SMITHA MADHANKUMAR

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**Professional Summary:**

8+ years of experience in the IT industry as a Salesforce developer/administrator on force.com platform. Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions

● Excellent understanding of Software Development Life Cycle (SDLC) including, requirements gathering, analysis, design, development, enhancements, testing, deployment and maintenance of enterprise applications.

● Experience in Administration, Configuration, Implementation of Classic and Lightning experience with Salesforce Platform.

● Experienced in handling and organizing Health cloud and Service cloud with its operational efficiency. ● Experienced in analyzing business requirements, build Entity Relationship Diagrams and implementing them to Salesforce custom objects with master-detail relationships, lookup and Junction relationships.

● Build a strong understanding of SFDC best practices and functionality.

● Working on Large-scale & complex Salesforce development projects along with integrating data from other systems/Repositories.

● Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the design phase of the Salesforce Single View project.

● Execution knowledge of declarative parts from workflows, Process builder, Flow Builder, Approval Processes, Workflow Outbound API messages according to application requirements. ● Experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language and with Lighting Data Services (LDS).

● Experience in SFDC Developing Apex Classes, Triggers, Visualforcepages, Controllers like standard and Custom controller Extensions, SOQL and SOSL.

● Well acquainted with integrations to third party systems using SOAP and REST Web Services. ● Extensively worked on the Lighting Design System to build custom components. ● Implemented OAuth instances using OAuth2 authentication and connected app. ● Worked on writing Test classes to test the Classes, Triggers to increase the cord coverage to more than 75%.

● Experience in using Ant Migration tools and Change sets for deployments.

● Experience in Data Migration using Import Wizard, Workbench and other integration tools like Data Loader.

● Good understanding of SAAS, PAAS and IAAS cloud computing services.

● Have experience in Sales Cloud, Service Cloud, Community Cloud implementations. ● Experience in working with Agile/Scrum environment, Iterative, Waterfall software development methodologies.

● Proficient in user interface and web technologies like HTML, XML, CSS.

● Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

**CERTIFICATIONS**

● Salesforce Certified Admin

● Salesforce Certified Platform developer 1

● Salesforce Certified Platform App Builder

● Salesforce Certified Service cloud Consultant

**SALESFORCE SKILL SET**

● Salesforce Out of Box features.

● Security and Sharing Settings.

● Customization - Apex triggers/classes/Batches, Lightning Components.

● Deployment process through Change sets and Jenkins.

● Configurations - Workflows, Approvals, Validations, Process Builder, Lightning Flow and Reports. ● Data migration/Data loading concepts.

**AT&T, Dallas, TX**

**Sr. Salesforce Developer Jan 2020 – Till Date**

**Responsibilities:**

● We mainly focus on the leads that were generated from different sources and till we delivered that product to the customer.

● Working with various salesforce.com objects like Accounts, Contacts, Opportunities and Reports. ● Customized Salesforce.com fields, page layouts, record types, list views and queues. ● Managed and implemented customization requests including creating Workflows, Process builder, Flow builder for Visualizing and creating automated business processes.

● Experience in the declarative part of Creating Rules like workflows, Validation rules, assignment rules, duplicate rules.

● Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.

● Worked with SOQL SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database with DMl and Database Methods.

● Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

● Created Data Syncopation with third party SQL Data to Salesforce data using OData link with salesforce connect.

● Developed BatchApex classes and scheduled those using Apex Schedulable classes, time-based workflows to update the data regularly.

● Integrated Applications with Salesforce.com using SOAP and REST web services. ● Added Lightning Component to Lighting Pages and Record Pages.

● Successfully implemented Web to Lead and Web to Case in the organization.

● Responsible for Data load operations using Force.com Apex Data Loader and worked with Data Import Wizard.

● Deployed components using Change Sets, Force.com Migration Tool.

● Actively involved in the most critical phase of the project, in the development and support areas. ● Worked with Custom setting, Custom metadata and custom labels on the salesforce platform. ● Instrumental in performance tuning of programs during the post Deployment and Deployment period. **Environment:** Saleforce.com platform, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), PostMan.Force.com.

**PWC, Tampa, FL**

**Salesforce Admin/Developer Feb 2018 – Nov 2019**

**Responsibilities:**

● Agile Development Methodology and Scrum Methodology was followed for the implementation and worked as enhancement team members and performed the roles of Salesforce.com Administrator and Developer in the organization.

● Participated in Customer discussions and provided necessary clarifications to customers. ● Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.

● Involved in resolving issues found during Unit Testing User Acceptance Testing (UAT). ● Worked with SOQL SOSL queries with Governor Limitations to store and download the data from the Salesforce.com platform database.

● Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules, pick lists, dependent picklists.

● Created various custom objects as per requirement.

● Created Workflow rules and defined related tasks, email alerts and field updates. ● Involved in integrating salesforce with external services by using both REST API. ● Developed Validation Rules for the Custom Objects and Workflow rules and Approvals for some fields.

● Created Security settings for Roles and Profiles and managed Security Sharing Settings. ● Involved in production support for the application which are already existing in the Production environment.

**Environment:** Saleforce.com platform, Visual Force Pages, Force.com Platform, Salesforce Lightning Design System (SLDS), Jira, Sales Cloud.

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**AllsecTechnologies**

**Senior Quality Analyst April 2006- Aug 2011**

**Responsibilities:**

● Worked in Dell CRM, Will listen to Calls and review the customer service interactions like calls, chat and monitor hat the quality assurance standards are achieved.

● Identify Strategies to implement improved internal processes

● Draft and execute quality assurance policies and procedures.

● Provide feedback to the agents , to improve and enhance their customer support provided to the customer on call.

**Education:**

Bachelor in Science, University of Madras,Ethiraj College for Women, Chennai 2005