**Sandeep Reddy**

**Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY:**

* Over 7 years of experience in the field of Information Technology with 6+ years of experience in **Salesforce.com CRM** Platform and **Apex** Technologies.
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Plug-in environment, **Ant Migration** tool kit and Visual Studio.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects and workflows.
* Worked with end to end Service Cloud implementation like **Case Management, CTI integration.**
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Community Cloud, Custom Cloud, Health cloud and Analytics Cloud.**
* Experience in SFDC development using **Apex** classes and **Triggers**, **VisualForce**, **Force.com IDE**, **SOQL**, **SOSL**.
* Strong experience with source control tools **Git, Bit bucket, Source tree,** built salesforce code from the repository.
* Hands-on experience with development tools like Force.com **IDE**, **Force.com Explorer**.
* Good at migrations and deployment of code from one environment to other using Force.com IDE deployment **wizard**.
* Working with different aspects of Web Services (**XML**, **WSDL**, **SOAP**, **REST**).
* Extensive experience in Salesforce.com Setup, Configuration, Customization, Administration, Data Migration and Integration tools like **Apex Data Loader.**
* Strong experience with source control tool**s Git, Bit bucket, Source tree,** built salesforce code from the repository.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for Force.com platform.
* Developed and configured various **Dashboards**, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Expertise in performing **data migration from legacy system** to Salesforce.
* Good working experience in various capacities such as **Salesforce** developer, **Salesforce Administrator**, **Force.com** developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Experienced in web technologies like **HTML, XML, JSP, JavaScript and SOAP.**
* Proficient in Data Migration from Traditional Applications to **Salesforce** Using Data Loader Utility and **Informatica** on Demand.
* Experience in SFDC Integration using **Web Service** and Apex Programming, **AppExchange Packages &** Custom Applications, Salesforce.com Service Cloud expertise.
* Extensive experience in Java and J2EE technologies like Servlets, JSP, EJB, JDBC, JavaScript, .net and JMS, AJAX, Web services, Java Mail, XML.
* Hands-on experience in creating **Angular modules, controllers, directives, and filters** to deploy the entire business logic.
* Hands-on experience in creating **Angular factories** for using angular services like **$http** and **$resource** to make **RESTful API** calls to the Java based backend.
* Executed various levels of Unit, Integration, Regression and **User Acceptance (UAT)** using test cases to prove that system conform to specifications of business and quality requirements.
* Ability in **SFDC Administrative** tasks such as creating Profiles, Users, Roles, Tasks and Actions, Dashboards, Reports, Validation Rules, Workflows.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visualforce** (Pages, Components, Controllers) **MVC** architecture and **Apex** (Classes, Controllers & Triggers).
* Good at Analytical, Communication & Presentation Skills, Adept in **sales analysis, marketing & customer support business processes used by Salesforce.com** customers and recommendations to customers for improving their processes using Salesforce.com.
* Excellently worked as a Team Player under all Levels of organization with ability to adapt quickly and learn.
* Excellent understanding of Salesforce.com in terms of **Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules**. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experienced in all phases of **Software Development Life Cycle (SDLC), quality management systems**and**project life cycle processes.**

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| **AREAS OF EXPERTISE** |

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| **Salesforce Technologies**  **(force.com)** | Apex Language, LWC,Apex Classes, Apex Triggers, SOQL, SOSL, VisualForce Pages & Components, Cloud Testing, S-Controls, Apex Web Services, Lightning Application, Apex Data Loader, Chatter, AppExchange, Dashboards, Custom Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in, Process Builder, Salesforce Lightning Design System and Lightning Components, Aura Framework,JavaScriptControllers,Server-side Controllers, Apttus,steelbrick CPQ/CLM. |
| **Salesforce Tools** | Visual studio Code(VS code),Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production), AppExchange Tools. |
| **Mail Servers** | Microsoft Outlook |
| **Web Technologies:** | HTML, XML, CSS, JavaScript, JSP WSDL, SOAP API, REST API, Bulk API, Angular JS, Bootstrap, |
| **Integrating Tools:** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| **Operating Systems** | Windows 7, 8, XP, Mac OS, Unix |
| **Office Suite** | Access, Word, Excel, PowerPoint |
| **Languages** | JAVA, C, Unix-shell scripting, SOQL, SOSL APEX: Async Apex (batch jobs, future calls, schedulers), Dynamic Apex, SOQL/SOSL/DML operation, SOQL query optimizations, Custom SOAP/REST services, Integration with external SOAP/REST services, Mock Interfaces, Security and Sharing model in Apex, Apex triggers, Distributing Apex in managed Packages |
| **Databases:** | MS SQL Server, PL/SQL |
| **SDLC Methodologies** | Waterfall, Spiral, Agile, RUP |

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| **EDUCATIONAL QUALIFICATION** |

Bachelor’s in computer science

[**VIEW CERTIFICATIONS**](https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=1sP4x7+xvtqd3wb5J4+XpSJPieRJQwbfMPdX3tsIb3vg2Q+NoIYM2m2NVHtmvujf)**(11x salesforce Certified):**

**Salesforce Administrator (ADM 201)**

**Salesforce Advanced Administrator (ADM 211)**

**Salesforce Platform Developer I (DEV 401)**

**Salesforce Platform Developer II**

**Salesforce Marketing cloud email Specialist**

**Salesforce Platform App Builder**

**Salesforce Sales Cloud Consultant**

**Salesforce Service Cloud Consultant**

**Salesforce Field Service Lightning Consultant**

**Salesforce Community Cloud Consultant**

**Salesforce Certified Data Architecture and Management Designer**

**PROFESSIONAL EXPERIENCE:**

**Kelly Services, Remote June 2020-Till date**

**Senior Salesforce Developer/Admin**

**Responsibilities**

* Gathered the requirements by coordinating with the business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Developed Salesforce Lightning Applications Using **Aura lightning component, LWC, Controllers** and Events and used Custom CSS in the components.
* Embedded Lightning Components in Visual force page by using new lightning out feature by event-driven programming.
* Used **Rest web services** to flow the data from Salesforce to **connected app.**
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Used Data Loader for insert, update and bulk import & export of data from Salesforce.com SObjects.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Experience in building reusable **UI components** and pages with **Lightning component framework.**
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up **web service integrations**.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in **aura framework, Lightning Components and Salesforce Lightning Design System(SLDS)**.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on **Salesforce Community cloud** like how to engage with employees, customers, partners.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Worked on migrating components using Force.com Change sets, workbench from DEV to QA, UAT and production instances.
* Configured and used source control tool Git to maintain repositories for various releases.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production
* Followed CI/CD process for deployments using **Bitbucket, Jira and VS Code.**
* Configured Single Sign-On SSO for user authentication using **SAML 2.0** and using **mydomains.**

**Environment:** Salesforce.com platform, VS Code,LWC,Aura, Salesforce 1, Salesforce Lightning Design Components (SLDC), GIT and JIRA, Integration, workflows and triggers, data loader, Data Import wizard, , web services, custom and standard object, sharing rules, Apex classes, Test cases - unit testing, validation rules, formula fields, Angular JS, Pardot, Bootstrap, Visualforce, SOAP, REST API, Sales cloud, Community Cloud, Service cloud, , SOSL, SOQL, HTML5, CSS, Sandbox, Production Environment, CI/CD, Encryption fields, Web services API, S-Controls, WindowsXP.

**NTT Data Services, Remote Nov 2018 –May 2020**

**Senior Salesforce Developer/Admin**

**Responsibilities**

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of 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.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based Web Services APIs, the **Bulk API** and the **Metadata API**.
* Used **AngularJS** as framework to create **Single Page Applications** which can bind data to specific views and synchronize data with server.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader, Admin Garage and Lexi Loader.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Extensively used tools such **Informatica** for integration of data with legacy ERP system.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL**statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production
* Followed **CI/CD process** for deployments using **Force.com Migration Tool** and Snapshot
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on **Integrating ETL tools and** **Salesforce**systems using **SOAP and REST API's.**
* Followed CI/CD process for deployments using **Bitbucket, Jira and VS Code.**
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com VS Code, Jira,Lightning Experience, Sales cloud, Service Cloud, Community Cloud, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, HTML5, CSS3, JavaScript, SASS, Angular.JS, Node.js, Ajax, JSON.

**Blue cross blue shield of Florida, FL Mar 2015 – Nov 2018**

**Salesforce Developer/Admin**

**Responsibilities**

* Worked in agile methodology Process and Sprint System, attended daily standup calls.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created Angular service and integration with RESTful APIs.
* Maintained the code using version control system like **Git.**
* Supported clients query monthly statement and sort transactions by their own criteria using **AngularJS**which includes Date-binding, Data-filter and Custom Sorter Functions.
* Utilized the **Node.js and Express.js** to do the relevant backend **RESTful API**.
* Intensely worked with **Apex Classes** and **VisualForce Pages**.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Also embed Lightning Components in Visual force page by using **new Lightning Out** feature by event-driven programming.
* Understanding **Marketing cloud application**, web services and requirements for automating web services.
* Developed various Salesforce.com Standard Objects including Accounts, Contacts, Loads, Opportunities, Reports, Dashboards, Events and Tasks.
* Implemented major and minor enhancements on standard objects Accounts, Contacts, and Opportunity and custom object Quote.
* Enhanced Approval Processes for Quote object.
* Configure salesforce and **marketing cloud integration** user along with configuration in salesforce.
* Implemented Sales force Development Cycle covering **Sales Cloud, Service Cloud, Health cloud,** , Center, Chatter & App exchange applications.
* Developed Apex classes and Apex triggers for various functional needs in the application using Force.com Eclipse IDE.
* Used **Apex Data Loader** to load data into Account, Opportunity and Quote object.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events
* Developed **Cascading Style Sheets CSS** for creating effects in **Visual force pages**.
* Created Custom Setting for retrieving Griffin loads.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* **Automated Data Loader** for loading records using Command Line.
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Used Eclipse IDE and Change Set for deploying classes, pages, triggers and Approval Processes.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Developed **Complex Apex Batch Jobs** for updating the accounts daily basis and monthly basis.
* Used **XML** as data communication between Salesforce and the external system.
* Built **Lightning Component Tab** for Salesforce1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Used **SOAP Web services** for communicating with external systems.
* Replaced entire hard coded values of pricing matrix using custom settings.
* Worked on Unit testing, for the customizations and developments done during the project.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation
* Written **SOQL queries** against force.com API.
* Developed a **SOAPUI based framework** to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with **CI/CD Automation.**
* Implemented the Salesforce.com applications using Agile Methodology that involves the iterative development methodology.
* Followed CI/CD process for deployments using **Bitbucket, Jira and VS Code.**
* Lead and coordinated with offshore development teams during development in various sprints of the project.

**Environment:** Agile, Salesforce.com platform, Process builder, Community cloud, Lightning Experience, Lightning Components Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, JavaScript, CSS, Test Classes, Test Scripts, DML Queries, Process Builder, Force.com Sandbox, Import Wizard, Triggers, Email Updates, Sales Cloud, Service Cloud, Community Cloud, HTML5, CSS3, JavaScript, SASS, Angular.JS, Node.js, Ajax, JSON.

**Allscripts, Raleigh, NC Mar 2014 – Mar 2015**

**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 various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Implemented the requirements on **Salesforce.com** platform and **Force.com IDE Plug-in** using **Eclipse.**
* Worked on various **AppExchange products** according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Custom Reports and Workspaces.
* 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.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based Web Services APIs, the Bulk API and the Metadata API.
* Experience supporting **Service Cloud**features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Created **Workflows** and Approval processes and developed validation rules.
* Designed various **Webpages** in **Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Developed Client side pagination process with all the details.
* Created Labels to set the predefined values for the Client side pagination process.
* 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.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* 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:** Eclipse IDE, Salesforce.com, Force.com,Sandbox, Marketing Cloud, Import Wizard, Apex, XML, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, .NET Framework, Web Services API, Oracle EBS, Oracle on Demand, Oracle Fusion Middleware, SOA, Siebel, Sales Cloud, Service Cloud.

**Thomson Reuters, Dallas, TX Sep 2013 –Feb 2014**

**Salesforce Developer/Admin**

**Responsibilities:**

* **Performed roles of Developer and Administrator** in the organization for customization and configuration.
* Using Force.com developer toolkit including Apex controller classes and Visualforce pages, Components to develop custom business logic.
* Worked with SOQL, SOSL relationship queries for query optimization and not to hit governor limitations.
* Well versed with salesforce governor limits and written apex class, triggers are within the limits.
* Written front-end validation rules using JavaScript, JQuery and developed custom CSS for same look and feel across all visualforce pages.
* Used JavaScript remoting to call apex methods from JavaScript to reduce visualforce view state.
* Created sites and developed site visualforce pages with UI similar to application portal and gave access to internal and external users.
* Worked on various Salesforce.com Standard Objects including Leads, Accounts, Contacts, Opportunity, Campaign, Cases, Solutions, Reports, Dashboards, Events and Tasks.
* Developed various custom Objects, Tabs, validation rules, roll-up summary fields and complex formula fields.
* Worked on campaign automation using exacttarget to execute and track response from exacttarget to salesforce.
* Used Java, JSP, Servlets, JavaScript (Angular JS), DHTML, HTML, CSS, XML, Windows, SQL, PL/SQL, MS SQL Server, and Visual Source Safe to develop, test and maintain this application.
* Performed admin activities - creating **Profiles, Roles, Permission Set, Sharing rules, Page Layouts, Record Types** and configured permissions for each profile in the organization.
* Created workflow rules and defined actions tasks, email alerts, field updates and outbound message.
* Developed **custom Reports Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Migrated data into salesforce using Data Loader, Informatica ETL tools.
* Written apex unit test classes for apex classes, triggers, web services and used startTest, stopTest and setMock test methods.
* **Used test annotations isTest, testSetup and written test classes** for web services by implementing WebServiceMock interface.
* Deployed application components across various sandboxes and production orgs using Force.com IDE, Change Set.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Interacted with various business user groups for gathering the requirements. Environment: Saleforce.com CRM, Force.com platform, Apex Classes, Visualforce pages, Controllers, Sites, Web Services, SOAP, REST, WSDL, Custom Objects, Tabs, Email Services, Workflows Approval process, Data loader, Informatica, Reports, Dashboard, Eclipse IDE with Force.om plugins, Windows.
* Architected, designed and developed Salesforce bi-directional real-time **integration Service** between Salesforce and SQL Server using **Apex Web Services APIs**.
* Designed and implemented archiving of data using **Batch Apex and Scheduling**.
* Worked to **handle governor limits** of Heap size, view state problems, maximum SQL Queries execution etc.
* Used ExtJS Grid for presenting records used JavaScript for performing Client side validations

**Environment**: Saleforce.com platform, Workflow & Approvals, Record types, Reports, Email, MS Visio, Triggers, Sharing Rules, MS Word, PowerPoint, Excel, Validation Rules, Messaging, Dashboards, MS Project, Standard and Custom Objects, Sales Cloud, Service Cloud.