**Swapna T**

**Salesforce Admin & Developer**

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**Professional Summary**

* 10+ years of IT experience with 6+ years of Salesforce.com and Force.com Platform experience. This involves configuration, customization, integration with external systems and classic to lightning migration, lightning development. 3+ Years of experience on Java/J2EE.
* Experienced in all phases of SDLC, quality management systems and project life cycle process.
* Working expertise in Salesforce configuration, Apex classes, controllers and triggers, Visual force pages, Flows, workflow rules, process builder, validation rules, standard objects, custom objects, Reports and Dashboards.
* Experience in Administration, Configuration, Implementation, Lightning, Lightning Web Components support experience with Salesforce platform.
* Did the POC (Proof of Concept) For Lightning Web Components, Designed and Developed Various Lightning Web Components
* Skilled Database Administrator and working experience of Work bench, SQL, SOQL and SOSL.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dashboard.
* Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Creating Lightning Components and using Salesforce SLDS to convert existing Visual force pages to lightning components.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Hands-on experience on implementation and integration projects, Web Services, Salesforce API, SOAP API, and REST API.
* Strong Hands-on experience in Cloud Application Development, Enterprise Application Integrations using Salesforce Cloud Platform, Java, jQuery, Ajax Oracle RDBMS etc.
* Having experience on CPQ Zuora quote to cash integrating with salesforce CRM application.
* Having good experience on CPQ tools, integrating salesforce and CPQ using SOAP API and Rest API
* Having experience on Sales cloud and Service Cloud implementation.
* Experience in implementations using Salesforce and CPQ and apttus CPQ.
* Experience in automation of the fulfillment process in CPQ.
* Apttus CPQ (Configure Price Quote) is a Lightning-Ready quoting tool built on Salesforce1.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Knowledge of Apttus development.
* Experienced in Force.com Apex Classes, Apex Triggers, Visual force, and Force.com API.
* Experience working with Salesforce.com sandbox and production environments.
* Extensive experience in designing, creating, and maintaining Salesforce.com Workflow Rules, approvals, Roles, Profiles, Email Templates (HTML & Visual Force Templates).
* Worked on the designing of custom objects, custom fields, Record Types, custom Tabs, custom reports, and design of Visual Force Pages, Snapshots and Dashboards.
* Research and strategies for new market segments, including competitive positioning and direct marketing.
* Used Data loader for data management in force.com platform.
* Expertise in developing, deploying, and integrating Salesforce.com CRM solutions.
* Sales and Service Cloud implementation along with other custom applications developed on Salesforce.com platform.
* Experience in installing, evaluating the AppExchange application under the Salesforce.com platform.
* Have good working knowledge in querying the Salesforce.com database using SOQL & SOSL queries and with web technologies like SOAP, HTML, XML, CSS, WSDL and JSON.

**Educational Qualification:**

* Master of Computer Application (MCA) from Sikkim Manipal University, India 2008
* Bachelor of Computer Application (BCA) from Sri Venkateswara University, India 2002
* Advance Diploma in Hardware and Networking, JETKING, India.
* Salesforce Certified Administrator.
* Salesforce Platform Developer 1 Certification.

# Technical Skills:

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| Salesforce | Apex, Visual force, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Lighting Web Components, Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing  Cloud, [Force.com](http://force.com/) Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboard |
| CRM | Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM |
| SFDC Tools | Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron |
| Languages | C, C++, SQL, SOQL, SOSL. Apex Programming, Java. |
| Web Technologies | XML, HTML5/4, CSS3/2, JavaScript, jQuery, AngularJS |
| Application Servers | Apache Tomcat, Sun Web server, Resonate, WebSphere 4.0/4.1, Tomcat 6.0, JBOSS 5. |
| Databases | SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL |

**Professional Experience:**

**BNY Mellon, New York city, NY Apr 2021 – Till date**

**Role: Salesforce Developer/Admin**

**Description:**

* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization requirements.
* Created approval processes, approval page layouts and defined approval actions.
* Created and used Email templates in HTML and Visualforce.
* Developed Visualforce Pages to show customized content for certain things according to client needs.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created Record Types, page layouts, Search layouts to organize fields, custom links, related lists, and Field Sets.
* Implemented complex Approval Processes and created many Workflows to accomplish the tasks.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and
* Worked with admin team to create users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Implemented search, filtering and tagging features to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Defined email alerts, related tasks, and field updates to automate various manual processes and generated workflow rules.
* Used Eclipse based Force.com IDE and Changesets to deploy Apex code.
* Developed complex workflows for automating business logic.
* Working on the Salesforce Connect.
* Developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs.
* Worked on doing making minor enhancements to SFDC application required by business users from time to time.
* Actively participated in testing of the application by writing test classes.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Worked on Sales cloud, marketing cloud and Service cloud.
* Created profiles and implemented Object and field level security to hide critical information.
* Moved all the existing backend functionality of the lead to the contact with the improvised logic based on the business requirements of the organization
* Created a new App based on the business requirements and migrated the data from the existing data into this new app

**Environment**: Salesforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Talend, Eclipse IDE Plug-in, Windows XP.

**Truist Financial, Lexington, NC Aug 2020 – Mar 2021**

**Role: Salesforce developer**

**Description:**

* Responsible for designing and preparing the Technical Design Document to satisfy all business needs.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Developed multiple Lightning web components (LWC) regarding service case console pages.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning components (Aura and LWC).
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning web components (LWC) for a small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Migrating existing Aura Components and Visual force pages to Lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMAScript, events.
* Worked on Salesforce Lightning Components for building Customized Components replacing the existing ones and embed Lightning Components in Visualforce Page by using new Lightning out feature by event driven programming.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on data integration, data cleansing and data transfer within salesforce using Metadata Loader Dataloader.io and APEX data loader.
* Developed custom UI components using HTML, CSS, JavaScript, and jQuery.
* Developed Apex classes, Batch classes and scheduler classes to automate the business logic.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on detail pages.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented.
* Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* WSDL developed Inbound Custom Web Services to expose native logic to external clients.
* Development of SOAP and REST based web services used for custom development.
* Implemented Test Classes to cover positive and negative use cases for Classes, Triggers and achieved maximum code coverage.
* Responsible for maintaining the sandboxes (Deployment assistance, refresh activities, deleting and creating sandboxes etc.).
* Running daily scrum calls to get the status of projects and discuss any issues.
* Responsible for resolving high priority Production and UAT tickets.

**Environment**: Salesforce.com Enterprise edition, Eclipse IDE, Apex Data Loader, Apex Visual Force, SOQL, SOSL, Salesforce Workbench, HTML, Java Script, jQuery, Workflow & Approvals, Reports, Process Builder, Custom Objects, JIRA, Snapshot, SOAP UI, REST

# Think Logic, Leander, TX Feb 2019 – July 2020

**Salesforce Developer**

**Responsibilities:**

* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing, and Customer service.
* Worked on a Complex Project in developing Custom Screens, Backend View, and Processes in Lightning using Lightning components for the Internal Staff members to access the submitted Application to process it for further verification.
* Developed a Lighting page for third-party vendors to process their Payment information and made that page as public for the users.
* Developed Custom Application in Lightning using Lightning Components for Internal Users to track the customer information.
* Developed Support and Help Page application for the internal user by using Sites.
* Developed Applications using Lightning components and Visualforce Pages for External vendors to track their account details and activities using the Lightning community.
* Involved in building Lightning Web Components Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Worked in developing various lightning web components, events, and Applications
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning web components (Aura and LWC).
* Extensively worked on the lightning web components (LWC).
* Worked on Service console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple Lightning web components (LWC) regarding service case console pages.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Designed and deployed Approval Processes, Process Builders, Workflow rules, Lightning Flows, and Email Templates.
* Developed Visualforce Pages using Standard controllers, Custom controllers, Extension controllers, Test classes, and Apex Triggers for various functional needs in the application.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Developed the custom screens using SLDS, Lightning components, Visualforce pages, and Bootstrap.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Experience in building Salesforce integrations using REST API with 3rd-party applications and APIs with the Salesforce platform.
* Used SOQL and SOSL is conceding the governor limits to achieve the required result.
* Data Cleansing for Accounts, which involves identifying duplicates and moving the child of Accounts to point to the correct Parent Account record.

**Environment**: Salesforce.com, Force.com, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Workflow & Approvals, SOQL, SOSL, Custom Reports, Dashboards, Windows.

# CGI, Bangalore, India Nov 2015 – July 2018

**Salesforce Administrator**

**Responsibilities:**

* Worked with native Salesforce quote to cash functionality to design quotes, order management and billing for Back office

operations.

* Coordinated with the Business Users and Pricing team to gather requirements for CPQ implementation.
* Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules and options.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system, and user discounts.
* Coordinated with Legal, Business Operations, Orders and Finance teams to execute customer agreements and process purchase orders.
* Performed administrative tasks such as creating users, roles, profiles, sharing rules, email alerts and business processes.
* Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements.
* Collected feedback from management and end users to determine business requirements for future releases.
* Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing.
* Created Test Case, Test Plan Document for Project Modules Cases using JIRA.
* Worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Involved in Sales cloud Application setup activities and customized the apps to match the functional needs of the organization.
* Performed business process modeling, user experience modeling and basic technical architecture diagramming.
* Developed other supporting documentation such as source to target mapping documents, use cases, business logic flows, process flows and documenting training sessions.
* Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing etc.

**Environment**: Salesforce.com, Force.com, Apex Classes, Force.com IDE, Eclipse, GITHUB, Apex, Visual Force Pages, Lightning Framework, Data Loader, Workbench, HTML, SQL, Java Script, JIRA, SOAP UI, REST.

# Polaris Software Labs, Chennai, India Aug 2012 to Oct 2015

**Java Developer**

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles framework, Struts, and UML.
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database.
* Used Eclipse as IDE and Apache Tomcat as Application Server.
* Testing and debugging project for proper functionality and documenting modules.
* Used Ajax in one of modules to do asynchronous changes to pages.
* Involved in writing Stateless Session Beans.
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool.
* Used JNDI realms to authenticate users in web applications.
* Used JSTL in struts based JSPs and responsible for creating and updating applications related to understanding documents.
* Actively involved in writing Test scripts and doing System testing for JRE and IE8 browser compatibility for applications.
* Actively participated in weekly and monthly status& business user meetings.
* Involved in conducting meetings with Pfizer business users for understanding gaps in CTO applications.
* Creating programs to use JMS and message queuing to process requests.
* Involved in Development and Deployment of Stateless Session beans.
* Generated deployment descriptors for EJBs using XML.
* Developed GUI related changes using JSP, HTML and client validations using JavaScript.
* Used JDBC to communicate with databases.
* Involved in writing Managed Beans/Controller logic for assigned modules.
* Responsible for developing functionalities as peruse case documents.
* Developed front-end form validations using JavaScript.
* Used VSS for version control management and developed Session and Entity Beans to implement business functionality.
* Used Application Assembly Tool for generating War and Ear files and for deployment to Application servers.
* All java components are ported into a Web logic Application server running on Linux.
* Also ported on Windows NT/IIS’S server with Servlet Exec 3.1 as JSP Engine.

**Environment**: Java 1.4 SDK, java Script, JSP 2.0, AJAX, XML, JSTL, JNDI, EJB 2.0, UML, Web sphere, Struts, CSS, Eclipse and Hibernate.