

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

6+ years of Information Technology experience with 5 years of experience in Salesforce.com and Force.com platform developer and administrator. Certified Force.com Developer DEV XXX. Highly proficient with Sales Cloud Service Max web service Force.com Community Portal Chatter Knowledge One and App-exchange on Salesforce. Excelled in working with various salesforce.com standard objects like Accounts Contacts Opportunities Products Cases and Leads. Competent in SFDC Administrative tasks like creating Profiles Roles Users Email Services Approvals Workflows Dashboards Tasks and Events. Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits. Experience working with Chatter objects. Experience in SFDC Integration using Web Service and Apex Programming Salesforce. Extensive experience in lead case management web-to-lead Web-to-case Email-to-case. Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits. Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language. Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility. Experience in working with Salesforce.com sandbox Integration and production environments. Experienced in Creating Roles Profiles Email Services Page Layouts Workflow Alerts and Actions and Approval Workflow. Experience in web technologies like HTML XML and JavaScript ExtJS and experience in working with data structures to manage a large amount of data efficiently. Experience in SFDC development using Apex classes and Triggers, Visual Force Force.com IDE, SOQL, SOSL Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex Language and leveraging the Force.com Platform. Proficiency in Object Oriented Languages like C Java J2EE JSP Servlets and other Java technologies. Strong Database RDBMS development experience in writing queries functions stored procedures triggers and views in Oracle SQL PL/SQL and MS Access. Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with a focus on Object Oriented Programming. Excellent Client management skills presentation skills operational metrics time management analytical great communication and interpersonal skills.

SKILLS

- SFDC technologies
- Standard objects, Workflow & Approvals, Apex Classes/ Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE, VF Remoting, Import Wizard, Relationships, Validations Rules, Profiles, Roles, and Security
- Salesforce Tools
- Eclipse Force.com, Eclipse IDE Plug-in Force.com Explorer Apex Data Loader Force.com Workbench Force.com Platform Sandbox, and Production
- Other Programming Languages
- Databases
- MS SQL Server, PL/SQL RDBMS, MS Access, and MySQL

WORK HISTORY

Salesforce Developer, 11/2021 - Current

Cgi Group Inc. – Providence, RI

- Salesforce Configurations across all the Standard objects like Accounts Contacts Cases etc
- Managed Salesforce platform for 1300 end-users
- Worked on configuring standard Salesforce Chatter and customizing it by including custom logic on chatter objects using triggers and Classes and VF Pages
- Good understanding of standard Chatter objects and their limitations
- Designed Implemented and deployed the Service Cloud with various custom-built Page layouts Custom tabs Custom Apps to suit the needs of the application also created various Profiles to enable the Service Cloud specific to them
- Designed and developed various Visualforce Pages Apex Classes Controller Classes Extensions and Apex Triggers for functional needs in the various applications
- Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud
- Designed Reports and worked with Business users to make them understand the functioning of Reports better
- Designed very complex Visualforce pages using JavaScript CSS HTML JQuery and Controllers
- Involved in User Management - Creating user Roles Profiles
- Created various Record Types Support Processes Assignment Rules Public Groups Queues Custom Settings Sites Time-Based Workflows etc
- Used complex SOQL Queries in the Codes and in the tools like Data Loader to Extract Insert or Update vast data millions of records from/ into custom objects and Standard objects
- Used HTTP Callout using JSON to fetch records/data from other systems and display them on the fly in the Visualforce Page each time the page opens
- Designed System Configuration Enhancements Dashboards Reporting Page Layouts Sharing Rules Role Hierarchy etc
- Well-maintained Test Code Coverage Unit Testing for all the codes in the system following the Salesforce limits
- Responsible for my Project deployments for all the releases and for Post-deployment Testing
- Involved in working with Offshore QA DEV teams
- Developed Documentation of all the Projects I worked on and maintained them in SharePoint
- Complete Full Lifecycle salesforce.com Implementation Experience
- Responsible for guiding QA UAT teams in testing the assigned Projects for all the releases both in Sandbox and Production Orgs
- Retrieved some data and its functionality from Third-Party APIs and displayed within the lightning component
- Created multiple Lightning Components, and added CSS and Design Parameters that make the Lightning component look and feel better
- Environment: Eclipse Force.com IDE, Force.com Migration Tool (ANT), Apex Data Loader, Developer Console, Workbench, Informatica Cloud, Force.com Sandboxes, Web Services, Agile methodologies, and AppExchange.

Salesforce Developer, 10/2018 - 10/2021

Cgi Group Inc. – Boston, MA

- Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Click tools and Cvent survey systems
- Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration:
- Designed custom visual force pages for Customer Support, Sales, and Professional Services department
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Created and used Email templates in HTML and Visual Force
- Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management
- Scheduling Apex jobs for processing large records
- Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings
- Created various custom Reports and Dashboards as per customer requirements
- Experience with Managing complex data Experience in Integrating App Exchange Applications with Salesforce, Informatica on Demand, Mass E-Mail Management, and Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP, REST) & web integration with SDFC
- Provided support for Salesforce maintenance by reviewing trace logs, developing action plans, and other administrative services including periodic data cleansing, workflows, and approvals
- Used the sandbox for testing and migrated code to the sandbox for testing and migrated code to the deployment instance after testing
- Extensive experience in lead case management (Web-to-Lead, Email-to-Case)
- Designed junction objects and implemented various advanced fields like Pick lists, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals
- Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics
- Created users, roles, and public groups and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users
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- Involved with Salesforce.com Premier Support and handled the support cases with the help of Salesforce.com support
- Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.)
- Environment: Agile, Salesforce Unlimited Edition, Service Cloud, Sales Cloud, Apex, Visual Force (Pages, Component & Controllers), JSON, XML, HTML5, CSS3, JS, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/ Force.com IDE, SQL Server.

Salesforce Developer, 03/2017 - 09/2018

Cgi Group Inc. – Hartford, CT

- Involved in identifying, planning, and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex code) to meet business requirements
- Handled different Integrations with other platforms
- Developed various Custom Objects, Tabs, Components, and Visual Force Pages and Controllers
- Administered, configured, and maintained Salesforce.com application user profiles, and roles, assigning Permissions, generating security tokens, Validation Rules, and upgrade installation
- Created and deployed Several Reports using the salesforce.com platform
- Developed APEX Classes, Controller Classes, and APEX Triggers for various functional needs and implemented the business logic as per the requirements
- Developed and deployed workflows and approval processes for opportunities and products/ assets management
- Involved in the building of the Customer Portal in the organization
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects
- Used it to read, extract and load data from comma-separated values (CSV) files
- Integrated Salesforce with Informatica on Demand for the proper mappings and extraction and transformation of data
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization
- Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug-in using Eclipse
- Created and used Email templates in HTML and Visualforce
- Developed Apex Classes & Triggers to implement the business logic as per the requirements
- Developed Unit test class for Apex class and worked for improving code coverage
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Environment: Salesforce.com platform, Apex Language, REST API, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, JavaScript, Dojo, JSP, Ajax, Sandbox data loading, Eclipse IDE Plug-in.

EDUCATION

Bachelor of Arts: Computer science

AAU

Certified Salesforce Developer and Certified Salesforce Administrator