A picture containing company name

Description automatically generatedNikhila M

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**843-439-5166**

**Professional Summary:**

* **8+** years of Professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills including.
* 8+ years of extensive experience with **Salesforce Administration, Development, Implementation, Configuration, and Support on Force.com platform**.
* Around 3years of IT experience in various stages of Software Development Life Cycle (SDLC) including development, enhancements, testing, and maintenance of multi-tier, web-based, and portals -based object-oriented enterprise applications.
* Experience in Design/Development/Testing/Implementation and support of **Salesforce CRM**, and **Salesforce SFA** applications based on **APEX** Language.
* Experienced in all phases of Project life cycle and implementing them along with Salesforce customization.
* Extensive experience in Salesforce.com **Customization, Data Migration,** and **Integration**.
* Deep understanding of **MVC model, HTML5, CSS3, JavaScript, Java, Apex, SOQL, SOSL, DML.**
* Experienced developing custom **Visualforce pages**.
* Extensive experience in designing custom objects, junction objects, custom fields, pick lists, custom page layouts, custom tabs, custom reports and dashboards, email templates, custom profiles, sharing rules.
* Knowledge of configuration and maintenance of user security permissions in compliance with organizational needs.
* Experience in Salesforce Marketing Cloud Implementation and Integration.
* Implemented nCino with Legal Documents, Universal Document Manager and Loan Origination
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Extensive experience in writing Workflows, Validation and Assignment Rules, Force.com API, Custom Tabs, Custom Objects, Controllers, App Exchange Package & Custom Application, Analytic Snapshots and Dashboards.
* Experienced in system security settings and SFDC Administrative tasks such as creating Profiles, Roles, Users, Page Layouts, Email Services, Record Types, Assignment rules, Workflows, Reports, Dashboards and Approval Processes.
* Configured and maintained user security permissions in compliance with organizational needs.
* Experience with Salesforce Development using **Visualforce**, **Apex and Future.**
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components as required by business requirements.
* Experience in Integrating App Exchange Applications with Sales Force, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments.
* Experienced in working with relational databases like Oracle and SQL Server.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Batch Apex programming language.
* Experience in Rest-based and **SOAP** based web service (Integration) in salesforce.
* Specialized in implementing **SOQL** and **SOSL** in **Apex Classes** and **Apex Triggers**.
* Worked in developing and consuming **RESTFULL, SOAP** web services in service- oriented architecture.
* Knowledge on new **LIGHTING** concepts and components.
* Good experience in implementing best practices and coding techniques.
* Experienced in Importing data from excel sheets into Leads, Accounts, Contacts and Opportunities using **Data Loader, Git Hub, Jenkins,** and **Import Wizard**.
* Experience in using the Workbench tool for **SOQL queries, SOSL** and the **REST Explorer**.
* Experience in writing and executing **Apex test classes**.

**Certification:**

* Certified Salesforce ADMINISTRATOR
* Certified Salesforce PLATFORM DEVELOPER I
* Certified Omni studio developer

**Education:**

**Bachelor’s in mechanical engineering** from Osmania University 2007-2011

**Master’s in information technology** from California University of Management and Sciences 2016-2017

**Technical Skills:**

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| --- | --- |
| **CRM Tools:** | Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Service Console. |
| **Salesforce Technologies:** | Lightning Web Components, Marketing Cloud Apex, SOQL, SOSL, Visualforce (Pages & Components), Triggers, Batch Lightning Components, SLDS, Lightning Data Services. |
| **Programming Languages:** | C, Java, HTML, XML, CSS, JavaScript, jQuery. |
| **Web Services:** | REST and SOAP API |
| **Salesforce API Tools:** | Force.com Migration Tool (ANT), Force.com IDE Eclipse |
| **Data migration Tools:** | Apex Data Loader, Workbench, Custom Import wizard, ETL Tool. |
| **Deployment Tools:** | Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Jenkins. |
| **Version control systems:** | GitHub |
| **Other Tools:** | Microsoft Office, Microsoft Visio, JIRA, Rally, Demand tools. |

**Professional Experience:**

**USAA, Plano, Tx Oct 2021 – Present**

**Sr. Salesforce developer**

**Roles & Responsibilities:**

* Developed **Custom app** on salesforce.com platform to enable the sales team personnel to easily access and share the data.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Created new components in Lightning to add functionality to existing Visualforce pages using Lightning Out of box functionality.
* Designed and Developed Web Services using SOAP and REST API.
* Developed custom lightning component **bundles** - writing component, **lightning** controller, helper, CSS, and design.
* Building complex and reusable components using Omnistudio.
* Optimize and improve the overall runtime of omni scripts, Data raptors, and integration procedures utilizing best practices.
* Expertise in customizing standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.
* Created Data Extensions, List to load data into Salesforce Marketing Cloud.
* Created lookup and master-detail relationships on objects and created junction objects various advanced fields like Picklist, fields dependencies, Custom Formula, approval process, sharing rules for automated alerts, field updates and Email generation.
* Created email templates and inbound emails using Visual force for the clients and mainly for the customers.
* Daily administration and support of Salesforce, including configuration updates to security, sharing rules, profiles, roles, custom & standard objects, fields, record types, page layouts, complex workflow rules, Process Builder, Visual Workflow, reports/dashboards, and validation rules.
* Creation and update of roles, profiles, sharing rules, permission sets and field level security.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Converting Visualforce page to Lightning Web Components
* Communication using Method in LWC Parent to child and custom Event Communication in Lightning Web Component Child to Parent.
* Created card components for the users to register, account creation and login to the portal using LWC.
* Developed UI for the different departments using Lightning Web Components.
* Written SOQL, SOSL queries in Apex classes & Triggers with optimization and to avoid Governor Limitations while large data processing.
* Developed Lightning components using Lightning app builder by incorporating **Lightning Design system** styles in the components for salesforce1 and lightning.
* Written Apex Test Classes and targeted around 85% of code coverage and unit tested before migrating from Sandbox to Production environment.
* Managed Deployment management/Release Management using change sets.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT.

**Environment**: SaleForce.com platform, Sales cloud, Lightning Framework**,** Apex, Visual Force, SOQL, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Visual Force Controllers, Workflow and Approvals.

**Les Schwab, Bend Oregon Oct 2019 – April 2021**

**Sr. Salesforce developer/Administrator**

The project is to maintain existing Salesforce.com instances, coupled with the Integration of Workday and AWS (among others) with Salesforce.com. Build and maintain a single point Order Management system using Lightning Design System, Lightning Components and JavaScript Controllers. Integrating Salesforce.com with ERP system for seamless business flow using REST, SOAP and BULK API. Configuring Omni-Channel routing for Lead, Cases and Opportunities.

**Roles & Responsibilities:**

* Worked in **Integrating Workday with Salesforce**, where need to Sync Contacts for Employees with Salesforce.
* Experienced in migrating the standard objects like Accounts, Contacts, Leads, Campaigns,  
  Reports and Opportunities and custom objects in standard experience to lightning experience.
* Experience in dealing with data operations like Upsert, insert, export using **Data loader**, Data import wizard.
* Created many Lightning Components and Serverside Controllers to meet the business requirements.
* Built out of box functionality a link for customers to register and sent out bound automated messages.
* Built generic card components for customer and community portals.
* Designed, implemented, and deployed the Custom objects, Custom tabs, Page layouts, Components to match the functional needs of the application.
* Experience in defining revenue stages and maintaining user log with AppExchange App - for improving the sales effectiveness, acquiring new customers more efficiently and proving marketing’s contribution to revenue growth.
* Developed **Custom app** on salesforce.com platform to enable the sales and marketing team personnel to easily access and share the data.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Created new components in Lightning to add functionality to existing Visualforce pages using Lightning.
* Created a customized mobile app for their community using the Salesforce Mobile SDK.
* Worked on Salesforce Lightning Process Builder to easily automate Business Processes.
* Used Lightning process builder for visualizing and creating automated business process.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from ThirdParty API's and displayed within the lightning component.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal Visualforce and Lightning pages.
* Hands full of experience on Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions &execute Governor Limits.

**Environment:** Sales Cloud, Salesforce.com platform, Lightning, Lightning Process Builder, Lightning Inspector, Lightning Out, Apex, Workflow & Approvals, Triggers, Reports, Custom Objects, SOQL, SOSL, Custom Tabs, Email Services, Security Controls, Sandbox data loading, REST services.

**Amazon, Seattle, WA April 2019 –Sep 2019**

**Sr. Salesforce developer/Administrator**

This project will utilize Salesforce to leverage ties to existing financial /ordering data and trouble ticketing. This will use consolidated data structure within SFDC and links to customer related information. It also requires existing systems and applications like AWS to be integrated with Salesforce.  
  
**Responsibilities:**

* Involved in all phases of the project - JAD, Requirement gathering, High Level Requirements, Design and Development.
* Designed and deployed the Custom objects, Page layouts, Custom tabs, etc.
* Configured Security - Profiles, Permission Sets, OWD, Role Hierarchy, Sharing Rules.
* Developed Apex Classes and Visualforce Pages.
* Developed Triggers, Controller Classes, Batch Classes etc.
* Designed and Developed Web Services using SOAP and REST API.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT and Training.
* Managed Deployment management/Release Management using change sets.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Used community cloud for connecting with customers, external partners, and employees.
* Involved in customer communities for support and feedback.
* Expertise in creating high-end security products and test out some features in cloud environment.
* Managed Release Management process using GIT and Change Sets.
* Managed onsite, offshore and QA teams to facilitate the quality delivery from offshore on schedule.

**Environment**: SaleForce.com platform, Sales cloud, Apex, Visual Force, SOQL, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Visual Force Controllers, Workflow and Approvals.

**U.S. Bank Minneapolis, MN Nov 2018 – Mar 2019**

**Salesforce Lightning Integration Developer**

**Responsibilities:**

* Worked as an Integration Developer to integrate with 3rd party application with salesforce.
* Interacted with various business team members (JAD Sessions) to gather the requirements.
* Involved in various activities of the project, like analysing the information, documenting the functional and non-functional requirements.
* Handled different tickets raised by customers.
* Resolved the bugs and clear the issues as soon as possible.
* Used HTML, CSS, JavaScript, extensively to modify UI for visual force pages and for validations.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Apex Classes, Controller (standard extensions) Classes and Apex Triggers for various functional needs in the application.
* Developed custom lightning component **bundles** - writing component, **lightning** controller, helper, CSS, and design.
* Daily administration and support of Salesforce, including configuration updates to security, sharing rules, profiles, roles, custom & standard objects, fields, record types, page layouts, complex workflow rules, Process Builder, Visual Workflow, reports/dashboards, and validation rules
* Creation and update of roles, profiles, sharing rules, permission sets and field level security
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Created email templates and inbound emails using Visual force for the clients and mainly for the customers.
* Developed BULK API calls (REST) and SOAP to interact with the 3rd party tools.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Reports, Opportunities, and Dashboards.
* Designed various HTML Email templates for Auto-Response to customers.
* Worked on Validation Rules, Workflows, and approval processes & developer UI through Lightning Component.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages, Extensions, and controllers.
* Created Reports of the customers and keeping them up to date and use it whenever used such as different public health care people records and giving them the weekly updates.
* Customized Salesforce.com fields, page layouts, record types, searching, list views, queues, reports, and dashboards.
* Developed Visual Force pages, apex classes and Extensions and controllers.
* Overwritten some of the standard buttons for specific requirements.
* Worked on Integrating 3rd party tools to communicate with SFDC.

**Environment**: Salesforce, HTML, CSS, Java Script, Data Loader, Dashboards, SSO, Batch, Process Builder, HTML5, CSS3, Developer Console, Eclipse IDE, **Lightning** **Framework**, SQL Server, Force.com IDE.

**Fitch Ratings Chicago, Illinois July 2017 – Oct 2018**

**Role: Sr. Salesforce Lightning Developer/ Administrator**

**Responsibilities:**

* Interacted with Business users for analysing user stories and provided design solutions and created development tasks for each user story.
* Written Controllers - Custom, Extension, Triggers on various objects to meet business requirements.
* Written SOQL, SOSL queries in Apex classes & Triggers with optimization and to avoid Governor Limitations while large data processing.
* Developed Lightning components using Lightning app builder by incorporating **Lightning Design system** styles in the components for salesforce1 and lightning.
* Embedded custom external Java Script, jQuery resource in the Visualforce pages and used Java Script functions across multiple Visualforce pages.
* Design and develop Salesforce applications using APEX, SOQL, SOSL, Workflow Rules. Visual Force, HTML, JavaScript, CSS
* Collaborate with clients to analyse requirements, get feedback on designs and present results.
* Spot new services opportunities ad work with sales to close new services business.
* Implemented custom CSS having rich UI aligned with company web site branding and styles in Visualforce pages.
* Developed custom Visualforce pages, using native components – Page Block, Command Buttons, Output Panel, Input Field and AJAX components Action Support, Action Function, JavaScript Remoting.
* Worked on integration by writing REST web service classes for inbound calls to salesforce using @RestResource, @Httppost, @Httpget and @Httpdelete.
* Made outbound calls to external application by generating Apex classes from WSDL and added WSSecurity headers for callouts.
* Involved in SDLC gathering requirements from end users. Developed views to facilitate easy interface implementation and enforce security on critical customer information.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Customer support etc.
* Written Apex Unit Test classes for unit testing and increase code coverage for all Apex classes, triggers, Batch and Web Services classes and used new annotations like @testSetup to setup test data for each test class.
* Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, Opportunity LineItems, Leads, Campaign, Events, Tasks, Cases, Entitlements.
* Created and configured multiple Profiles, Roles, Page Layouts, Record Types, Permission sets, public groups, Queues in the Organization.
* Implemented Sales cloud and configured Account Teams, Opportunity Sales Process, Web-to-Lead and Assignment rules; Email-to-Case, Web-to-Case, Auto-response and Escalation rules on Cases.
* Used Process builder to convert existing workflow rules into Process Builder and one Process flow each object.
* Developed several Custom Reports & Dashboards which are used by Business user and Management for reporting and setup analytic snapshot to dump data on regular basis.
* Recently transitioned to the customer sales driving upsell/cross-sell within SMB and Mid- Market customer accounts while working closely with the renewals.
* Developed Email templates in Text, HTML and Visualforce for setting up Email Alerts for auto response and data updates.
* Created and maintained the documentation for Design, Migration, and Integration.
* Deployed applications from sandbox to sandbox/production using ant migration tool, Eclipse, and Change Set.

**Environment:** Salesforce CRM, Apex Language, Visualforce pages, Triggers, Batch, Schedule, Controllers, Web Services, Lightning Components, Salesforce1, Process Builder, Workflows, Approval Process, Sharing Rules, Reports, Dashboards, SSO, HTML, CSS, JavaScript, jQuery, Eclipse IDE, Data Loader, Force.com Ant Migration tool, Change Sets, Git.

**Global logic Hyderabad, India**  **Aug 2013 – Nov 2015**

**Jr. Salesforce Developer / Administrator**

**Responsibilities:**

* Worked closely with Business Users and Business analysts for requirements analysis, design and performed configuration and customization development activities.
* Written Apex Classes, Controller, and Extension Controllers to handle business logic for the actions in the Visualforce pages for various user stories.
* Written SOQL, SOSL, Aggregate and Dynamic queries in Apex Controllers, Triggers, Batch and Schedule classes.
* Developed Visualforce pages, Components and Dynamic Visualforce pages for user stories and developed complex pages to add multiple records dynamically and searching for data across various Objects.
* Used Java Script, jQuery and Data-table plug-ins for client-side validations and designed UI using CSS and Bootstrap.
* Good working experience in SSO and on Communities. Created Custom Report types as required by the Sales, and technical users.
* Used Lightning Component Framework and some exciting tools for developed our project.
* Written Apex Test Classes and targeted around 90% of code coverage and unit tested before migrating from Sandbox to Production environment.
* Worked on administration tasks as needed - Configured/Created Profiles, Organization Role hierarchy and setting up Field-level, Object-level security, Page layout Assignment, Record types, Managing custom fields.
* Worked with declarative programming for data validation using Validation rules, Formula fields and business automations using Workflow rules, Approval process and associated actions.
* Designed and developed Data model and relationships using Lookup, Master-Detail & Junction objects, Custom Objects, Page/Search/Compact Layouts, Field Sets, Validation rules, Triggers, Custom Tabs.
* Worked on Lead Management, Account Management, Opportunity Management and Case Management.
* Implemented Web-to-Lead and custom Lead conversion by writing Apex Classes and Visualforce Pages.
* Configured Email-to-Case, Assignment, Escalation and Auto-response rules on the Case object and configured CTI and entitlements on cases.
* Developed Custom report types, Reports and Dashboards for various users and enabled permissions to various Profiles to the Reports and Dashboard folders.
* Used Data Loader to migrate data from external data source into salesforce and used Oracle and ETL tools to transform data as per source system data model.
* Deployed salesforce components to other sandbox and production instances using Force.com Ant Migration tool, Change Sets and Eclipse.

**Environment:** Windows XP, Salesforce CRM, Forec.com IDE, Force.com Explorer, Demand tool, Data Loader, Visualforce, Apex, Workflows, Validation Rules, Page Layouts, Web services, JavaScript, HTML, Java.