

Jessica Claire

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PROFESSIONAL SUMMARY Performance driven and hard working Salesforce Lead Consultant with a proven track record of success in developing new business solutions , managing workflows and implementing new sales team development strategies. Certified Professional with a great communication and leadership skills and significant ability to work and to perform well in fast paced business environments. Adept at explaining highly complex data systems to a wide variety of audiences. Oversee delegated tasks and manage stakeholder expectations.

SKILLS

- Salesforce Technologies Apex, Visual force, SOQL, SOSL, Apex Triggers, Apex Classes, Apex Controllers, Workflows and Approvals, Email Templates, Formulas, Validation Rules, App Exchange, Salesforce.com, Apex Data Loader
- Languages Apex, Visual force, Java, HTML, CSS, PL-SQL, C.
- Tools Apex Data loader, GitHub, Visual basic, Azure DevOps, Eclipse, BlueCanvas, JIRA, Azure Devops.
- Powerpoint, Excel and other microsoft tools like Visio
- Agile/Scrum Methodology , SAFe Agile
- Project Management
- Customer Relationship Management

WORK HISTORY **SALESFORCE LEAD** 01/2021 to CURRENT

Captech Richmond | Chicago, IL

- Demonstrated in-depth and hands on experience working with Salesforce platform on configuration, customization (lightning components , Apex, SOQL etc) integration , security , administration and other core features.
- Demonstrated proven ability to work with Business Architect and/or Business Analyst to translate the stakeholders requirements into working solutions.
- Owned end-to-end delivery of long-term technical projects and solutions
- Troubleshoot issues, resolve complex system problems, and develop and manage complex workflow rules, data validations, and object customizations
- Work closely with subject matter experts, developers, testers and business partners
- Experience in customization, configuration, Apex, Lightning and Field service lightning (FSL)
- Experience in integrating Salesforce with ERP applications like SAP using Informatica
- Well versed in cloud technology and on-premise infrastructure integration for Salesforce.com using Force.com platform, XML, Web Services and third-party Packages.
- Experience in azure devops to manage projects and in Copado to deploy the solutions
- Supported existing integrated platforms and new integrations using third-party integration tools to enhance business processes and operations.
- Experience in Agile and SAFe Agile

SALESFORCE DEVELOPER

08/2018 to 01/2021

Captech Richmond | Atlanta, GA

- Created customized report using visual force page and apex class
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
- Exposed Custom Web Services in Apex to support callouts from external systems through the API
- Implemented Test Methods for the Apex Code and followed best practices to avoid governor limits and achieve better code coverage
- Customized several Workflows, validation rules, Triggers, Apex class
- Developed APEX class, Controller class and APEX Triggers from various functional needs in the application
- Designed different custom Dashboards for various user groups based on their business functionalities and deployed several reports for different user profiles in organization
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
- Created workflow rules to automate Tasks, Email Alerts, Field updates, time-dependent actions and out bound messages API
- Customized the Dashboards to track usage for productivity and performance of their sales teams
- Integrated Emails with Visual force pages
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
- Created Wrapper classes and Batch in Visual force pages including SOQL, SOSL

SALESFORCE DEVELOPER/ADMIN

06/2017 to 08/2018

Anaplan | City, STATE

- Worked closely with the business users and administrators and gathered the requirements for salesforce implementation
- Designed, developed and deployed Visualforce Pages, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
- Implemented the GIT and Jenkins operations to deploy the application into other environments
- Worked on the agile methodology and working on sprint bases work
- Working on Sprint demos and Sprint planning and retro sessions
- Implemented the apex test classes and enough code coverage to deploy into other sandboxes and production
- Created the salesforce profiles users, validation rules and apps for new users
- Performed the bulk Dml operations using workbench and data loader
- Prepared the TDD (Technical Design Document) on the current functionality
- Involved in automation test cases and review
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization
- Used field level security along with page layouts to manage access to certain fields
- Configured the GitHub to maintain the different versions in common development environment

EDUCATION

Bachelors | Computers

Banasthali University

Masters | Computers

Banasthali University

CERTIFICATIONS

- Salesforce Administrator

- Lightning front-end Training certification