

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

v 7+ years of experience as a Software Developer with 5 years of Salesforce.com CRM design, development and 2 years of web application development. v Strong Salesforce CRM - Sales/Marketing/Service cloud and Force.com platform Communities, Sites experience in designing, solutioning and development. v Proficient with Salesforce customizations using Apex Classes (Custom, Extension, List controllers), Triggers, Visualforce pages, Components and processing large data using Apex Batch classes. v Strong front-end development experience using Visualforce pages, components, Html, CSS and front-end validation using Java script, jQuery and CSS for rich look and feel. v Experience with Force.com Query language using SOQL, SOSL and DML using Database methods and handling transaction expectations. v Profound experience in integrating salesforce with Web/ERP/SAP systems by developing custom Apex RESTful web service classes and outbound calls to external system using native salesforce Http classes and methods. v Good Salesforce1 Lightning experience and built Lightning application using Lightning Components, Controllers and Lightning styles. v Experience using Aura Framework for developing UI using Aura tags in Lightning components and rollout to Lightning experience. v Experience in design and developing test framework for unit testing of Apex Classes, Triggers, Batch and Schedule classes in the organization. v Experience with Eclipse, Developer Console sublime IDE's for development and workbench, Soap UI for testing web services. v Strong administration experience in designing data Security using Sharing Model (OWD, sharing rules), Role Hierarchy, Permission sets, permission configuration Profiles and third-party apex change products. v Experience in designing Custom Relationships, Validation rules, Page layouts, Workflow, Approval process. v Experience with CRM Sales processes, Forecasting, Campaign management, Opportunity Management and Case management. v Experience in customizing standard objects like Accounts, Contacts, Opportunities, Campaigns, Cases, Leads, Content, Knowledge and Articles. v Hands on experience with Salesforce Lightning Process Builder and associated new actions of invoking apex classes, Lightning App builder. v Strong Service cloud experience in configuring Email-to-Case, Assignment, Escalation rules, Service console and Genesys CTI integration. v Good at configuring MyDomain and SSO (Single sign-On) in salesforce instances. v Strong reporting experience with salesforce Reports, Dashboards, Snapshots and 3rd party reporting tools like Tableau and Qlikview. v Worked with Git repository and Jenkins for building applications also experience with Force.com Migration tool (Ant), Change Sets for deployments. v Strong UI experience using Web Technologies like HTML, CSS, JavaScript, jQuery and Angular JS. v Good with Java, J2EE Object oriented programming technologies and concepts and implemented in salesforce. v Proficient with Oracle, MySQL databases and SQL, PL/SQL programming and used in data migrations. v Good Knowledge with SDLC methodologies like Agile, Waterfall Model implemented in requirement analysis, functional design, implementation and development of projects. v Ability to work as a Part of a team, Quick learner and has good communication skills.

SKILLS

- Strong Salesforce CRM - Sales/Marketing/Service cloud and Force.com platform Communities, Sites experience in designing, solutioning and development. Technologies : Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow Components and processing large data using Apex Batch classes. Automation, Custom Objects, Eclipse, Force.com Eclipse IDE Plug-in, Java, C++, ASP.Net, VB.Net, C#, Python, Scripting Languages : JavaScript, jQuery and CSS for rich look and feel.
- Proficient with Salesforce customizations using Apex Classes (Custom, Extension, List controllers), Triggers, Visualforce pages, & Approvals, Dashboards, Analytic Snapshots, Case Management Components and processing large data using Apex Batch classes. Force.com Explorer, Force.com Data Loader, Force.com Excel components, Html, CSS and front-end validation using Java script, Connector, Force.com Platform, Visual Workflows, Languages : Apex, JavaScript, HTML, XHTML, PHP, JavaScript, XML, JSP, CSS, MySQL, SQL Server, Oracle 10g /11g, and PL/SQL, Platforms : Windows, MAC, Linux, IDE : NetBeans, Eclipse, Visual Studio, Software : Microsoft Office7, Microsoft Visio, Open Office, [Programming language] specialistAdvanced knowledge of Ruby, Performance and scalability optimization, Advanced knowledge of PHP, E-commerce background, Advanced problem solving skills, Data management, Troubleshooting and debugging, Advanced knowledge of C and C++, Innovative API design knowledge, VBScript, .Net development, Security expert, Flash and ActionScript, Shell scripting, Exceptional time management
- Strong front-end development experience using Visualforce pages, Force.com Explorer, Force.com Data Loader, Force.com Excel components, Html, CSS and front-end validation using Java script, Connector, Force.com Platform, Visual Workflows, Languages : Apex, JavaScript, HTML, XHTML, PHP, JavaScript, XML, JSP, CSS, MySQL, SQL Server, Oracle 10g /11g, and PL/SQL, Platforms : Windows, MAC, Linux, IDE : NetBeans, Eclipse, Visual Studio, Software : Microsoft Office7, Microsoft Visio, Open Office, [Programming language] specialistAdvanced knowledge of Ruby, Performance and scalability optimization, Advanced knowledge of PHP, E-commerce background, Advanced problem solving skills, Data management, Troubleshooting and debugging, Advanced knowledge of C and C++, Innovative API design knowledge, VBScript, .Net development, Security expert, Flash and ActionScript, Shell scripting, Exceptional time management
- Experience with Force.com Query language using SOQL, SOSL and DML using Database methods and handling transaction expectations.
- Profound experience in integrating salesforce with Web/ERP/SAP systems by developing custom Apex RESTful web service classes and outbound calls to external systems using native salesforce Http classes and methods. Salesforce Technologies : Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow Components and processing large data using Apex Batch classes. Automation, Custom Objects, Eclipse, Force.com Eclipse IDE Plug-in, Java, C++, ASP.Net, VB.Net, C#, Python, Scripting Languages : JavaScript, jQuery and CSS for rich look and feel.
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WORK HISTORY

Sr. Salesforce Developer, 2016 - Current

Deloitte – Arlington

- Performed analysis, design, solutioning and development of user functional requirements and prepared technical design document. • Written SOQL, SOSL queries which are required in the Apex Classes, Triggers, Batch and Schedule classes. • Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application. • Written Apex Batch, Schedule class to handle bulk logic on Account Teams, Chatter Message archival. • Worked on salesforce1 custom mobile app development for displaying customers account summary. • Used components PageBlock, PageBlockTable, PageMessages, ActionRegion, OutputPanel, CommandButton, ActionSupport and ActionFunction in the Visualforce page. • Enhanced UI using CSS, HTML, Visualforce components and used JavaScript, jQuery for front-end validation and control page level sections based on the user input. • Designed and performed rollout from Salesforce classic to Lightning, developed Lightning components using Aura framework, Lightning app builder and Lightning Design System for styling. • Developed Apex Restful web service classes for Java, Workday applications to access various objects customized data. • Implemented Custom Settings to store Trigger Activation/Deactivation data and store LastRuntime Datetime of the queries used in Apex Batch class. • Written code not to hit Governor Limits and implemented salesforce best practices in writing Apex Classes and Triggers. • Prepared various test cases to test the functionality of the code in accordance to the governor's limits and achieved 90% code coverage on an average always. • Configured Cases object for varies business users which includes Email-to-Case, Assignment Rules, Escalation Rules with email alerts, Auto-Response rules and Support Process. • Designed and configured – Custom Tabs, Objects, Record Types, Picklists, Dependent Picklists, validation rules. • Performed administration tasks: Creating Users, Roles, Profiles, Permission Sets, Sharing Rules, Certificate and Key Management. • Configured Connected App for OAuth based Authentication of salesforce for external applications. • Created Email communication templates which are used in Email Alerts in Workflow and Approval process. • Created Workflow Rules, Approval Process, Process Flows and related actions Tasks, Email Alerts, Field updates and Outbound messages to automate the business process. • Implemented Single Sign-On (SSO) in multiple Salesforce instances using SAML 2.0. • Created various Reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions). • Involved in Data Mapping and Data Migration from varies database to Salesforce Objects and fields using Informatica On-Demand. • Deployed the changes from Sandbox to Production using Change Sets, Ant Migration tool/Script, and Eclipse Force.com IDE tools. • Worked on troubleshooting production issues and fixed the issues within the time frame and moved to production.

Environment: Salesforce.com CRM, Apex Classes, Visualforce Pages, Custom Component, Custom Tabs, Page Layouts, Web Services, WSDL, SOAP, REST, Communities, Reports, Dashboards, Sandbox, Eclipse IDE Plug-in, Informatica, Apex Data Loader, Informatica, Git, CastIron.

Sr. Salesforce Developer, 02/2014 - 11/2015

Medifast, Inc – TX, State

- Involved in functional requirements sessions in order to implement functional requirements in salesforce and provided solutions to the requirements.
- Worked with Apex Classes, Controllers - Custom, Extension, ListControllers, Apex Triggers, Batch classes to meet business requirements.
- Worked with SOQL relationship queries to give optimal performance in the Apex Classes and Triggers.
- Created rich UI using HTML5, CSS, JavaScript and Ajax AngularJS in the Visualforce pages.
- Integrated with external system by making Callouts from Salesforce using Apex web services (Http classes) for getting data and updating in salesforce.
- Written apex REST web services for accessing CRM data and showing in external web application for internal users.
- Worked on salesforce community cloud to provide access to employees, customers and partners to salesforce data.
- Created Force.com Sites for external users and configured public access to accommodate data access in Visualforce pages.
- Created Visualforce pages with custom CSS and used in salesforce communities for customers and partners.
- Developed apex test utility classes, test methods and achieved 90% of code coverage across the organization by reducing test methods.
- Worked on setting up Org Role hierarchy, Profiles, Field permissions, Sharing rules, Custom setting and Custom labels.
- Worked on various salesforce CRM objects Accounts, Contacts, Leads, Opportunities, Quotes, Forecasts, Cases, Solutions, Knowledge and Articles.
- Organized Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
- Worked on Service cloud, Sales Cloud, supported cases, developed workflows and triggers for automated case resolutions.
- Organized Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
- Worked on automating complex business processes using workflows, approval process, dynamic approval process, validation rules and sharing rules.
- Performed configuration activities like creating/modifying Page Layouts, Record Types, Quick Actions, Rollup summary fields, Tabs and Apps.
- Built custom reports, dashboards for users and scheduled to run at scheduled intervals.
- Worked with Dell Boomi, Data Loader and CLI to load data into salesforce from legacy systems.
- Used Git as repository for managing code repositories.
- Worked with force.com migration tool for deploying components across sandbox and production orgs.
- Environment: Salesforce.com platform, Apex, Visualforce, Data Loader, objects, Workflows, MySQL, Salesforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs.

EDUCATION

Bachelor of Arts: Business Administration, 2013

San Francisco State University - San Francisco, CA

- Involved in Requirements gathering, analysis and design and documentation as the application was started from scratch.
- Developed Façade classes to encapsulate the business logic and hide the implementation details of the data access classes and EJBs.
- Involved in designing, developing and testing of J2EE components like Java Beans, Java, XML, Collection Framework, JSP, Servlets, JMS, JDBC, and JNDI and deployments in WebLogic Server.
- Effectively developed Action classes, Action forms, JSP and other configuration files like struts-config.xml, web.xml.
- Integrated Spring framework with Hibernate that is used for Database operations.
- Involved in loading and storing objects using Hibernate.
- Used Eclipse as Java IDE tool for creating various J2EE artifacts like Servlets, JSP's and XML.
- Created RESTful WebServices for external clients and resellers by reusing existing components.
- Developed User Interface having animations and effects using JSP, JavaScript and HTML.
- Involved in Java multithreading to cascade multiple changes on multiple records in only one transaction and developed a batch process framework.
- Designed, developed and maintained the data layer using Hibernate and performed configuration of Struts Application Framework.
- Implemented Hibernate in the data access object layer to access and update information in the Oracle Database.
- Used SoapUI for the functional testing and inspection and invocation of Spring based WebServices.
- Responsible for Developing Junit Test Case to Unit Test the Services outside the server.
- Environment: Java EE 6, Servlets, Spring, Hibernate, Struts, JAXB, IBM MQ Series, Restful, WebLogic, XML, XSL, XSD, CSS, PVCS, Java Script, AJAX, MVC, HTML, Multithreading, Eclipse, Junit, UNIX, Oracle.