**Parneetha Shresty Chinta**

**Email Madhusri@namitus.com**

**Mobile No: +1 972-764-8039**

[**https://www.linkedin.com/in/parneetha-shresty-8338a1a1/**](https://www.linkedin.com/in/parneetha-shresty-8338a1a1/)

**Objective:**

**--------------------------------------------------------------------------------------------------------------------------------------**

Highly experienced and certified Salesforce Administrator with 7 years of proven success in managing and optimizing Salesforce implementations. Seeking a challenging role to utilize my extensive expertise in Salesforce administration, configuration, and customization to drive business growth and enhance customer satisfaction.

**ProfileSummary**

----------------------------------------------------------------------------------------------------------------------------------------

* Results-driven Salesforce professional with a track record of effectively managing and enhancing Salesforce implementations. Deep understanding of Salesforce architecture, configuration, and integration. Skilled in problem-solving, communication, and attention to detail. Committed to driving user adoption, improving system efficiency, and delivering outstanding customer experiences.
* Experience as a Salesforce Administratorand Salesforce Platform Developerfor CRM Application using Apex, Triggers, Lightning, Visualforce, Web Services, Workflows and Approvals, Test Classes, Deployment.
* Experience working inAgile methodology.
* Experience in end-to-end product development on Force.com platform which involves Development, Test Classes, Bug Fixes,Production Deployments and Post Deployment Validations.
* Experience in Administration, Configuration, and Implementation of salesforce CRM.
* Experience in Salesforce.com Configuration using Roles, Profiles, User Creation, Email Services, and Page Layouts.
* Extensive experience in creating Workflow, Approval Processes, Validation Rules, and Sharing Rules.
* Experience in creating Custom Objects, Custom Fields, Custom Tabs, Validation Rules, Reports, and various other components.
* Experience in writing SOQL and SOSL queries in Force.com technology for Visual Force and Apex Classes.
* Contributed toinnovating ideas for the project to reduce the errors and tickets.
* Expertise in Vlocity application modules like Insurance, Communications.
* Good Knowledge on implementing price rules, Categories, Price Lists, Quote Creation and few more complex pricings functionalities using Vlocity.
* Experience in Sales and Service Cloud.
* Experience in ServiceNow ticketing tool.
* Extensive knowledgeof Data loader for importing and exporting data from Salesforceobjects based on Business criteria.
* Experience in Mule 4 Batch Processing.
* Hands-on exp with Deployment using Copado.
* Involve in identifying potential process improvement areas and suggesting business with recommend approaches.
* Self-motivated and able to adapt quickly to challenges and changing business environments.
* Good communication skills, interpersonal skills, self-motivated, quick learner, and team player.

**Skills**

------------------------------------------------------------------------------------------------------------------------------------------

Sales Cloud, Service Cloud,Lightning, LWC, Apex, Triggers, Visualforce, Workflows, Approvals, Profiles, Apex Data Loader, SOQL/SOSL Queries, Reports and Dashboards, Salesforce Administration and Configuration, Salesforce Lightning Experience, Process Automation, User Management and Security, Mule Runtime 4.4.0, and Dataweave.

**Tools**

------------------------------------------------------------------------------------------------------------------------------------------

Dataloader, Sightline, Workbench,Strongpoint, Copado, Visual Studio, Salesforce Inspector, ServiceNow, LWC Editor, Anypoint Studio.

**EDUCATION**

------------------------------------------------------------------------------------------------------------------------------------------Bachelors of Technology in Computer Science and Engineering – 2010 to 2014.

**CERTIFICATIONS**

------------------------------------------------------------------------------------------------------------------------------------------

* Platform Developer 1 (PD1)
* CertifiedSalesforce Administrator
* Salesforce platform App Builder
* Salesforce Advanced Admin
* Microsoft Certified: Azure Fundamentals

**PROJECTS**

**------------------------------------------------------------------------------------------------------------------------------------------**

**Current Role : Application Developer - Salesforce**

**Duration : March 2017 – November 2022**

**Client : AECOM**

**Company :IBM Corporation.**

**Role as an Administrator:**

* Conducted thorough requirements gathering sessions with stakeholders to understand business needs and translate them into Salesforce solutions.
* Customize and configure Salesforce to align with business requirements, including creating and maintaining custom objects, fields, validation rules, workflows, process automation, and page layouts.
* Create and manage user accounts, profiles, and permission sets. Set up and maintain role hierarchy, sharing rules, and record-level security to ensure appropriate data access.
* Create and maintain reports and dashboards to provide actionable insights and key performance indicators to stakeholders. Develop customized reports as per business requirements.
* Collaborate with cross-functional teams to integrate Salesforce with other systems such as ERP, marketing automation platforms, and external databases. Configure and maintain integrations using APIs and third-party connectors.
* Manage the release process for Salesforce, including planning, testing, and deploying changes, ensuring minimal disruption to users. Document and communication system changes and enhancements to stakeholders.
* Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
* Implemented Record-Level and Field-Level security and configured their sharing settings.
* Develop reports and dashboards for various teams and departments throughout the organization. Guide them with self-service report writing and dashboard maintenance.
* Participates in cross-functional agile team that addresses strategic business issues involving CRM.
* Participates in monthly development sprint including design documentation and testing.
* Designed, Implemented, and deployed the custom objects, Page Layouts, Custom Tabs, and Componentsto suit the needs of the application.
* Involved in Salesforce application setup activities and customized the apps to match the functional needs of the organization.
* Deployed and developed various Flows, Process Builders, Page Layouts, Validation rules, Components, Lightning App Builder.
* Created Dynamic forms, custom settings, record types, Roles, Profiles, Permission sets.
* Used Data Loader for Insert, Update, and bulk import or export of data from Salesforce Objects Using SOQL Queries.
* Created flows to displaya Maintenance message when there is anupcoming release once the user is Logged in.
* Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances.
* Create and maintain documentation on processes, policies, application configuration and help related materials for users.
* Perform regular system maintenance tasks, including monitoring system performance, troubleshooting issues, and resolving user problems. Stay updated with Salesforce releases and new features, evaluating their potential impact on the organization.
* Implement and enforce best practices for Salesforce administration and data management. Establish data governance policies, including data security, privacy, and compliance.
* Collaboration and Documentation: Collaborate with cross-functional teams, including sales, marketing, and IT, to gather requirements and implement solutions. Maintain documentation of system configuration, processes, and user guides.

**Role as a Salesforce Developer:**

* Being a Salesforce developer, I engaged in understanding User Story and Solution Architect technical document for Salesforce implementation and provided solution approach by analyzing Client requirements.
* Involvedin sprint planning and sprint Demo activities with Clients and Business Partners.
* Working in Agile methodology, which includes iterative application development.
* Stay up to date with Salesforce releases, new features, and industry best practices. Evaluate and implement improvements to existing Salesforce solutions, identifying opportunities for enhanced efficiency, usability, and user experi1wence.
* Develop and Bring changes in the existing Apex code and Visualforce pages,triggers according to current need of client.
* Customized different page layout and assigned them to different profiles.
* Created Compact Layouts, lightning record Pages and Customized it using dynamic forms.
* Create and enhance Visualforce pages and Lightning components to provide a user-friendly and customized interface for Salesforce users. Implement client-side logic and integration with backend Apex code.
* Created and worked on Custom label and Custom Settings and Custom Metadata.
* Working on Major Enhancements and bug fixes and delivered code on time.
* Working on providing CRM Solutions for Sales, and Service cloud.
* Working in conversion of Classic Pages to Lightning Pages by adding style sheets or by creating a new Lightning page to achieve the requirement.
* Developed different Visual Force pages to suit the needs of the Application using different Visual Force components.
* Designed and implemented front-end functional deliverables that are highly usable, Scalable, extensible, and maintainable. Worked closely with customers to optimize and customize their UI flows, web design and front-end development by using Vlocity dataraptors, cards and omniscripts.
* Developed Apex classes and Triggers and linked them to manage the Flows.
* Enhanced UI using CSS, HTML, AngularJS for front-end validation and control page level sections based on the user input by Salesforce and Vlocity.
* Achieving some of the Business Requirements by Creating and Updating Process Builder, Flow Builder, Workflow, Custom settings, Page Layouts, Email Templates, Page, Record type creation, Tabs,Profile Settings, Record Types and Sharing rules, Lightning pages and Login Flows.
* ConfiguredPick Lists, Dependent Pick Lists, Lookups, Junction Objects, Master-Detail Relationships, Validation Rules, and Formula Fields based on requirements.
* Integrate Salesforce with external systems, such as databases, and other enterprise applications.
* Utilized Salesforce APIs, Apex, and Anypoint connectors to establish bi-directional data flow and automate business processes.
* Develop Mule flows and Batch Processing using Anypoint Studio and Mule 4 to enable seamless communication and data exchange between Salesforce and other systems.
* Implement data transformation, mapping, error handling, and logging as per integration requirements.
* Using Data Loader for all CRUD operations.
* Uploaded records using the Data Loader to cleanse and De-duplicating bulk loads, as well as worked with Salesforce data tools such as Data Loader, Excel Connector, Demand Tools, and Eclipse Force.com IDE for data migration.
* Destroying the components in the Salesforce org using the ANT tool.
* Writing unit tests and perform thorough testing of Apex code, Visualforce pages, and Lightning components to ensure proper functionality and adherence to business requirements. Debug and resolve issues identified during testing.
* Setting up Profiles, Permission Sets and Roles for different Usersin different positions.
* Updating the code as per Salesforce standards and best practices to avoid the Salesforce performance issues like View State error, CPU Time-out, and Heap Size Errors.
* Implemented batch classes to update Bulk Data.
* Conducted client demos and prepared use cases based on Client Requirements.
* Creating of Reports and Dashboards based on the Business Requirement.
* Validating the migration process through Change Sets.
* Preparing Technical Design Documents based on Business Requirements.
* Developedvarious Custom Objects and Fields to store the organization’s data.
* Executing Test Cases, Logging Defects, and Preparing Test Reports.
* Doing UAT and end-to-end Regression testing in every lower instance for each release for the CRM application.
* Providing Knowledge Transfer for freshers and helping them in Development items.
* Having Solution walkthrough with BA’s in understanding the changes we made of the current sprint.
* Making improvement suggestions to developers, and documenting bugs.
* Having weekly team calls to help team with any roadblocks and check the updates of their development items.

**Role as a Support Analyst:**

* Supported for OKTA application and resolved the login issues for the users.
* Prepared solution documents for new issues.
* Provided KT and assistance to freshers in resolving the issues.
* Supported ePM application built on Financialforce.com.
* Managed ePM application with 10,000+ users and a team size of 6 people
* Review the Salesforce performance issues like View State error, CPU Time out, and Heap Size Errors to overcome issues implemented as salesforce best practices.
* Assisted users in resolving their budget related issues through chat or calls.
* Used ServiceNow as a ticketing tool to create Change Requests.
* Having end-to-end application knowledge and assisted user.
* Solving Production issues like P1,P2 issues related to support tickets.
* Post deployment and Post production validation support.
* Provided new ideas to resolve the recurring issues.
* Bug fixing and maintenance of the product.

**Role: Application Developer**

**Duration: Nov 2016 – Feb 2017**

**Project Name: EXPORT BLUE ( Billing and Printing Service)**

**Client: American Express**

**Company: IBM Corporation**

BPS aims at End-to-End File Processing and Printing of statements for the Upstream like GCS, GCS EMEA, GUS, Globe Star and ECRS. It includes addition of Barcodes with specific alignment, Printing, Kitting, Inserting and Presorting of the letters or statements. It follows mainly POA and POD file processes.

**RESPONSIBILITIES:**

* Developed front end web pages using HTML,CSS and JavaScript.
* Designed webpages and applications that met business and user goals.
* Conducted testing and performed documentation of UI and services, resulting in the discovery and resolution of critical bugs.
* Developed user interface of application in an Agile environment.
* Created Visual Designs for web pages based on UI Team prototypes.
* Developed and designed cross-browser pages for a .NET environment.
* Coordinated with back-end developers and business for website requirements.
* Documented and maintained coding, commenting, validation and testing standards.
* Used SVN to commit code changes.