**Vibha Mishra**  kishore.Bammidi@vejars.com **469-351-8307**

**SUMMARY:**

.

* Over 8+ years of experience in IT with 7 years of Salesforce experience as Developer and an Administrator and hands on experience in SFDC development using the **Apex classes**, **Triggers**, **Batch processes, Components**, **Reports**, **Force.com IDE** with **SOQL, SOSL** and on integrating enterprise applications using **Force.com, Visualforce, and Apex with Salesforce customization, security access, workflow approvals, and support administration in salesfore.com CRM**.
* Experienced in SFDC Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks, and actions**.
* Experience in working with various salesforce.com standard objects like **Accounts, Contacts, Leads, Cases, Contracts, Assets, Opportunities and Campaigns.**
* Experience in performing the administrative related tasks like consigning Roles, creating **Profiles**, **Users**, **queues**, **Email Alerts** and **Page Layouts**
* Proficiency in **building data model** by creating **apps, objects, tabs, fields** with various **field types**
* Experience in **development, configuration, Implementation**, and Support of **sales force CRM**, and **Sales Force applications** based on **Apex Language** and leveraging **Force.com Platform** world’s first commercial **Software as a Service (SAAS)** application running in Cloud Computing Environment.
* Strong **Implementation** and **Integration** experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes**
* Proficient in dealing with functionalities related to **sales cloud, service cloud**.
* Experience in modifying Visualforce pages to be supported in Lightning Experience.
* Good understanding of **lightning components** and **applications**, event and **aura framework** and its features.
* Experience in Force.com **Apex Classes**, **Apex triggers**, **Visual Force**, **Batch Apex, Integration**, **REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Salesforce App Exchange.**
* Hands on experience implementing **Role Hierarchies** and **Sharing Rules** for system security design.
* Designed Salesforce **service cloud** console to enhance productivity with dashboard like interface.
* Hands on experience in new features such as **lightening** and **Communities** like **Partner portal** and **Customer portal**.
* Experience in Standard and Custom **Controllers** in Visual Force for development of custom visual force pages and components as required by business requirements.
* Used different data tools - **Apex Data Loader, Import Wizard**, **SFDC Data Export**, and **Mass Delete**.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Developed **Visualforce pages**, **Standard controller**, **Custom controller**, **Controller extensions**, **Apex classes, triggers** and **test methods** for different functional needs and implemented the business logic based on the requirements.
* Experience in developing Custom Page Layouts, Record Types, **Relationships, lookups, Dependen**t picklists and in configuration of Permissions based on the Organization hierarchy requirements
* Implementation of Salesforce Service Cloud from Business case to operation.
* Experience in **migrating data** from various systems into Salesforce CRM using **Data Loader**.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud.
* Experience working on **SOQL & SOSL** queries with consideration to **Governor Limits**.
* Experience in using the Force.com Explorer to browse **data model schema**, **custom objects, fields**, build and test SOQL queries.
* Worked on consolidation of all existing **Workflow** rules in the new **Lightning Process builder flows** and created one **process builder** for each object and managed all actions in the single flow.
* Worked in all stages of **Software Development Life Cycle** (SDLC).
* Expertise in Object Oriented Programming involving Analysis and Design and Development of web-based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Good knowledge on Software Development Life Cycle (**SDLC**), **Agile, Waterfall** and **Scrum** Methodologies.
* A quick learner to new concepts, applications and implement them in the project successfully.

**EDUCATION:**

Bachelor of **Information Technology** Engineering from **Rajiv Gandhi Technical University**, Bhopal, India 2009

**Certifications:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer 1.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Languages/Technologies** | Apex, Core Java, Linux, C, C++, HTML, XHTML, XML, JavaScript, CSS |
| **Salesforce Technologies** | Apex Classes, Triggers, Scheduler, Batch Apex, SOSL, SOQL, Standard and Custom controllers, Visualforce pages, Workflows and Approvals, Reports, Dashboards, Outbound Messages, Communities, AppExchange, Sandbox, Salesforce Lightning, Lightning UI, Aura Framework, Service, Salesforce APIs (Bulk, REST, SOAP, Bulk, Streaming etc.) |
| **Design/Development methodologies** | Agile (Scrum Methodology), Waterfall, UML diagrams |
| **Integration/Data Migration Tools** | AppExchange tools, Force.com migration tool, |
| **Custom Object Configuration** | Field creation, Page layout, sharing rules, Record types, Field level and object level security, role hierarchy, Formula fields |
| **Data Migration Skills** | Data Loader, Data Cleansing, Data Normalization, Data Migration |
| **Other Tools** | JIRA, Software as a Service (SaaS), File Manager, Data Migration, Chatbot, Microsoft Visio, Workbench, Tableau, Copado, GIT, Bitbucket, VS Code. |
| **BI Tools/ ETL Tools** | Tableau 8.2,9 & 10, Apex Data Loader |
| **Database** | Oracle 10g, SQL Server, MySQL, PL-SQL, Transact-SQL |
| **Project Management/ MS Office** | MS Word, Excel, Power Point, Outlook |

**PROFESSIONAL EXPERIENCE:**

**John Hancock , Boston, MA JUNE 2021 to Present** **Life Insurance Provider**

**Salesforce Developer/ Admin**

**Project Description;**

**Responsibilities:**

* Experience in SFDC administrative tasks like creating profiles, roles, users, page layouts, email services, approvals, workflows, reports, dashboards, actions, tasks and events
* Worked on creating Salesforce apps with Process Automation Tools Process Builder, Workflow, and Approvals. Customized Process Builder, Workflow Rules and Approval Processes to meet the requirements of business needs.
* Designed junction objects and implemented various advanced fields like picklist, custom formula fields, field dependencies, validation rules, roll up summary fields, field updates, and email generation according to application requirements.
* Experience with lightning components and events with lightning framework capabilities
* Experience in salesforce lightning features and built aura components from scratch.
* Worked on Aura events like Application and Component events.
* Developed/Modified custom Apex Trigger and Apex class to implement functionality based on the requirements of project.
* Wrote Apex Triggers for field data modifications.
* Implemented the basics of Data Security and Data Modeling to the apps.
* Configured page layouts, record types and custom fields.
* Developed custom formula fields and validation rules to meet business needs.
* Worked on multiple Sandbox environments.
* Worked with business owners to understand their requirements for Salesforce application.
* Created journeys and implemented campaigns using tools like Journey Builder, Email Studio and Automation Studio.
* Helped in developing strategy and roadmaps for email marketing programs to drive acquisition, customer retention, customer growth, and demand generation to achieve quantifiable revenue goals.
* Designed and developed the report templates and uploaded templates as Document records to fetch data at runtime, stored in Salesforce
* Wrote SOQL Queries to fetch data from Salesforce Backend.
* Wrote test classes for Apex Code Coverage
* Used Change Sets and Source Tree to deploy code and components from lower environment to higher environment.
* Worked on both development team and production support projects.
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities)
* Worked with Salesforce support team and Douc Gen support team to discuss for solutions for project.
* Working on internal project on Lightning Component framework.
* Researching on Own Backup as a Salesforce Data backup tool.
* Developed applications using Agile methodology.

**Environment:** Salesforce.com Platform, Force.com, HTML, CSS, Data Loader, SOQL, SOSL, Scrum, Custom objects, Custom fields, Apex, Visualforce, Workflow & Approvals, Triggers, Security Controls, Reports, Custom Objects, Custom Tabs, Email Services.

**Anthem, Atlanta, GA**

**Health insurance Provider**

**Nov 2019–May 2021**

**Salesforce Developer/Admin**

**Responsibilities:**

* Developed the features based on the bugs reported in the production and created solutions for future enhancements.
* Experience in SFDC administrative tasks like creating profiles, roles, users, page layouts, email services, approvals, workflows, reports, dashboards, actions, tasks, and events
* Experienced customizing standard objects accounts, contacts, opportunities, products, cases, leads, campaigns, reports, and dashboards.
* Experience with lightning components and events with lightning framework capabilities
* Created approval process with the Queues and the members associated based on the business principles.
* Built Flow builder for the problems that arise in the production support and semi-automated the solutions for the problems that arise in the production.
* Created Custom Page Layouts and develop Custom Lightning Buttons for simplifying the business user tasks.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using the VS Code IDE.
* Created the deployment plans for the release every two weeks and automated most of the tasks using COPADO tool.
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules.
* Followed Agile & Scrum methodology for the execution of day to day work related activities.
* Apex Test Classes were written to make sure the Code moves into production with a minimum 80% of code coverage.
* Profile and Permission set maintenance from one org to another during promotion using COPADO tool.
* Involved in writing triggers to validate the records and based on complex business logic provide the data from the internal mapping tables.
* Implemented Lightning pages with custom controller, standard controller, controller extension and standard set controller.
* Developed various Batch Apex classes for processing of data on an hourly basis and implemented those using Apex Schedulable classes.
* Automated few solutions for the issues that occur in volume on weekly basis, like running the Apex code for assigning the users to a group for the visibility of the users in a custom object designed for the business.
* Maintain the Governor Limit framework and created exception framework to handle the exceptions.
* Used VS Code to for development and customization of the business logic layer.
* Performed Bulk Data Migration from Applications to Salesforce using Import Wizard, Data Loader utility for bulk creation or update of the user related information and other opportunity and Account objects related information.

**Environment:** Salesforce.com, Service Cloud, Apex Language, Visualforce, Custom Objects, Workflows & Approval Process, Web Services, Security Controls, Eclipse IDE plug-in, Reports, Dashboards, Data Loader, JavaScript, HTML, AJAX, CSS, Force.com IDE, Sandbox, Agile methodology.

**Airbnb, Tempe, AZ**

**Vacation Rental Provider Oct 2017 – Oct 2019 Salesforce Developer/Admin**

**Responsibilities:**

* Collecting the requirements from sales team and was responsible for coining a Sales Cloud Applications
* Used Salesforce Automation like Approval process and Workflow rules.
* Developed and deployed Salesforce.com reports and dashboards.
* Created and maintained user roles, security, and profiles.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in Finance Section.
* Worked with forecasts, Reports, OWD, Sharing rules, Case Feed, Entitlement management, profiles & permission sets.
* Responsible for implementing certain components of the UI using Salesforce Lightning.
* Methods were created for updating the records.
* Invoked Apex Triggers using Apex data types, Assignment statements, loops, Locking statements, Exception statements.
* Experience working across various SFDC implementations covering, Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Created user Roles and Profiles, security controls, Territory implementation, shared settings.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Used health cloud to integrate data from EHRs, wearables and more.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up Field Level Security.
* Designed Visualforce pages to add more flexibility and a rich look.
* Created Workflow rules and defined email alerts, related tasks, and field updates.
* Implemented Data Loader for loading data.
* Developed business documents for Salesforce.com Custom objects.
* Used simple workflows to initiate Emails alerts and automatic updates.
* Customization using Apex, Visualforce and worked with Auto response rules and Escalation rules.
* Setting up Salesforce Knowledge for Customers, Employers and Financial Professionals in Company’s Website.
* Customer Satisfaction Process was developed and initiated.
* Provided maintenance and administration services.

**Environment:** Salesforce.com CRM application Platform, Apex Language, profiles and permission sets, Visual Force, Custom objects, Case Feed, sales cloud, Service cloud, Layouts, sandbox, dashboards, reports, Workflows, Communities, Salesforce1, App Exchange, Approval Processes, Page Layouts, Eclipse.

**Hitachi, Santa Clara, CA Mar 2016 – Sep 2017**

**Salesforce Developer /Admin**

**Responsibilities:**

* Involved in Requirement gathering and development of Design Document and Technical Design Document.
* Implemented Security Settings, configured profiles and permission sets.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Implemented Apex Data loader "Command Line Interface (CLI)" to automate the data loading process for the sand box refresh activity.
* Designed various Webpages in Visualforce for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Involved in UI and DB Design for Mobile application
* Involved in replication of Salesforce CRM data to SharePoint.
* Created and used Email templates in HTML and Visualforce.
* Responsible for setting up web service integrations.
* Implemented OAuth 2.0 for authentication by Force.com Canvas to integrate the applications.
* Made Canvas applications available in the chatter, Visual force pages, Salesforce1, page layouts and Salesforce console.
* Worked on Financial Service Cloud to develop the Application
* Implemented Inside sales telephonic plug-in application.
* Customized Salesforce alerts and notifications regarding new business acquired via the Sales process.
* Created many tasks using wave analytics to help sales team to take an action.
* Worked with wave analytics assets like apps, dashboards, lenses, data sets to explore and import the data.
* Driven deep with wave analytics to identify top performances and ensure best practices to succeed.
* Configured Salesforce and integration user along with configuration in Salesforce.
* Created data extensions, list to load data into Salesforce.
* Automated emails, customer events and activities and set criteria to shoot emails by creating the Journey’s page.
* Created data extensions to admit contacts into a journey and determined action and executed Journey builder.
* Worked on Automation studio and created related activities.
* Created, build, and executed campaigns.
* Extracting the reports according to the requirements to send follow-up email.
* Used AMP Script to use data from Data Extensions.
* Executed data driven campaigns, email, mobile push, SMS.
* Used Health cloud packages to convert lead records to patient records and also installed risk stratification package to make admins view dashboards of at-risk patients.
* Mapped clinical data from EHR to health cloud objects and fields that hold patient and engagement data.
* Imported Historical medical information associated with patients to health cloud through custom integration and created patient job flow.
* Created custom health cloud console to align with how organization works with patients.
* Assisted with use case and test case development and worked with project manager and/or business manager to test and accept new functionality.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Used the sandbox for testing and migration of code to the deployment instance after testing.
* Implemented SKUID for building user friendly interface (UI) for both standard and custom objects and to add custom functionalities in Force.com.
* Conducted interviews with key business users to collect requirement and business process information.

**Environment:** Salesforce Force.com, Service Cloud, REST API, Apex ,triggers and Visualforce, Data Loder, SOQL, SOSL, Data Loader, Eclipse, Java Server Faces (JSF),

**AHEAD, Cincinnati, OH May 2014 – Feb 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Provide ongoing support in the areas of SFDC administration, configuration, data migration, reporting, solution design and project coordination.
* Actively work with system users to identify business problems and then gather, analyze, and document business and system requirements.
* Translate business requirements into SFDC system functionality. Identify, evaluate, test, and deploy solutions that are cost-effective and meet business requirements.
* Reviewing the test cases provided by the QA team and providing feedback.
* Developed and managed complex workflows, approvals, validation rules, assignment rules.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization.
* Supported and maintained SSO (Single Sign On) to users for logging into salesforce application.

**Environment:** Force.com, Apex, Service Cloud, Salesforce Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**InfoTech Solutions, India Jul 2013– March 2014**

**Java Developer**

**Responsibilities:**

* Written XML Document Type Definition (DTD) to get data from GPSIS in specific format.
* Modified current database design to accommodate required changes.
* Design/Develop personal measure module in IBSC to manage individual client’s personal measures.
* Utilized existing STRUTS framework as well as written Action Dispatchers, JDBC Mappers, JSPs Custom Tags.
* Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
* Add measure information popup to the current scorecard JSP.
* Created DIV layer in the JSP which consists of all measure details.
* Written JavaScript functions to show/hide/print popup.
* Modified existing CSS files to meet GPSIS display and print standards.
* Add job share feature to IBSC.
* Switch from own SQL/JDBC Mappers to Hibernate persistence classes (Object/Relational mapping), which subsequently improves performance. Used Hibernate 3.0 API.
* Used AJAX methodology to enhance current user hierarchy display.
* Involved in testing applications in different stages e.g., TEST, Preproduction, and Production.
* Involved in Critical Bug fixes and Enhancement of application.
* Used Subversion to implement version control System.
* Carry out rigorous project plans and promptly meet deadlines to fulfill customer requirements.

**Environment:** Java 1.4, J2EE, JEE, JSP, JavaScript, DB2, JMS, Web Logic 8.1, Apache Struts, PVCS, JUnit, Hibernate 3.0, AJAX, Lotus Notes, Windows XP, Novell Networks, Text pad, Microsoft Office 2003.