

Sindhu Guna

Senior Salesforce Developer

Enthusiastic Senior Developer with over 8 + years experience in software Development who is eager contribute to team success through hard work, attention to detail and through excellent organizational skills. Clear understanding of tasks and training in Salesforce CRM. Motivated to learn, grow and excel in Salesforce Platform

Contact

Address

Salem, India 636016

Phone

9087111233

E-mail

sindhuhariprasad1988@gmail.com

Skills

JavaScript

LWC, APEX

Salesforce Certified
javacript Developer

Salesforce Certified Platform
Developer1

Work History

**2018-03 -
Current**

Senior Salesforce Associate

TT, Salem

Titani Tek Feb 18' 20 to Present

Responsibilities:

- Responsible for requirements gathering from business users and preparing technical requirement specification documents
Implemented Agile Methodologies in developing SDLC.
- Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows, and Approval Processes.
- Using Data Loader and Import Wizard for Data Export, Updates, and Backup for the organization.
- Working with Administration activities like Users, Profiles, Permission Set roles, OWD settings, and Sharing Rules. Designed and Developed Service Cloud and Integration.
- Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
- Implemented Single Sign-On with SAML on force.com
- According to the business user's requirement, creating Reports and Dashboards.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Created Public Groups, Queues, Permission

Sets, Profiles, Users & Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.

- Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
 - Worked with SOQL, and SOSL queries with Governor Limitations to store and download the data from the Salesforce.com platform database.
 - Upgraded from Salesforce Classic to Salesforce Lightning
 - Experienced in setting up Environment by enabling My Domain, Decomposing the App in Components, and building the Lightning App.
 - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for a small set of users within the organization.
 - Built customized Lightning components replacing the existing ones; using JavaScript on the client-side and Apex on the server-side.
 - Worked on writing Apex Triggers Apex Classes, Batch Apex, and Scheduled Apex.
 - Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
 - Used Web Services like SOAP API and Rest API to integrate with external systems.
 - Implemented Email-to-Case, and Web-to-Case for automation of the case creation.
 - Performed Unit, Integration, Regression, and User Acceptance Testing.
 - Expert in Salesforce Sales and Service cloud implementation.
- Provided training to Business users about the system.
- Performed data migration into Salesforce application using apex data loader through CSV files.
 - Involved in Setting up Service Cloud

(Creating queues, Web-to-case setup, auto-assignment rules, auto-response rules, escalation rules).

- Administered, configured, and maintained Salesforce.com application user profiles, and roles, assigning Permissions, generated security tokens, Validation Rule, and upgrade installation.

Environment: Salesforce.com platform, LWC Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, JavaScript, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading.

**2018-07 -
2021-01**

TeamLead

WhiteHatJr, Salem

- As a Mentor, trained newly recruited employees in adapting to the new work environment
- Oversaw the performance of mentees and helped in maintaining their record on track
- As a Coding Instructor trained enrolled people in JavaScript, ReactJs and Python
- Successfully trained more than 20 members and more than 100 people completing the coursework

**2016-01 -
2018-12**

Software Developer

Self, Salem

- Javascript
- Trained candidates in FrontEndDevelopment
- Gave Career and Technical Education
- Aided participants in achieving their Career objectives

**2010-09 -
2013-07**

Software Engineer

HCL Technologies, Chennai

- Good Experience in implementing object oriented programming concepts in software development

- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Good Analytical, verbal, written communication and interpersonal skills., Rockwell Collins
- Delivered a Tool named "TAT" which will automate the manual testing of Inflight Entertainment system.
- Worked on DotNet and XML as per the project requirements
- Developed, configured and tested the tool which was developed using XSLT technology
- Experience in Regression, System, Functional and unit level Testing
- Experience in Bug Tracking and Reporting using JIRA and Rational ClearQuest.

Education

2006-01 -
2010-01

Bachelor of Engineering: Electrical and Electronics Engineering

UG

BE. EEE

Sona College of Technology - Salem

GPA: 81

2011-01 -
2012-01

PG

Master of Arts in Public Administration

M.A

Periyar University - Salem

GPA: 76

Certifications

2022-07

Salesforce Certified Javascript Developer 1

2022-08

Salesforce Certified Platform Developer 1