

Software Developer Software Developer Software Developer - BCBS ND Highly seasoned and accomplished Salesforce Developer/Certified Administrator with a strong record of client satisfaction with over 7 years of experience. Worked on various customized Salesforce platform solutions to different business groups including Sales, Marketing, Legal. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker, independent worker and a team player with experience in Java & OOPS concepts that power APEX. Core Qualifications Strong experience in Salesforce Development and Design Proficient in Salesforce developer toolkit including Apex Classes, Controllers, Triggers, Visualforce, Force.com IDE, Migration Tool Excelled in working with various standard objects like Accounts, Contacts, Opportunities, Products, Cases and Leads Good expertise in Lightning, Aura, SOQL, SOSL, sObjects, DML queries, HTML, XML, JavaScript, Angular JS, Node, REST/SOAP-based web services, MVC patterns Experience in various system integrations like Tableau and Power BI, ODBI, version control Competent in SFDC Administrative tasks like creating Profiles, Roles, Users, Email Services, Approvals, Workflows, Dashboards, Tasks and Events. Solid understanding of VS Code, Eclipse and other Integrated Development Environments Thorough knowledge of data management, SQL and RDBMS technologies, SOA design principles Exceptional written and verbal communication skills Project Management Responsibilities Planned and outlined project requirements, resources and Maintained budget and deadlines Responsible for notifying executives and users regarding status and statistics Manage development and production support using both onsite and offshore models Managed project rollouts using scrum/agile and waterfall methodologies Created and managed a project plan with 500+ rows of tasks, milestones and deliverables Experience in performing Gap analysis, Data Analysis, Fitment analysis, Risk Analysis and Cost Assessment for the Project implementation Authorized to work in the US for any employer Work Experience Software Developer BCBS September 2016 to Present Worked with different teams on the process of decommissioning existing systems and moving Customer Service to Salesforce.com. Working on designing and developing Custom Application for Complex Business Processes in Service Cloud. The purpose of this project was to introduce an application that would provide salespeople and

service reps greater insight into potential and existing customers and improve service. Developed POC and design prototypes for requirement validation with the stakeholders Imported account and contact data through Import Wizard. Worked on multi-record data migration from other databases to SFDC using Data Loader, Excel VLookups and Salesforce Reports Einstein analytics is used as AI for analyzing sales and predictive analysis of upcoming opportunities Implemented Apex Scheduler to run at specific times, sharing rules and permission sets Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Utilized Salesforce Canvas for integrating Tableau dashboards in salesforce Performed an architectural audit on the custom application; identified and prioritized risks and problems related to performance, stability and security Work on Object oriented approach using Java and traditional DB for hosting huge data and webservices for consuming the data into Salesforce Lightning environment Salesforce Consultant NMIC March 2015 to August 2016 Administered incident response, break-fix systems and Optimized code to reduce total apex usage Identify issues and areas of potential improvement by conducting technical design reviews Worked with SF objects like Accounts, Contacts, Leads, Cases, Opportunities, Quotes, Activities Created workflow rules and defined related tasks, email alerts, and field updates Embed a Power BI report in a Visualforce page inside Salesforce Developed Custom tabs, Custom Objects, Components, validation rules for business automation Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements Worked on data mapping and integration by migrating complex datasets from one org to another, while maintaining referential integrity between involved tables Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules Salesforce Consultant Integration Architects June 2013 to March 2015 Design, document, build, test and deploy enhancements to Salesforce instance Worked on configuring standard Salesforce Chatter and customizing it by including custom logics on chatter objects using triggers, Classes and VF Pages Worked on Debugging Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits Implemented SFDC Integration using Web Service and Apex Programming Salesforce Establish

and Maintain security using profiles and role hierarchy as per the organizational structure  
Designed multiple client facing modules to Improve the functionality of existing applications  
Worked on Sharing rules for user groups, user permissions and Sandbox refreshes Set up partner portal where partners used Salesforce CRM to submit their deals for registration Worked closely with various tracks to ensure consistency of requirements and setting right expectations for the design  
Salesforce Developer Deloitte January 2013 to May 2013 Responsible for designing, developing and implementing company/partner facing solutions Designed very complex Visualforce pages using JavaScript, CSS, HTML and JQuery Created custom controllers implementing complex code for VF pages Worked on webservice classes/methods with WSDL and JSON Objects Worked on Java application to interact with DB and webservice to transfer data  
Create user manuals for applications and Writing test classes for optimal code coverage Prepare Technical design documents, Requirement documents and functional documents Worked on for categorization of all requirements according to complexity and implementation feasibility in Salesforce platform  
Software Analyst AT&T January 2011 to December 2011 Creating custom reports for assisting management better utilize SFDC as a sales and efficiency tool Used different Scripting languages for efficiency and responsiveness in Visualforce pages Worked on profiles and permissions according to the organizational hierarchy Interacted with customer operations managers to identify issues and potential areas for improvements to existing applications  
Coordinate Design workshops with various stakeholders' teams for gathering requirements  
Created Page Layouts, Buttons to utilize out of the box functionalities Coordinate breakout sessions with other teams to resolve design conflicts and address concerns  
Education Master's in Business Administration in Business Administration University of Mary Bachelor's in Engineering in Engineering JNT University Skills CSS, HTML 5, Javascript, Git, JQuery, Java, Web Services, Soap, SQL, Salesforce Certifications/Licenses Salesforce.com Certified Administrator Present

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