and placed them on the community builder.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Integration of **Sales cloud** with external information systems using REST API web services.
- Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
- Implemented **field level security, page layouts** to restrict the visibility and accessibility of fields for different profiles.
- Worked on customization of Visualforce to have **Lightning** experience for desktop and mobile applications.
- Development of REST based web services used for custom development
- Built reusable UI components and pages with Lightning component framework.
- Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
- **Created Data Migration approach** and prepared Mapping document before data migration.
- Implemented Service Cloud including: Service Console, Customer Portal & Communities, Opportunity Management.

**Environment:** Salesforce.com platform, Lightning Web Components, Aura, Data Loader, Apex Pages, SOQL, SOSL, Integration, Sales & service & CRM cloud, REST, Marketing Cloud, Sales cloud, Service cloud, Workflow & Approvals, Custom Reports, Dashboards, Windows.

**Client: Damac Properties, Dubai****Jun 2021 – Nov 2021****Role: Senior SFDC Developer/Admin****Responsibilities:**

- Worked on various **Salesforce.com** standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
- Created Custom Lightning Events and registered respective Listeners and handlers to work with functionality of client's requirement.
- **Configured the External Routing** for Omni-Channel and **Integrated third - party** routing with Omni-Channel to give the support team more routing options for the tasks
- Setup, maintained, and optimized Email marketing campaign utilizing Exact Target/Salesforce **Marketing Cloud**.
- Involved in using **Lightning**, Process Builder and Workflows. Worked on customization of Visualforce to have Lightning Experience for desktop and mobile applications.
- Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.

- Creating Lightning Components and used **Salesforce Lightning Design System (SLDS)** to convert existing Visualforce pages to Lightning components.
- Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects.
- Used wave analytics to explore the data and share it with customers and sales team for the efficient sales of the products.
- Used **REST API** to implement custom functionality for solving complex business process
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called **Data Loader**.
- Worked extensively with the **QA** team for **designing Test Plan and Test Cases** for the **User Acceptance testing (UAT)**.
- Used the **sandbox** for testing and migrated the code to the **Continuous deployment instance after testing**.

**Environment:** Salesforce.com platform, Lightning components, Lightning App Builder Apex Language, SOQL, SOSL, Community Cloud, Apex Triggers.

**Client: Zendesk, USA**

**Jan 2020 – May 2020**

**Role: SFDC Developer**

**Responsibilities:**

- Designed and developed **Apex Classes** based on Client requirement and enhancement.
- Worked on pulling data from **Zendesk** through Integration and showing the Training details related information in Salesforce.
- Created **Custom Objects, fields, Validation Rules, Triggers** based on requirement.
- Customized Email templates, Alerts based on client needs.
- Created **Batch classes** to pull the bulk data.
- Followed the best practices while writing **Apex Classes, Triggers, Test Classes, Visualforce pages and Lightning Components**.
- Create **workflow rules, approval processes, email templates**.

**Environment:** Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow, Reports, Custom Objects, SOQL, SOSL, Email Services, Agile, Integration.

**Client: Sparta Systems, USA**

**Mar 2019 – Dec 2020**

**Role: SFDC Developer/Admin**

**Responsibilities:**

- Create **workflow rules, approval processes, email templates**.
- Designed and developed Lightning components based on Client requirement and enhancement.
- Worked on pulling data from the third part tool through Integration and showing the medical instruments related information in Salesforce.
- Implemented pages using LDS (Lightning Data Service) for editing and creating data for specific records
- Customized Email templates, Alerts and outbound messages based on client needs.
- Followed the best practices while writing Apex Classes, Triggers, Test Classes, Vf pages and Lightning Components.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
- Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Customized **Dashboards** to provide daily forecasts and track opportunities, deal registrations and customer engagement.
- Debug Apex scripts using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits.
- Designed and developed **SFA** based Application on **force.com** platform in Salesforce.com environment with **Apex** programming language at backend and **Visualforce** pages as user interface.

**Environment:** Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Agile, Integration with 3<sup>rd</sup> Party tools.

**Client: Pulse Secure, USA**

**Jun 2018 – Jan 2019**

**Role: SFDC Developer/Admin**

**Responsibilities:**

- Implemented Agile Methodologies, Test Driven Development (TDD) with continuous builds and controlling iterative and incremental projects.
- Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization.
- Created various **Custom Reports** for standard objects as well as **custom objects** to give complete detail overview of Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
- Created **Many-to-Many relationships** and created Junction objects to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
- Developed an application extensively for **Case Management** utilizing Salesforce **out-of-the-box functionality** with the combination of **Force.com platform** components such as Apex Classes, Triggers, and Visualforce Pages.
- Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization** to support vital business functions.
- Create **workflow rules, approval processes, email templates, and assignment rules.**
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
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- Customized **Dashboards** to provide daily forecasts and track opportunities, deal registrations and customer engagement.
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- Designed and developed **SFA** based Application on **force.com** platform in Salesforce.com environment with **Apex** programming language at backend and **Visualforce** pages as user interface.

**Environment:** Salesforce.com platform, Force.com, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Agile.

**Client: Alcatel Lucent Enterprise, France**

**Jan 2018 – Jun**

**2018 Role: SFDC Developer/Admin**

**Responsibilities:**

- Extensively used agile methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
- Designed, developed, and deployed **Apex Classes, Controller Classes and Apex Triggers**, packages for various functional needs in the application.
- Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce, Force.com IDE.**
- Created **profiles, Roles** based on organization role hierarchy and implement **record level and field level security** and configured their sharing settings.
- Worked on extending standard Sales Cloud objects like Accounts, Contacts, Leads and Opportunities.
- Integrated using SOAP based 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.
- Implemented **Apex Controller, triggers, and test classes** with **test code** coverage of 90-100% using **Force.com IDE.**
- Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import Wizard, Excel Connector, Data loader, Workbench, Apex Data Loader** utility.
- Worked on the Sales Cloud territories to implement, manipulation and Data Integrity tasks such as merging duplicate records and cleaning.
- Integrated the SOAP based webservices for extracting the data from external systems to display in the pages of Salesforce.
- Responsible for setting up **OAuth** to enable external client applications to communicate with **SFDC** platform and Configured Single Sign-on **SSO** using **SAML** with Ping federate identity provider.
- Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change Set.
- Responsible for setting up new instances of **JIRA**, data import, customization, and backup

**Environment:** Salesforce.com platform, Apex Language, Visualforce, Pages, Sales Cloud, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Oracle.