Subha Nandana Damera

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Salesforce Administrator/Developer

Plano, TX

**Summary:**

* Around 10 years of experience in the Salesforce.com CRM Platform as Administrator and developer in Salesforce.com
* Certified Force.com Developer(DEV 401), Certified Force.com Administrator(ADM 201), Salesforce certified App Builder, Salesforce Certified Platform Developer 1
* Experience in Administration, Configuration, Implementation and Support of sales force CRM and sales force SFA applications based on Apex Language and leveraging Force.com Platform world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Expertise in salesforce lightning framework. Also part of the migration process from salesforce classic to lightning.
* Expertise in Salesforce and possess knowledge on CRM process like Sales, Marketing, Customer Service and Customer Support, Business process in Force.com platform and recommended solutions to improve their process using Salesforce.com
* Experience in preparing Business Requirement Document and analyzing Functional Requirement and converting it into Technical Specifications
* Proficiency in building Data Model and implementing business logics
* Experience in setting up User interface using Page types, Page elements, and Page Layouts, Record Types and customizing using Visualforce Tags, Custom Controllers
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Experienced in Force.com Apex Classes, Apex Triggers, Integration, Visual force, Force.com API
* Experienced in Workflow Rules and Approval Process, Visual Flows, Process Builder.
* Worked on creating Formula Fields, Validation Rules, Roles, Profiles, Users, Security and Sharing Setting.
* Report/Dashboard creation & customization, user/role/profile management.
* Worked on creating Object/Tab/Field, Formula, Record Types, Page Layout, Folder Management, Activity Management, Security Controls, Queues, Groups and Analytical Snapshots.
* Worked on Importing, Exporting and Upgrading Packages.
* Worked on Deploying using Change Sets, Force.com Migration Tool and Snapshot.
* Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
* Exposure towards all phases of Software Development Life Cycle (SDLC) and quality management systems.
* Experienced in working on methodologies such as Agile-SCRUM, V-Model and Iteration Model
* Created several reports and dash boards.
* Involved in configuration Implementation of Force.com.
* Used Data loader for data management in Force.com platform.
* Experience in Governor Limits enforcing these limits and tracking the resources statistics as set by Salesforce.
* Experience in performing black box, Functional, Regression, UAT and Database testing.
* Worked on Notification services in setting up the Scheduled jobs and alerts.
* A well-organized, goal-oriented, highly-motivated effectiveteam member with excellent analytical, troubleshooting, and problem solving Skills.
* Excellent analytical, Interpersonal and Communication skills, fast learner, hardworking and good team player.

**WORK EXPERIENCE**

**Role:** Salesforce Administrator

**Client:** Capital One Services LLC - Plano, TX March 2014 to March 2020

**Project Summary:** The application which we developed is for Capital One internal sales users (ASM') who use Salesforce as their goto tool.This one has applications like "Daily Plan" which is like a Route plan for ASM which shows their day to day activities. Which dealers they visited and the contracts fetched and so.

Responsible for performing Administrative functions in Salesforce.com.

* Involved in Various stages of software development life cycle.
* Designed and developed new UI using all the new lightning experience in salesforce for end users.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with Lightning.
* Responsible for maintaining the Sales OPS team for salesforce
* Responsible for Data Migration and Data Management activities in Salesforce.com using Apex Data Loader.
* Following CI/CD process for deployments using Jenkins and Github.
* Responsible for maintaining sales cloud and service cloud.
* Configured the whole end to end integration of DocuSign with salesforce.
* Was the main point of contact for all the salesforce related enhancements and issues.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Agile Methodology.
* Created a Force.com Site and have given all the permission required for the site using the sharing settings.
* Implemented Visual Flows, Process Builder, Workflow Rules and Validations.
* Responsible for Creating Custom EMAIL Templates using VF and HTML Pages.
* Responsible for Customization of data.
* Responsible for designing complex custom reports and dashboards as per client requirements.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.
* Responsible for the Release Management, migrating code from lower environments to production
* Responsible for deployments to other sandboxes using ANT by fetching the code from GitHub.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on the Lead Management, Contact Management and Account Management.
* Generated the Leads using the Lead Scoring Application.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates, Validation Rules.

**Role:** Sr Salesforce Administrator

**Client:** Hughes Network Systems - Germantown, MD October 2013 to March 2014

**Project Summary:** This project is about creating a web-based application integrating with Salesforce.com

**Responsibilities:**

* Involve in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications.
* Administration, Configuration, Implementation and Support of sales force CRM and sales force SFA applications based on Apex Language and leveraging Force.com Platform world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Implement security and sharing rules at object, field, and record level for different users at different levels of organization. Create various profiles and configure the permissions based on the organizational hierarchy.
* Create Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Design and develop Apex Classes, Controller Classes, extensions, Apex Triggers and Visual Force pages for various functional needs in the application.
* Customize Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Implement Service Cloud and Sales Cloud Functionality's.
* Maintain Sandbox environment and deploy all the metadata using Change sets and Force.com IDE tool.
* Design, Implement and deploy the Custom objects, Page layouts, Custom tabs and Components to suit to the needs of the application.
* Follow Agile and Scrum methodologies.s
* Involve in Deployment, Sandbox Refreshments and creation of Sandboxes

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates, Validation Rules.

**Role:** Salesforce Admin/Developer

**Client:** AppShark Software Pvt Ltd - Hyderabad, Telangana April 2010 to September 2012

**Project Name & Summary:**

QFBA GBM: This project is about creating events to the Customer Portal Users. Designing the UI in portal page to match the original client website.

**Role:** Salesforce Developer

**Responsibilities:**

* Responsible for performing Administrative functions in salesforce.com.
* Responsible for Data Migration and
* Data Management activities in salesforce.com using Apex Data Loader.
* Involved in Client interaction, Task Tracking and Delivery Management.
* Worked on Project Management Tool TFS.
* Custom Development.
* Worked on Customer Portals.
* Developed home page components for designing the header and footer for UI of the customer portal page.
* Involved in Defining Data Model for Salesforce.com application.
* Defined technical architecture and detailed technical solution design document for the user requirements.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Controllers, Sharing Rules, Visual Force Pages, Workflows, Email Updates, Customer Portals

**Project Name & Summary:**

GE-MUBADLA: It's about setting a standard approval process using some triggers and validations for a deal to be approved. It's a step by step process in which each step has a set of approvers who can approve/reject the deal based on some criteria. This is totally based on customization.

**Role:** Salesforce Developer / Administrator

**Responsibilities:**

* Developed a Salesforce.com Approval process for the users
* Developed Salesforce.com workflow rules for updating some fields when the user reaches a particular step in the approval process.
* Implemented some validations for some steps in the approval process by using Validation Rules
* Administered Salesforce.com applications and migrated code/data from different environments.
* Developed Apex Triggers and Test Methods
* Maintained roles, profiles and user accounts
* Used eclipse for development environment
* Designed and developed the application.
* Involved in creation of users and profiles.
* Implemented the Role Hierarchy for this application.
* Created Custom fields, Custom objects, Users , Roles and Profiles as required by the application.
* Customized page layouts for Salesforce.com standard and custom objects.
* Configured users' roles, permissions and profiles as per business requirement.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project management tool TFS.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates.

**Project Name & Summary:**

ACHALA Tiny Hands Organization: It's about displaying all the donations that are in "Posted" stage and having to select which donation is to be emailed and which one is to be printed. We need to calculate the sales tax on the donation only when it is of "Product Sales Record Type" and when the "Taxable" checkbox on the Donation is checked. The list of donations can be saved as a PDF files or can be emailed to the particular donor on the Opportunity.

**Role:** Salesforce Administrator/Analyst

**Responsibilities:**

* Used Data Loader for Data Management in force.com platform.
* Perform administration tasks as needed, managing custom fields, integration and data clean up.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Worked with teams and business partners to identify practical solutions through existing and/or new business systems technology, responsible for the administration and ongoing support of the application in cooperation with the business and areas of IT.
* Resolved technical and functional issues with the technical administrator
* Responsible for performing administrative functions in SalesForce CRM such as create/modify picklists and lookup fields.
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Implemented formulas for calculating the TAX by using Formula Fields.
* Worked with business users to understand their existing processes and IT systems for requirements gathering phase
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project Management tool TFS.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Controllers, VisualForce pages. Project

**Project Name & Summary:**

Birddog Solutions: It's about generating a Survey and plotting the polls from the survey and generating reports based on the polls

**Role:** Salesforce Administrator

**Responsibilities:**

* Responsible for performing Administrative functions in Salesforce.com.
* Responsible for Data Migration and Data Management activities in Salesforce.com using Apex Data Loader.
* Custom Development.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project Management tool TFS.
* Responsible for installing the SURVEY package from the AppExchange Digest.
* Responsible for creating a Force.com Site and designing the site.
* Responsible for creating the Survey as required by the client
* Responsible for setting up Email-2-Case Web-2-Case setup.
* Responsible for setting up Web-to-Lead setup.
* Responsible for designing complex custom reports and dashboards as per client requirements.
* Responsible for creating workflow rules and email alerts and field updates.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Workflows, Email alerts,Related lookup filters.

**Project Name & Summary:**

POST OAK CRM Quotes PDF: It's about generating a Quote photo PDF for the products that are added to the Quote line item. The Quote Photo PDF displays the pictures of the Each product that is added to the Quote line item. It also can be attached as PDF file and as well as send as an email to the particular contact on the Quote.

**Role:** Salesforce Administrator/Developer

**Responsibilities:**

* Responsible for performing Administrative functions in Salesforce.com.
* Responsible for Data Migration and Data Management activities in Salesforce.com using Apex Data Loader.
* Custom Development.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project Management tool TFS.
* Responsible for implementing customizations and custom enhancements in salesforce.com environment as per user needs using Apex and Visualforce pages.
* Responsible for designing complex custom reports and dashboards as per client requirements.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.
* Developed custom pages using Apex, Visual force and controllers for customized UI of application workflow.
* Implemented Packaging. Created a Managed Packaged and installed in all the Editions present in salesforce. com and tested the functionality in each environment.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates.

**Project Name & Summary:**

U TURN- Tax Refund Request: UTTR deals with Tax Returns of various Companies. A company places a 'Claim' for the Refunds. User places Invoices (Invoice of Record Type Returns) to the Employees of a Company which are all grouped or attached to the "Claim" Record. A button named "Process Claims" is placed on the Claim record and when the button is clicked the claim is processed and payments are generated. The payments generated are of three types. The first payment is done for the Company or benefiter, the second for the referral employee who referred the company and the third for the UTTR.

**Role:** Salesforce Administrator

**Responsibilities:**

* Responsible for performing Administrative functions in Salesforce.com.
* Responsible for Data Migration and Data Management activities in Salesforce.com using Apex Data Loader.
* Custom Development.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project Management tool TFS.
* Responsible for implementing validations on some fields by using Validation Rules.
* Responsible for creating Custom fields and labels.
* Responsible for implementing the Related Look up Filters for some fields.
* Responsible for creating Custom buttons and giving permissions for the objects.
* Responsible for creating the Roles, Profiles and Users.
* Responsible for creating Sharing Rules for Accounts, Contacts and leads in Salesforce.com
* Responsible for implementing the Role Hierarchy.
* Responsible for setting the Sharing Settings, Security Settings and OWD (Organisation Wide Defaults).
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates, Validation Rules.

**Project Name & Summary:**

POST OAK CRM HMSDC: HMSDC deals with Campaign Management by sending Email to the Campaign Members of the Campaign created from an RFP Record and to process their Response to the Mail sent to them. A Button named "C reate Campaign" is placed on the RFP Record and when the button is clicked the campaign members are created based on the required criteria and an email with the details of the contact on the RFP object is send in response to the Campaign member.

**Role:** Salesforce Administrator/Consultant

**Responsibilities:**

* Responsible for performing Administrative functions in Salesforce.com.
* Responsible for Data Migration and Data Management activities in Salesforce.com using Apex Data Loader.
* Custom Development.
* Involved in Client Interaction, Task Tracking and Delivery Management.
* Worked on Project Management tool TFS.
* Created a Force.com Site and have given all the permission required for the site using the sharing settings.
* Implemented Workflow rules for sending emails to the campaign members by using Email Alerts and Field Updates.
* Responsible for Creating EMAIL Templates to be used in the email alerts sent to the campaign members.
* Responsible for Customization of data.
* Responsible for designing complex custom reports and dashboards as per client requirements.
* Defined technical architecture and detailed technical solution design document for the user requirements.
* Involved in defining data model for Salesforce.com application.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, Sharing Rules, Workflows, Email Updates, Validation Rules.

**EDUCATION**

Bachelors in Computer Sciene Engineering Acharya Nagarjuna University

**CERT IFICATIONS AND LICENSES**

Force.com Certified Developer May 2011 to Present

Force.com Certified Salesforce Administrator July 2015 to Present

Salesforce Certified App Builder March 2018 to Present

Salesforce Certified Platform Developer 1 October 2019 to Present

**ADDITIONAL INFORMATION**

Operating Systems Windows 98/2000/XP/2003/vista. Salesforce.com Administration:

Reports, Dashboards, Validation Rules, Deployments(Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Portals(Customer and partner), Users, Roles and Profiles, Sharing Settings, Communication Templates,Release Management

Salesforce.com Development Lightning framework, Aura Components,Apex Language, Apex Trigger, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers), Data Loader, HTML,XML

Tools/Utilities Eclipse,Force.com IDE, Visual Studio Code, Github, Jenkins,ANT Migration Tool Software MS Office, Adobe Photoshop, Ms Excel