

# CHRISTA VARGHESE

Houston, TX-77077 | +1 (346) 212-4200 | [cristavarghese@gmail.com](mailto:cristavarghese@gmail.com) | [linkedin.com/in/christa-varghese/](https://www.linkedin.com/in/christa-varghese/)

Trailhead : <https://trailblazer.me/id/chrisvarghese>

## SALESFORCE DEVELOPER / ADMINISTRATOR

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Versatile and highly motivated Salesforce Developer / Administrator with 2+ years of CRM experience, capable of working independently or as part of a diverse team to customize Salesforce.com environments. Progressive record in problem solving, open communication with clients and successful project execution through Agile methodology.

## PROFESSIONAL DEVELOPMENT AND CORE COMPETENCIES

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- Certified Platform App Builder / Certified Salesforce Administrator (ADM201)
- 2 full lifecycle implementation using Salesforce
- Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production Sandbox
- Expert in understanding the Salesforce.com CRM, Software Development Life Cycle (SDLC) and its technologies
- Microsoft Excel champion in data cleaning tasks including record matching, de-duplication, and column segmentation
- Perform System Administrator functions including User Management (Profiles and Roles), Custom Objects, Field and Validation Rule Configuration, Record Types, Picklists, Page Layout Management, Email templates and Public Groups
- Experience in Apex Data Loader for import/export/CRUD operations
- Effective collaboration with project team and client resources to analyze and deliver on technical requirements
- Excellent verbal and communication skills with strong multi-tasking abilities and organizational skills
- Knowledge in creating custom objects, custom fields, page layouts, reports, dashboards using Lightning Framework
- Knowledge in setting up SSO and two- factor authentication with external vendors (completed module in Trailhead)
- Responsible for creating Workflows, Approval Processes, Process Builder, Validation Rules and Email Alerts
- Expert in using migration environments and deploying the code between environments to other using Change Sets, Force.com IDE and Workbench Deployment Wizard
- Responsible for creating Apex classes, Lightning controllers, Triggers by considering the Governor limits as per the client
- Experience in Web technologies like HTML, XML, CSS, JavaScript and related languages
- Involved in the team following Agile methodologies and used Jira as Project Management tools
- Followed best practices when writing test cases and performing unit tests.

## PROFESSIONAL EXPERIENCE

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### Stay at Home Parent with Continuous Learning

Jun 2018 – Present

- Continuous learning of the Salesforce platform and updates resulting in successful completion of 8 badges in Trailhead
- Successfully maintained Salesforce Administrator and Developer certifications through the years by completing mandatory exams online while applicable
- Excellent multi-tasking and organizational skills resulting in an ability to effortlessly manage homeschooling a toddler and a baby while also ensuring a safe and healthy home environment
- Flourished a home business in baking resulting in multiple orders and successfully built a satisfied clientele base

### Accenture

Bangalore, India

### Application Development Analyst / Software Developer

Jul 2015 – Oct 2016

**Project:** *Live Agent (Agile Methodology); Client:* Cisco; **Environment:** *Salesforce.com, Apex, VisualForce, Service Cloud, Force.com Sites*

- Create Deployments and Chat Buttons with the Deployment API
- Find and Create Records Automatically and access Chat details with the PreChat API
- Development of a Custom Chat Window
- Creation of Force.com and rendering the Chat Button as external webpage
- Served as an Subject Matter Expert in Salesforce.com Live Agent functionality to the clients.

**Project:** *CaseMon (Agile Methodology); Client:* Cisco; **Environment:** *Salesforce.com, Apex, VisualForce, Service Cloud*

- Developed Visualforce page using the extension controller
- Migrated data from Legacy Systems to Salesforce CRM using data loader.
- Implementation with Relationship Objects, Custom Apps, Layouts, Tabs

Accenture  
Associate Software Developer

Bangalore, India  
Aug 2014 – Jun 2015

**Project:** *CSONE (Agile Methodology); Client: Cisco; Environment: Salesforce.com, Apex, VisualForce, Service Cloud, JQuery*

- Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation and formula fields.
- Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs
- Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com features
- Created multiple custom reports and dashboards to view collaborated meaning information

## EDUCATION

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- **Bachelor of Science (B.S.), Computer Science and Engineering,** University of Calicut, Kerala, India (2014)