

# 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 JavaScript, 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 AngularJS. 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.
  - Proficient with Salesforce customizations using Apex Classes (Custom, Extension, List controllers), Triggers, Visualforce pages, Components and processing large data using Apex Batch classes.
  - Strong front-end development experience using Visualforce pages, components, HTML, CSS and front-end validation using JavaScript, jQuery and CSS for rich look and feel.
  - 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.
- Technologies : Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Visual Workflows. Languages : Apex, Java, C++, ASP.NET, VB.NET, C#, Python. Scripting Languages : 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] specialist. Advanced 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.

## 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 sObjects 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 various 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 various 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 Objects, 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 force.com platform, Apex, Visualforce, Data Loader, objects, Workflows, MySQL. Salesforce.com platform, Apex, Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs.

**Sr. Salesforce Developer**, 09/2012 - 01/2014

**Kaiser Permanente** – City, STATE

- Participated in business requirement, brain storming meetings with business users and prepared technical design document.
- Written various SOQL, SOSL queries in Apex triggers, classes using query language and wrote DML statements to update data in Force.com platform database.
- Developed complex logic in Batch and Schedule classes to execute large data in batches by invoking from schedule class.
- Designed, developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Developed Visualforce pages, Components for the user requirements and overcome view state issues but using transient variables which are part of rendering response.
- Created Email templates and used in Marketo tool for email marketing, Lead and Opportunity Management.
- Used Marketo for Automation marketing of products and get immediate response for leads.
- Implemented Customer Portal and rolled up customer portal of the users.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
- Implemented the Object Model Custom/Standard Objects, Record Types, Relationships (Many-to-Many using Junction Objects), Formula Fields, Rollup Summary Fields, Profiles, Roles, Users, Security (Sharing Rules, Organization Wide Defaults), Page Layouts, Custom Tabs and Reports.
- Created and maintained Users, Roles, Profiles, Public Groups, Queues, Outlook Connector and Salesforce Offline.
- Implemented data security by configuring OWD and by creating criteria & owner based sharing rules on different objects.
- Created Reports and Dashboards with the help of Salesforce to track Opportunity pipeline/Stages for Management visibility.
- Involved in data analysis and import of data into SFDC using Apex Data Loader through CSV files.
- Implemented Apex Data loader, Command Line Interface to automate the data loading process for the sandbox refresh activity and regular data update jobs.
- Configured Single Sign-on for increasing security, reduced helpdesk requests for password reset and login issues.
- Environment: Salesforce.com, Force.com IDE, Developer Console, SOQL, Apex, Visualforce, JavaScript, Force.com Data Loader, Reports, Dashboards, Workflow Rules, Page Layouts, Visualforce Controllers, Extensions, Roles, Profiles, HTML, CSS.

**Sr. Salesforce Developer**, 2011 - 08/2012

**Home Depot** – City, STATE

- Worked with business analyst for preparing technical document based on the user requirements.
- Developed various Apex Triggers, Controllers, Visualforce pages to include customizations requested by business.
- Developed Apex Batch, Schedule classes to process bulk data updates at scheduled intervals.
- Written apex soap web service classes to access Salesforce data for .NET web application.
- Implemented the requirements on Salesforce.com platform using Eclipse Force.com IDE Plug-in.
- Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
- Worked on Case Management and automated using Queues, Assignment Rules, Auto Response Rules and Escalation Rules.
- Created Customer Channels like Web to case, Email to Case and even done with the advance channels like call center and live agent Communities.
- Created Approval Process, workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Resolved issues with Call Centers users, usage of CTI adapters and Mobile applications.
- Performed Salesforce configuration of Users, Roles, Profiles, Permission Set, Public Groups and Queues.
- Implemented Workflow rules, Approval process and its associated actions like Creating Task, Email Alert and Field updates.
- Developed complex validation rules, Formula fields and established many-to-many relationships using junction objects.
- Used Data Loader to bulk load data into Salesforce.com from other databases and CSV files.
- Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change Set, Eclipse and Force.com Migration tool.
- Experience in working with Agile software development lifecycle.
- Environment: Salesforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Communities, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, JavaScript, Java, Marketing Cloud, Web Services, SOAP, REST, BULK, WSDL, Salesforce1, Sandbox, Eclipse IDE Plug-in, Oracle, Windows.

**Java/J2EE Developer**, 2010 - 11/2011

**Client 5** – City, STATE, India

- Involved in Requirements gathering, analysis and design and documentation as the application was started from scratch.
- Developed Facade 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 of RESTful services of Spring webServices.
- Responsible for Developing Unit 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, JavaScript, AJAX, MVC, HTML, Multithreading, Eclipse, JUnit, UNIX, Oracle.

## EDUCATION

**Bachelor of Arts**: Business Administration, 2013

**San Francisco State University** - San Francisco, CA