PARVATHI

**PROFESSIONAL SUMMARY**:

* Around 10 years of experience in IT Industry with 5+ years of professional experience as a Salesforce Administrator and Salesforce Developer involved in designing, modeling, analysis and maintenance of CRM systems.
* Experience in both **Sales Cloud, Service Cloud** and **Marketing Cloud** implementations, Salesforce.com Sandbox and Production Environments.
* Experience in SFDC development using **Apex** classes and **Triggers,** **Integration, Visualforce, Force.com API, Force.com Sites, SOQL, SOSL and Salesforce AppExchange.**
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approvals, Workflows, Reports, Dashboards.**
* Extensive experience in data migration and integration using **Data Loader, Jitterbit, MuleSoft.**
* Designed Junction objects and implemented various advanced fields **like Pick list, Custom Formula Fields, Field Dependencies, Workflows and Approval Processes for automated alerts, Field updates and Email generation** as per Business needs.
* Good experience in the Development of the Lightning components **LWC** and their Integrations.
* Having work experience with **CTI** in the Salesforce Support projects.
* Good experience in designing of **custom objects, custom fields, page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers.**
* Experience in creating of **Lightning Web Components (LWC), LWC Event handling and various other components** as per the client and application requirements.
* Build custom pages using **Lightning App Builder** in Lightning experience.
* Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Salesforce Technologies: | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S-Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects. |
| Salesforce Tools: | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook , Force.com Platform (Sandbox, and Production). |
| Databases | Oracle 10g, SQL Server […] 2008, MS Access |
| Languages/Tools: | Apex, C, C++, Java, MS Visio Pro, Jitterbit, MuleSoft. |

**CERTIFICATIONS:**

* **Salesforce Administrator**
* **Salesforce Platform Developer I**

**PROFESSIONAL EXPERIENCE:**

**DuPont, Wilmington, DE**

**Role: Salesforce Developer**

**Duration: Oct 2018 to till date**

DuPont Marketing and Sales (M&S) NonERP Applications project undertakes support, maintenance and enhancement activities of Marketing and Sales applications on the SFDC (Salesforce Dot Com). DuPont key users would create Issue (Ticket) and would assign to support group, if they encounter any problem with the application. Support Team would pick up those Issues from the queue and would resolve based in priority of the Issue. If there are any enhancements in the applications identified by business or support group, it would be considered as Change Request (CR) and Support group would follow CR process in completing enhancements. Apart from Application maintenance and enhancements, Support team is also responsible for generic Salesforce CRM Admin activities like Creation of Users, Changing Permissions of the Users and Deactivation of the Users.

**Responsibilities:**

* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers**, packages for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.
* Designed and developed **Time Dependent action triggers, Workflow rules and Approval process** for the application by implementing custom formulas for various tasks and Email alerts as per the requirement.
* Used **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Used Data Loader for insert, update, and bulk import or export of data from SalesForce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Developed several Custom Reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Integrated the **Web Services like REST/SOAP API’s** for extracting the data from external systems.
* Good experience in designing of **Lightning Web Components(LWC), LWC Event handling and various other components** as per the client and application requirements.
* Build custom pages using **Lightning App Builder** in Lightning experience.
* Designed various types Email templates for auto response to customers.
* Used the sandbox for Unit testing and assisted Business Users in CRM Deployment validation testing.
* Prepared **Unit Test Plan Documents and Test Cases** for review.
* Worked with CRM Application Development Team to complete development, test support and deployment activities.
* Worked with **Jitterbit Data** **Loader** to migrate data into salesforce and automate the import and export process.
* Worked on various AppExchange products according to the needs of the organization.
* Involved in **daily standup meetings in Agile/scrum** methodologies.
* Given internal support for the users by solving their tickets in **JIRA**.
* Support Systems Integration activities with DuPont applications.
* Experience working with **Sales cloud** and **Marketing cloud**.

**Environment:** Salesforce.com, Force.com , Apex, Visualforce Pages, Components, Jitterbit Data Loader, CSS, SOSL, SOQL, Reports, Custom Objects, Custom Tabs, Email Services, Eclipse with Force.com IDE Plug-in, Lightning App Builder, GitHub.

**Sony Ericsson, Chennai, India**

**Role: Salesforce Administrator**

**Duration: March 2014 to March 2018**

Account Management teams lack an easy to update or pull information from customer Relationship Management applications like Salesforce. Our new integration directly supports the CRM lifecycle and responds to commands triggered through chat. This can be done anytime, anywhere with the Sony Ericsson desktop or mobile client.

**Responsibilities:**

* Customized standard objects to better suit the requirements of the client, adding new fields, Relationships, validation rules and Triggers wherever needed.
* Created Custom Applications, and developed Custom Objects for the same**, Custom Fields, Relationships, Field Dependencies, Validation Rules, Lookup Filters and Record Types** for the Applications.
* Designed, and developed **Apex Classes, Controller Classes, and extensions for various functional needs in the application.**
* Defined **Workflows and set up Workflow Rules, Tasks and Alerts and created Approval Processes.**
* Developed **LWC components** which support to Desktop version as well as to **Mobile platform.**
* Involved in the integration of **CTI API’s in the Salesforce.**
* Customized Page Layouts, Standard Related Lists, Tabs, and defined dependent Pick Lists.
* Used Apex classes and Visualforce pages to implement highly customized requirements.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Customized Dashboards to track project status and performance of business centers.
* Integrated the **Web Services(REST/SOAP) API**  for extracting the data from external systems.
* Administered, configured, maintained Salesforce.com application **user profiles, roles, assigning Permissions, generating security tokens, validation Rule,** upgrade installation.
* Managed ongoing support requests and administrative needs of users.
* Used **SOQL and SOSL statements** within Governor Limits for data manipulation needs of the application using platform database objects.
* Experience in developing product backlog and user stories in **Agile/scrum** methodologies.
* Generated weekly status reports and Ad-hoc reports to monitor the progress and identify critical points to reallocate resources and Decision support for Software Development Life Cycle.
* Given internal support for the users by solving their tickets in **JIRA**.
* Extensive experience in data migration and integration using **Data Loader, Jitterbit.**

**Environment:** Salesforce.com, Force.com Platform(Sandbox and production) including Apex Programming Language and Visual force pages, HTML, JavaScript, SOQL, Sales Cloud, LWC, Rest/Soap API, SOSL, GitHub, Force.com IDE.

**Spotless, Melbourne, Australia**

**Role: Java Developer**

**Duration: Dec 2011 to Feb 2013**

Spotless is a leading provider of integrated facility services and a trusted brand in Australia and New Zealand through a number of in-house brands like Laundry, Health, education and government. Spotless delivers its services through specialist sub-brands for each major line of service.

**Responsibilities:**

* Involved in extensive use of WebServices using SOAP.
* Deploying the application on Weblogic, Creating test client and environment for testing the APIs at subsystem level.
* Extensive use of Spring to configure the services.
* Worked on enhancement requests and mission criticial tickets which involved JSP changes, writing EJB façade methods etc.
* Involved in writing the hibernate associations and mapping files.
* Created stored procedures and PL/SQL statements to interact with the MS SQL SERVER database.
* Involved in writing the JUnit test cases and integration testing of the system.
* Used ANT Scripts to Build war and ear files to deploy on WebLogic App Server.
* Building and deployment of code to development and test environments.

**Environment:** Java, J2EE, WebLogic Application server, Spring, JSP, JavaScript, XML, UNIX, DB2, ANT, Web Services, SOAP, SOAPUI, Oracle, MS SQL SERVER, Unix, Windows XP/2000.

**Symbiosys Technologies, Vizag, India**

**Role: Java Developer**

**Duration: March 2006 to May 2009**

Online Shopping Mart is web-based distributed application. This is an online Book store where it maintains repository of books of different categories. We can get the membership just by registration. After that we can order the books which we are interested by viewing books which are available at books store. It provides different kinds of facilities that make a user very comfortable to search their interested books. An Author wise search, Title wise search, Category wise search, Price more than search, Price less than search. A user can register with the site and can order any number of books he wish simply by selecting and make order option. An Administrator has full rights to do any kind of operation for control total application to maintain efficiency of the application.

**Responsibilities:**

* Involved in requirements gathering, analysis, design, implementation and deployment of the application.
* Worked on the website’s new look from start to end, using HTML4/CSS/JavaScript.
* Created UI designs using Web 2.0 standards.
* Extensive experience working with Object oriented JavaScript.
* Built the Responsive UI screen using HTML 4, CSS 3 and Boot Strap.
* Responsible to store and retrieve user entered data to HTML 4 session storage, enabling user feature of running several sessions at one time.
* Designed dynamic and browser compatible pages using HTML4/HTML, DHTML, CSS3 and JavaScript.
* Web application development for backend system using with cutting edge HTML4 and CSS3 techniques.
* Worked on modifying the JavaScript files.

**Environment**: Java, SQL, Eclipse, JavaScript, HTML, DHTML, CSS, XML.