**Name: Sunidhi Singla** Icon, company name

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**PROFESSIONAL SUMMARY:**

**Around 8+ years** of experience in **IT Industry**. A certified Salesforce Developer and Salesforce Admin with over **6years** of **IT experience** in System Analysis, Designing and Development of software applications. An experienced Salesforce **Developer, Administrator** and **Support** specialist with domain experience in Food, Transportation, Banking and Health Care industries and **1+year** of experience in **java**.

* Strong IT experience in Software Development using **Agile Methodologies** that includes all phases of **Requirement Analysis, Design, Development, UAT** and maintenance of Product / business applications including Cloud Based, Web Applications, Windows Applications, Web Services, Windows Services, Client-Server applications.
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Batch Apex, Scheduled Apex, SOQL, SOSL.**
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events, Sandbox data loading**.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce **custom objects, lookup relationships, junction objects, master-detail relationships**.
* Experience in integrating Salesforce with other applications using **REST API**.
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, process builder, Workflows, Process Builder, Flows, Wave Analytics and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Design and develop customer solutions in Vlocity, Visualforce, Apex, CSS, JavaScript.
* Experience in migrating data from legacy systems to Salesforce using **Apex Data Loader**.
* Optimize and improve the overall runtime of Omniscripts and Vlocity Procedures using best practices.
* Build dashboards using **wave Analytics**.
* Hands on experience with **Apex Language**, **Apex Trigger, Apex Class, Apex Test Methods, Platform Events, Visualforce Pages, Visualforce Components & Controllers**
* Experience in databases such as SQL Server, Oracle and MySQL
* Created a new Lightning Web Components and worked on replaced existing Aura components with the LWC.
* Configured and maintained user security permissions in compliance with organizational needs
* Experience integrating third party applications like Conga**,** DocuSign**,** GitLab.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Implementation of Lightning components using the Lightning Design System (LDS) in Aura Framework and Lightning Web Components (LWC).
* Working with remote teams. Experienced working with offshore teams.
* Proven ability to work independently and collaborative work environments, willingness to learn technologies and adapt to changes.
* Self-motivated, Quick Learner, organized and team player with strong analytical, problem solving and development skills.

**CERTIFICATIONS:**

* **Salesforce Administrator**
* **Sales Platform Developer 1**
* **OmniStudio Developer**

**TECHNICAL SKILLS**:

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Java Script, HTML5, CSS, Visualforce Pages/Components, Apex Web Services, AJAX, Workflow & Approvals, Vlocity, Dashboards, LWC, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Pardot, Conga |
| Salesforce Tools | Eclipse, Force.com IDE, Explorer, Apex Data Loader |
| Languages | Apex, HTML, SQL, Apex, Visualforce |
| Tools | Apex Data loader, DocuSign, GitHub, Copado, VSC, Web services APIs like SOAP, Force.com Explorer, Visual Studio Code, JIRA, Informatica PowerCenter, Informatica VSAM connector & CDC |
| Database | MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i/10g, MS Access |
| Operating Systems | Windows XP/Vista/7, UNIX |
| Documentation Tools | MS Office, MS Visio |

**PROFESSIONAL EXPERIENCE:**

**Client: Simmons Foods May 2021- Till Date**

**Location: Siloam Springs, AR**

**Role: Salesforce Vlocity Developer**

**Responsibilities:**

* Preparing a Technical Specification Document with the functional requirements and functional use cases explaining the solution with step-by-step process flow to address the business requirement.
* Recommends improvements to competitive business intelligence tableau reports and business development, product.
* Followed Agile Development Methodology to implement the project.
* Analyzing the existing code and adding new methodology to the existing code without any impacts.
* Developed Apex and Visualforce components.
* Maintenance of installed Managed Packages in lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Building complex and reusable components in Vlocity.
* Implementation of Lightning components using the Lightning Design System (LDS) in Aura Framework and Lightning Web Components (LWC).
* Worked on Vlocity Managed firewall product configuration. Created Omni script guided journey along with data raptors and integration procedures.
* Visualforce Pages for lightning experience, Sharing Visualforce pages between Classic.
* Got better understanding of Community cloud, Financial Services Cloud & CPQ.
* Knowledge on how to create, deploy and manage online marketing from central platform in Pardot.
* Created many server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Well versed with migration of Vlocity components using data packs and manage connected Orgs.
* Built customized components replacing the existing ones using JavaScript on the client side and APEX on the server side.
* Created UI pages as per business requirement using Lightning web components (LWC).
* Closely worked with SFDC Admins and Business Analysts in the Org involved in integration and merging two salesforce instances (Sales & Service Cloud Migrations).
* Optimize and improve the overall runtime off Omniscripts, and Vlocity integration procedures using best practices.
* Implemented Pardot and Created Landing Pages, Forms, Form Handlers, Segmentation, Automation Rules.
* Working on Apex classes, Apex Triggers and Batch class to develop custom logic on objects.
* Implement dependent picklists, lookups, junction objects, master detail relationships, workflows, validation rules and formula fields to the standard and custom objects.
* Written SOQL queries against force.com API.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Created several workflows and approval processes needed in different stages of actual quote processing.
* Perform system design and specification development, program logic and flow-charting, unit/functional testing, debugging, and documentation.
* Worked with Vlocity omni script and its input and action components, designing and deployment.
* I used to integrate data in our salesforce org from Siebel with the help of MuleSoft System.
* Worked on SFDC standard Objects like Accounts, Contacts, Cases, Leads, and Campaigns etc.
* As per the requirements providing tableau reports to customer.
* Created a tableau report in our salesforce.
* Involved in Sales Stages and configured the application accordingly.
* Provided Agile effort estimates according to business requirement.

**Environment:** Salesforce.com platform, Apex, GIT deployment, BIT Bucket, Apex classes, Marketing Cloud, Apex, Validation rules, S-controls, LWC, Sharing and security settings, Vlocity, Data loader, Reports and Dashboards, Chatter, email services, email Campaign, Sql Server, Apex Language, DML statements, SOQL, SOSL, Data Loader, HTML, Workflow, Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Client: JB Hunt Transport, Inc. April 2019 - May 2021**

**Location: Lowell, AR**

**Role: Salesforce Developer**

**Responsibilities:**

* REST API integration of Salesforce.
* Setup daily batch load jobs.
* Setup Scheduled Apex jobs to make external call outs.
* Setup automated process of data loading using command line data loader
* Developed Custom Visual Force pages and controllers for campaign management.
* Study existing process provided tailored solutions to improve speed and efficiency.
* Set up object and field level security, role hierarchy and permission sets per business requirements.
* Experience working on salesforce.com (SFDC) instances on sales cloud.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components, and S Control to suit to the needs of the application.
* 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.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Experience in designing of Dashboards, Reports.
* Built apex classes and triggers implementing SOQL and SOSL statements within Eclipse to manage interaction with the database.
* Generate Event Monitoring Dashboard using Einstein Wave Analytics
* Create Campaigns, Reports and Dashboards and create new objects per business needs.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

**Environment:** Salesforce.com platform, Marketing Cloud, Apex, Validation rules, S-controls, Sharing and security settings, Reports and Dashboards, Chatter, email services, Data loader.

**Client: Comerica Bank Dec 2017- April 2019**

**Location: Auburn Hills, MI**

**Role: Salesforce Developer**

**Responsibilities:**

* Interact with Business users in requirement gathering to implement business functionality into Service Cloud.
* Develop, Demo and get feedback from User community on UI for better user experience.
* Setup Queues, Email-to-Case, Web-to-Case, Case Auto Response and Case Auto Assignment Rules.
* Migrating functionality from Microsoft CRM Dynamics to Salesforce service cloud.
* Used Platform Events and Event Triggers to make callouts to overcome future call limitations.
* Implemented REST API services with multiple Applications.
* Written Server-Side controllers using APEX.
* Used declarative automation tools like process builder and flows.
* Following best SFDC coding practices and ensure governor Limits are enforced.
* User Labels, Custom Settings and Custom Metadata where required.
* Write Test Classes to get maximum code coverage
* Implement Trigger Framework.
* Developing various custom Lightning Components for Enrolling customer into loyalty and applying inclusion and exclusion rules for customer.
* Work with BizTalk middleware to map data with other internal Applications.
* Refactored trigger code for Cases, Account, Contacts, Cards and implemented Separation of Concern Pattern for all triggers.
* Implemented batch classes and schedulable apex classes.
* Code review with developers.
* Demo business user of New UI and business functionality implementation.
* Develop Integration services between POS, Stores and Distribution.
* Designed and implemented automated process to extract salesforce updates daily and FTP the files to shared folder.
* Enabled knowledge article and Imported knowledge articles in production.
* Ensure code quality standards are met.
* Work with Onsite and offshore QA teams to coordinate testing.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, S-controls, data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Company: Infosys Limited June 2015- March 2017**

**Location: India**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in salesforce.com application setup activities and customized the applications to match the functional needs of organization.
* Developed Apex triggers with bulk safe for both standard and custom objects.
* Implemented salesforce lightning components for small set of users within the organization, developed lightning components and server-side controllers to meet the business requirements.
* Communicated with users in the organization using chatter, shared files and feeds.
* Worked on security models, developed apex-based sharing rules in order to meet security requirements.
* Describe the product benefits in a way that helps Marketing and sales reach new and existing customers.
* Describe the product functionality in a way that enables support and service providers to develop materials in support of the product.
* Written test classes for unit testing.
* Experienced in using Lightning, process builder and workflows, worked on customization of visual force to have Lightning experience for applications.
* Worked on email to case services, implemented custom development to meet user requirements.
* Developed various batch apex classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data.
* Developed and deployed various workflows and approval process for custom objects as per business requirements.
* Implemented salesforce custom portal to provide online support channel for customers.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed case escalation rules to ensure cases were resolved in a timely manner.

**Environment:** Salesforce.com platform, Marketing Cloud, Apex, Validation rules, S-controls, sharing and security settings, Reports and Dashboards, Chatter, Lightning, email services, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules

**Company: Convergys, Hyderabad Jan 2014- June 2015**

**Location: India**

**Role: J2EE Developer**

**Responsibilities:**

* Responsible for developing java components using Spring, Spring JDBC, Spring Transaction Management.
* Used Spring JDBC in persistence layer that is capable of handling high volume transactions.
* Implemented the service layer using Spring with transaction and logging interceptors.
* Used Spring framework for middle tier and Spring-JDBC templates for data access.
* Used Java 8 features like lambda expressions for communicating between business layer and database, stream API for Bulk Data Operations on Collections using both streams and parallel streams.
* Developing the application for incident creation and retrieving the events using restful web services with Spring Boot.
* Responsible for development of Business logic in Core Java methods.
* Implemented Spring MVC to achieve Model View Controller design pattern. Configured spring to manage actions as beans and set their dependencies in a spring context file and integrated middle tire with spring web layer.
* Used Microservices architecture, with Spring Boot based services interacting through a combination of REST and Spring Boot.
* Used new Java 8 features, such as Lambda expressions, Streams and Functional Interfaces.
* Build and deploy done using Maven and Git repository.
* Implemented modules into Node.JS to integrate with designs and requirements.
* Automation of the build process using Continuous Integration tools like Continuum and Jenkins.

**Environment:** Java, Agile (SCRUM), REST API, Spring DI/IOC, Spring JDBC, Spring Boot, STS, Spring JDBC, XML, Web Services (REST), Maven, WebLogic, Log4J, GIT, Oracle, Windows.