

JESSICA CLAIRE

, , 100 Montgomery St. 10th Floor

Home: (555) 432-1000 - Cell: - resumesample@example.com - -

PROFESSIONAL SUMMARY

Salesforce developer with over 8 years IT experience including 1 year as a QA engineering and 7 Years of experience as a developer that includes hands on experience in SDLC (System Development Life Cycle) ,Development, Administration,Configuration, Implementation.

Technical expertise includes proficiency in Apex, Visualforce, Lightning Web Components, Salesforce APIs, and integrations with third-party systems. Good knowledge hands-on experience in developing complex business logic, custom workflows, and data migration solutions. Strong analytical and problem-solving skills, which allow to quickly identify and resolve technical issues.

Team player with excellent communication and collaboration skills.

SKILLS

- **Programming Languages** : Apex, Java, SQL, SOQL, SOSL
- **Web Technologies** : HTML, JavaScript, CSS, REST API, SOAP API
- **Salesforce** : Salesforce SFA, Salesforce CRM, Apex Language, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Visualforce Components, Apex Web Services, Workflow & Approvals, Process Builder, LWC, Reports.
- **Project Management Tools** : JIRA, Agile, Waterfall, Scrum.
- **Version Control System**: Git, GitHub
- **Operating System**: Windows, IOS, Linux

WORK HISTORY

08/2020 to Current

Senior Salesforce Developer

Publicis Groupe - New York, NY,

- Designed and developed custom Salesforce applications using Apex, Visualforce, and LWC and integrated Salesforce with external systems using REST and SOAP APIs.
- Created Process Builder Lightning Flow Validation Rules Email Templates email alerts, and defined related tasks, field updates.
- Wrote SOQL, SOSL queries in Apex Classes, Triggers, Batch and Schedule classes.
- Maintained and enhanced existing Salesforce applications, including troubleshooting and debugging code.
- Participated in code reviews and implemented best practices to ensure high code quality and maintainability.
- Surfaced Lightning Web Components in Lightning App Builder, Lightning Experience and Lightning Application.
- Used Agile methodology and got good experience in daily Scrums and sprint meetings.
- Hands on experience working on GitHub Repository to pull and push code using GIT command.
- Performed data migration into Salesforce application using apex data loader through CSV files.
- Worked with Informatica and MuleSoft to load data into salesforce from legacy system.
- Integrated DocuSign for consumers to sign contracts.
- Developed and maintained SFDC analytical reports and dashboards for management review.
- Involved in Setting up Service Cloud (Creating queues, auto assignment rules, auto response rules, escalation rules).
- Involved in querying Salesforce tables using SOQL & SOSL queries
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured permissions based on organizational hierarchy.
- Performed bulk imports and exports and migrated large volumes of data between multiple Salesforce sandboxes using Data Loader

03/2017 to 08/2020

Salesforce Developer

Deloitte & Touche L.L.P. - Princeton, NJ,

- Configured website to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
- Developed responsive VF pages and associated Apex classes to allow customers to register, login and submit their service requests, which are resolved by CSS people
- Worked with various objects Lead, Account, Contact, Opportunity, Campaign,

Cases, Solutions Standard objects & Custom Objects.

- Worked with various objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects..
- Created custom Profiles, Roles, and Public groups to restrict data access to unwanted internal users depending on their job responsibilities.
- Developed UI using CSS, HTML tags, Visual Force components and used JavaScript for front-end validation.
- Created Page Layouts for various profiles to make CSS people comfortable for inputting data into the CRM from customers.
- Implemented Formula fields, Validation Rules, Workflow Rules, and Workflow Approvals.
- Created custom reports to evaluate performance of CSS people and usage of customer portal as well. Developed Reports and Dashboards, validation rules, formula fields for application.
- Skilled in integrating Salesforce with external Master data using SOAP and REST API.
- Extensively implemented Visual Flows for automatic sales and service process in Sales, and Service Cloud. Scheduled Apex Batch jobs for processing large records.
- Written Apex Classes, Controller, Extension Controllers and Triggers in application for various Business/functional requirements.
- Written SOQL, SOSL query language necessary for application in Apex Classes and Triggers.
- Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
- Deployed changes from Sandbox to Production.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

01/2016 to 03/2017 **Salesforce Administrator**

Gannett Co. Inc. – Aberdeen, SD,

- Created Standard, Custom Objects, Fields Relationships, Validation Rules, Page Layouts, Formula fields in objects as per business requirements.
- Created Page layouts and applying securities at Page layouts.
- Created field and record level securities.
- Created Users, Profiles, permission sets and sharing rules..
- Managed data quality and integrity, including creating validation rules and enforcing data entry standards.
- Involved in writing subqueries in Salesforce.
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
- Performed Mass delete/transfer records using Data Management.
- Data Migration using Data loader tool.
- Involved in Data Migration Activities to handle bulk loads using Data Loader.
- Created reports and dashboards to provide insights into sales and marketing performance.

01/2015 to 01/2016 **QA Engineer**

Anaplan – Denver, CO,

- Configured Maven for Java automation projects and developed Maven project object model (POM).
- Contributed to root cause analysis to determine core reason for failures and errors.
- Developed BDD framework using Cucumber.
- Implemented Jenkins jobs to designed to run Regression test suite and Smoke tests in development and test environments and generate reports.
- Designed and completed Page Objects framework.
- Implemented multi browser testing to ensure cross browser compatibility.
- Worked in dynamic AGILE environment and participated in scrum and sprint meetings.
- Implemented automation framework using Selenium WebDriver, Java, Cucumber, Maven, JUnit.
- Worked in pairs with developers to write Cucumber feature files and develop Selenium test scripts to automate stories during development as part of Test-Driven Development.
- Created SQL queries, connected to database and generated test reports.
- Maintained Keyword Driven and Data Driven framework to retrieve test actions, test data from Excel files and SQL Databases.
- Performed Defect Tracking and Management in JIRA.
- Actively took part in Daily stand ups meetings, Sprint planning, Sprint retrospective and Sprint reviews.

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1

EDUCATION

05/2014

Bachelor of Finance: Finance

BEU (Baku Engineering University) - ,

GPA: