

**Divija Deepthi Salla**

**Sr. Salesforce Developer**

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**Professional Summary:**

Having around 9 years of overall professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills including 8 years of extensive experience in Salesforce.com CRM, Force.com platform and Apttus CPQ with proficiency as a Developer & Administrator.

* Strong Experience in **Salesforce development and design**. Designed and developed **Apex** and **visual force** for various functional needs in the application.
* Worked on Integrations using **Rest API** for both inbound & outbound calls to Salesforce.
* Experience in developing **Apex Classes, Apex Triggers, Batch Apex, Visualforce pages, SOQL, SOSL**, **FSL,** Salesforce.com SFA, and Force.com API.
* Experienced in developing Salesforce lightning **Aura Components, Lightning Web Components & Lightning Design System**.
* Experience in designing and developing **Apttus CLM** Templates, Apttus Approvals, Term Exceptions, Bookmark Clauses, Dynamic Doc Assemblies as part of Contract management.
* Worked on Proposals, Pricing and Products as part of **Apttus CPQ**.
* Experienced in Creating **Custom Objects, Custom Fields, Custom Labels, Custom Settings, Custom Metadata, Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, Approval Workflows, Reports and Dashboards**.
* Created Field Dependencies, Validation Rules, **Flexi pages, Enhanced Related Lists**, Page layouts and search layout.
* Experience in software development version control using **GIT** and deployment using **ANT**, **Flossum,** Force.com, Change Sets.
* Experience in web technologies including **HTML**, **JavaScript**, **CSS** and **XML**.
* Extensive experience in lead, case management, web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
* Experience in working with Salesforce.com sandbox and production environments.
* Experience in providing production support, analyzing the cause and fixing it.
* Skilled in creating various profiles and assigning to various roles, and configured the permissions based on the organizational hierarchy.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility. Developing and deploying custom integration solutions using Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Migration Tool.
* Experience with working Agile methodology and ability to work with business analysts & Product owners to gather business requirements to analyze and recommend efficient solutions within salesforce configuration changes in support of enhancement requests.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Technical Skills:**

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| --- | --- |
| Operating Systems  | Windows Server 98, 2000, 2008, 2012, Windows XP, Windows 7,8 & 10. |
| Salesforce Technologies | Apex Language, Apex Classes/Controllers, Apex Triggers, Lightning Web Components, Aura framework, Lightning Process Builder, SOQL, SOSL, VisualForce Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Apttus CLM, Apttus CPQ, Case Management Automation, Custom Objects, Salesforce1. |
| Salesforce Tools | Microsoft Visual Studio Code, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production). |
| Programming Languages | Apex, JAVA and C  |
| Web Technologies |  HTML, JavaScript, CSS |
| IDE Tools | Microsoft Visual Studio Code, Eclipse3.2 |
| Version Control/Tools | GIT / Git Bash |
| Project Management/Tools | Agile, Waterfall, Scrum / Jira |

**CERTIFICATION:**

* Certified Salesforce Developer 401 Certification
* Certified Salesforce Administrator 201 Certification
* Certified Salesforce Platform App Builder Certification
* Certified Salesforce Service Cloud Certification

**EDUCATION:**

Bachelor of Technology in Computers.

**Work Experience:**

**Accenture - COX October 2021 – Till date**

**Technical Lead**

**Client:** COX Communications is an American digital cable television provider, telecommunications, and home automation services. It is the third-largest cable television provider in the United States. Using Salesforce, they wanted to bring recommendations of service products for existing customer and to track the on-site services they provide to their customers. FSL helps in taking the request, assigning it to an Agent, and it also helps track their service time by helping them with route map to all their nearest service tickets.

##### **Responsibilities**

* Lead a team of 20 people and delivered implementation on time.
* Participated in business meetings and story grooming sessions and given technical inputs.
* Created new lightning components, apex classes, apex triggers, worked on different FSL objects.
* Worked on Jira to estimate and groom user stories.
* Developed recommendations using apex to provide to users who is an existing customer.
* Worked on Integration to bring in recommendations from external website.

**Honeywell - Aero July 2020 – September 2021**

**Sr Salesforce Developer**

**Client:** Honeywell Aerospace is a manufacturer of aircraft engines and avionics, as well as a producer of auxiliary power units and other aviation products. Salesforce Software is utilized in various App developments to benefit in Case Management, Product information, Automation Escalations etc.

##### **Responsibilities**

* Worked on various objects as per business requirements.
* Created new lightning components, apex classes, apex triggers and deployed to multiple environments using change sets.
* Worked on profiles and sharing settings for restricting access to users.
* Participated in business meetings and story grooming sessions and given technical inputs.
* Worked on Git for version control
* Designed and implemented logics to automate various needs of business.
* Worked on latest lightning web components and their configuration with Apex classes.
* Worked on solving production defects and respective functionalities.
* Worked with business people to create new stories and also helped them with technical decisions.
* Created Validation rules,picklist,field dependencies and permission sets.
* Optimized code to resolve one of business impacting issue where code is hitting governor limits.

**TCS, Bangalore Nov 2017 – June 2020**

**Sr Salesforce Developer**

**Client:** Thomson Reuters, for the business and practice of law, has started its sales in Law Firm. A legal business where in different services are sold as products to customers using Apttus CPQ and Salesforce.

##### **Responsibilities**

* Worked with Business Analysts & Product Owners to understand business requirements.
* Developed batch classes, apex classes, triggers which can automate Salesforce to generate quotes using Apttus API calls.
* Worked on Product configuration to assign pricing based on the quantity and type of the product chosen.
* Developed lightning components in a generic way so that they can be reused across different business needs.
* Developed complex logics in Apex classes to reduce burden on front-end lightning components.
* Optimized code to avoid hitting governor limits when making multiple callouts and utilizing multiple queries.
* Developed Apex triggers, Validation rules, Email Alerts, Lightning Events as per business requirements.
* Created custom objects, fields, global picklists, custom labels, custom settings as per business requirements.
* Used GIT for version control and gained knowledge on tools like Git Bash & Tortoise Git
* Worked on Enhanced Related Lists & flexi pages to limit the custom code.
* Created different Profiles & Roles for assigning to Users related to different LOB’s.
* Participated in Agile Learning sessions, standups, code refinements, retrospectives and played a good role as a team member in providing “out of box” technical suggestions to business requirements.
* Deployed code to different orgs using ANT, Flossum and Changesets.
* Developed a Managed package for common functionality around different LOB’s.
* Worked on REST API calls to get and post data to Salesforce based on User preferences.

**Birlasoft, Bangalore Jun 2016-Nov 2017**

**Salesforce Developer
About Client:** Disney, A Network/Studio/Cable base Project where in Disney is using automation of managing its accounts in various sectors like Network (Telecast), Studio (Show Producing) and Cable (Channel related). Disney, having contracts with Attorney, legal or individual working with them, need a wizard based contract development which shall work with them online and create automatic renewals and updating of documents. As of now all the Contracts are done manually which took lot of effort and rework..

##### **Responsibilities**

* Developed Templates for the Contracts based on the client design.
* Built Wizard for Question set-up depending on the fields in Template.
* Gave Training on Apttus CLM, X-author for Contract Management.
* Worked on X-author Migration Manager tool for migrating templates and clauses.
* Worked on Output formats, Apttus Approvals, Term Exceptions, and Bookmarking Clauses.
* Developed various Apex triggers, classes and test classes for Network/Studio and Wizard development.
* Worked on callouts to external system

**Birlasoft, Bangalore Aug 2015-June 2016**

**Salesforce Developer**

**About Client:** GE Oil and Gas operate; perform onshore and offshore drilling along with subsea operations across the Geographies. The project was implemented to enhance the existing Salesforce.com application by adding Approval Rerouting & Delegation capabilities. The development and data migration will coincide with the PMO agile methodology where, minor and major releases will be released according to the schedule.

**Responsibilities**

* Performed data validation and deployed data using ANT tool
* Worked on Profiles and Permission Set using Albetros
* Created various reports and File Permissions.
* Created and Updated necessary changes which are not supported by salesforce API Working with software versioning controls.
* Scheduled batch Apex jobs to pull the information from the Oracle backend database to Salesforce Meta data Objects.

**Wipro, Bangalore July 2014 – Aug 2015**

**Salesforce Developer**

**About Client:** Philips Healthcare provides solutions designed around the needs to their customers and patients.

SFDC Customer Portal will enable Philips Healthcare customers to view their equipment, contracts and give them the ability to submit service requests. The Quick Connect II development project is to provide easy demand access and use on Philips Customer Portal for the Philips HealthCare Customers. This project transforms Customer Portal experience by leveraging SFDC Customer Portal capabilities.

**Responsibilities**

* Developing Salesforce managed packages for deployment on the AppExchange.
* Implemented Service Cloud Module for the Customer that involved Email-to-Case, Phone-to-Case and Service Cloud Chatter
* Worked on various Salesforce.com customizations - standard objects and creation of customized business objects, lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Customized different page layouts, tabs and assigned them for different profile users. Also, Created/Modified Dependent Pick lists, Lookup Fields, Formula Fields, Roll-up Summary Fields, and Record Types
* Set security and access rights using Organization Wide Defaults, Roles, Roles & Hierarchies, Sharing Rules, Public Groups, Sales teams, Account teams, Case teams and Folders. Created various reports and dashboards. Set up Workflow and Workflow Approval processing.

**Wipro, Bangalore Dec 2013 - July 2014**

**Salesforce Developer**

**About Client:** EMC, Data is stored in multiple Storage VMWare boxes for EMC. User would be using their existing data and would be inserting new data from one box to other using drives in Storage boxes.

##### **Responsibilities**

* Had to maintain the storage boxes and rectify if User is facing any issue through cases raised by them.
* Need to understand different error messages that comes from boxes like 0311, 1014 etc.
* Need to do thorough health check of boxes once the issue is resolved.
* Need to work on deploying CE onsite if any drives are down.
* Interaction with Clients on-line through Live Chat window.