**Sarasvati**

**SFDC Developer**

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**Professional Summary**

* **6 years** of experience as Salesforce CRM Developer on Salesforce.com platform.
* Proficient in working across various SFDC implementations covering Sales Cloud, Service Cloud, Chatter & App - exchange applications.
* Experienced in performing CRUD (Create, Read, Update and Delete) operations of data using Data Loader, and Import/Export wizards from legacy CRM database into salesforce.com using apex scheduler on timely basis.
* Effective employment of **Apex Data Loader, Import Wizard and Data Manipulation Language (DML)** for **Data Migration and Management** in Bulk.
* Experienced in integration of Salesforce.com with external applications by using web services **SOAP** and **REST API**.
* Experience in building responsive application using by creating **Lightning components** (Client/Server side controllers) using **aura framework**, Salesforce LDS styling.
* Knowledge in various stages of **Software Development Life Cycle (SDLC)** including **analysis, requirement gathering, design, developing, enhancements, testing, deployment and maintenance of web-based** and **object-oriented enterprise** applications**.**
* Experience in implementing SFDC development using **Apex classes, Triggers, Visualforce pages, Standard Controllers, Force. Confidential IDE**, **SOQL and SOSL.**
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex.
* Experienced in different modules of Salesforce.com: **Sales Cloud** and **Service Cloud.**
* Experience with Salesforce Lightning in using CSS, JSON in Lightning Framework, and JavaScript for Client - side controller and helper controller.
* Ability to write complex **SOQL, SOSL** queries across multiple objects within the **SFDC database.**
* Hands on project experience in developing **Lightning** Applications and Components. Developed Salesforce **Lightning** applications using **Lightening** components, controllers, and events and used custom CSS in the components.
* Hands on experience with Salesforce security features such as **Permission sets, Organization-Wide Defaults, Role Hierarchy, Sharing Rules** etc.
* Experience in Data Management using **Import wizard**, **SFDC data Export** and **Apex Data Loader**.
* Worked on integrating Salesforce with external system using Salesforce connector.
* Sound experience in writing queries using **SOQL** and **SOSL** in Apex classes and triggers.
* Hands on experience implementing **Security/Sharing rules**, configured permission sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different level of Organization.
* Extensive experience in creating Visualforce pages and integrating with external source by developing **SOAP**, **REST**, **Apex Web Services** and Force.com **API**.
* Worked in **Agile** environment and attended **daily scrum meetings** to provide the status.
* Team player with excellent interpersonal and communicational skills, ability to learn and adapt to new technologies and experience in successfully implementing new technologies.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Classes, Force.com, APEX Triggers, SOQL, SOSL, Visualforce Pages/Components & Controllers, CRM VEEVA, Web Services, Lightning Web Components, Aura, Dashboards, Reports, Custom Objects, Workflow Rule |
| **Salesforce Tools** | Apex Data Loader, Command Line Data Loader, Lightning Controllers, Force.com Platform (Sandbox and Production), UML Tools, Ajax tool kit. |
| **Programming Languages** | APEX, SQL, Java, Visualforce  |
| **IDE** | Visual Studio, Eclipse |
| **Web Services** | WSDL, SOAP/REST API |
| **Databases** | MYSQL, SQL Server, Oracle |

**Professional Experience:**

**Client: Atlantic Union Bank, Richmond, VA Apr 2021 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* Worked as **Salesforce Lightning** developer in the design, build phases of the project.
* Developed various custom objects, custom fields, profiles, reports, and dashboards based on requirements.
* Built mobile application using **Salesforce1** Lightning Components, Controllers, Handlers, Events and Aura components.
* Written client-side scripting in**aura controllers** and controller helpers for **handling events**and **triggering actions.**
* Created users, roles, profiles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Implemented record-level and field-level security and configured their sharing settings.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Designed and deployed the Custom objects, Custom Tabs, Validation rules, Workflow Rules, Email Alerts, Auto-Response Rules, Page layouts, Components to suit application requirement.
* Customized email templates and used different error handling techniques to handle the data and send emails depending on the requirement.
* Used data loader for importing and exporting bulk records.
* Created multiple **Lightning Web Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make **Lightning** Application mobile.
* Involved in data migration and integration using Apex Data Loader.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed, developed, test and deployed custom Salesforce applications using APEX classes, Controller classes, Batch APEX and APEX triggers for various functional needs in the application.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Followed agile methodology and as a process attended Daily Scrum Meetings, Sprint Planning Sessions and Backlog management sections.
* *I*mplemented Salesforce Development Cycle covering  **Service Cloud.**

**Environment**: Salesforce.com platform, Apex Language, Lightning Web Components, Aura, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Service Cloud, Visual Studio, Change Sets, SOSL, SOQL, Windows.

**Client: Selective Insurance, Branchville, NJ Jun 2019 – Mar 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the role of **SFDC developer, lightning developer** and interacted with various business user groups for gathering the requirements for salesforce.com, **Lightning** and **CRM** implementation.
* Developed **Lightning** apps using lightning Components and made them compatible with **Salesforce1** mobile app.
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Activated the Process Builder functionality on the Production data load to eliminate the Errors on the Account Object and Project Object.
* Worked on JavaScript for Client-side controller and helper controller, **CSS, JSON** in **Lightning Framework.**
* Involved in creating custom pages using Lightning**App builder**for mobile applications and for Lightning experience.
* Perform tasks related to the day to day operations of several large implementations of Salesforce including managing user access, sharing model, creation and maintenance of custom Objects and Fields, Handling bulk data migration, **Workflows**, **Validation Rules**, **Page layouts**, and troubleshooting of Apex and Integrations.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects.
* Worked on **Service Cloud** implementations.
* Worked on **AJAX Toolkit**in **JavaScript** wrapper that abstracts the Force.**com SOAP API.**
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from **comma-separated values (CSV)** files.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using **Change Set, Visual Studio** tool.
* Implemented SFDC **Service Cloud**, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.

**Environment:** Lightning Experience, Lightning Components, Apex Classes and Controllers, Salesforce.Com Platform, Force.com, Visual Studio, Data Loader, SOQL, SOSL, Sales Cloud, Scrum, Custom Objects, Custom Fields, Web Services, Windows.

**Company: Acute Informatics, Gujarat, India Oct 2017 – Apr 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document, Implemented **Agile** Methodologies in developing **SDLC**.
* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.**
* Proactively created **Apex Triggers** and **Apex classes** and also **developed** and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* **Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.**
* Worked with **Apex** on Force.com IDE, created custom controller classes for Visualforce pages and to implement custom business logic.
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM.**
* 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**.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Development of **REST** based web services used for custom development.
* **Imported/Exported** data from various resources/Org like spreadsheets, emails, and databases with tools: **Data Loader**, **Data Import Wizard, DML Statements, Data class method**and**Batch Apex.**
* Designed **Apex Controllers** and **Visualforce Pages** to support complex business logic adhering to the boundaries of **Governor Limits**.
* Created various **Reports** like summary reports, matrix reports, pie charts, dashboards, graphics and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various reports for different user profiles based on the needs of the organization.
* Involved in the **Web Services** Integration to connect with the different Applications.
* Used the Force.com explorer/Developer console to build and test SOQL and SOSL queries.
* Implemented **Salesforce**.**com web services** client using **Salesforce web services API, Java, XML and partner WSDL**.
* Worked closely with Java development team in **Agile**Environment to build and support current dashboards and portals.

**Environment:** Salesforce.com, Service cloud, Apex, Visualforce, Controllers, Workflows, Web Services, REST, Reports, Dashboards, Data Loader, Force.com IDE, Git.

**Company: SPEC India, Gujarat, India Jan 2016 – Sep 2017**

**Role: SFDC Admin**

**Responsibilities:**

* Performed administrative tasks like configuring **Profiles, Permission Sets, Roles, Users, sharing rules, Record Types, Public groups**and **Queues**for the organization and setting up Field-level, Object-level security rules for each profile.
* Developed and configured various **Custom Reports** and Report Folders for different user profiles based on the need in the organization.
* Defined lookup and master-detail relationships on the objects and created junction objects.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved in reviewing test procedures, defining test cases, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing (UAT).
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and **Report Folders** to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Implemented **Data Loader** through the Command Line Interface to extract the data from database.
* Created Security Settings for Roles and Profiles and managed Security Sharing Settings.
* Developed **Validation Rules** for the Custom Objects and Workflow rules and Approvals for some fields.
* Used **SOQL, SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.

**Environment:** Salesforce.com, Reports and Dashboard, Batch Apex, Web Services, Data Loader, Windows.