**Sujatha Challa**

**Salesforce Developer And Administrator**

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**PROFESSIONAL SUMMARY**

● A 4x certified Salesforce professional with 11 years of experience in IT with 7+ years of experience in Salesforce.com as a Developer and administrator which includes Configuration, Customization, Deployment and Integration in Salesforce Classic and Lightning.

● Salesforce CRM procedures such as sales, marketing, customer service, and customer support, as well as business processes and recommended solutions to improve their processes utilizing SFDC, are familiar and well experienced.

● Good understanding of key Salesforce architectural concepts (e.g., API and governor limits, security models and techniques) and how they influence the design.

● Proficiency in SFDC Administrative tasks like creating Custom Objects, Custom Fields, Relationships, Users, Page Layouts, Email Services, Reports, Dashboards, Tasks and Events.

● Hands-on experience in implementing security and sharing rules at object, field (Field-Level Security) and record (Sharing Rules, profiles) level for different users at different levels of organization. Also created various profiles and configured the permission sets based on the organizational hierarchy.

● Experience in creating the Validation Rules, Approval Process, Process Builder, Flows, and workflows for automated lead routing, lead escalation and Email Alerts.

● Good knowledge on CRM business processes like Campaign Management, Lead Management, Account Management, Opportunity Management, Knowledge Management, Support Processes and Forecasting.

● Experience in developing client-specific solutions on Force.com platform using Triggers, Apex Classes, SOQL, SOSL and handling Apex Governor limits to achieve complex business functionality.

● Experience in developing Asynchronous Apex like Batch Apex, Schedulable Apex, Queueable Apex and Future methods for long running operation on a huge volume of records.

● Developed Apex (Classes and Triggers), Lightning Web Components, Visualforce Pages and Aura components.

● Experience in SFDC Integration (both REST API & SOAP API) using Web Services and Apex Programming in SalesForce.com Service Cloud, Sales Cloud. Integrated Salesforce with in-house legacy systems using Apex Web Services (Apex REST and SOAP) and outbound Callouts. worked on Kafka and Rabbitmq tools for API streaming .

● Experience in data migration using Import Wizard, Data Loader and workbench.

● Used the sandbox for Testing and Migrated the code to the Deployment instance after testing. Created several test classes and test methods to cover all scenarios and achieve maximum code coverage.

● Worked with migration tools such as Force.com IDE and Visual Studio Code and was familiar with changeset migration code and settings from the Dev sandbox to Production. Jenkins and COPADO were also used as CI/CD tools.

● Considerable Salesforce integration experience with the Salesforce Application Program Interface (API) and Middleware. XML, XML schemas, XSLT standards, and XML processing knowledge.

● Good command in designing & developing dynamic web content using CSS, HTML, XML, JavaScript, JSON & other web development tools/technologies.

● Organized and goal-oriented Professional Software Development Experience with strong designing and programming technical skills.

● Quick learner and flexible and open to learning new technologies and its application to business.

● Highly self-motivated with the ability to direct own work as well as frequently collaborate with team members and execute projects in a timely manner.

● Excellent communication and interpersonal skills, accustomed to working in both large and small team environments.

TECHNICAL SKILLS

| Salesforce Technologies | Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce Pages, Components, Aura Framework, Lightning pages, Apex Web Services, Workflows & Approvals, Reports & Dashboards, Process builder, Flow Builder, Case Management Automation, Custom Objects, Sandbox for development and Testing, VS Code, SFDX, COPADO,Jenkins, CPQ, X-Author, Approvals. |
| --- | --- |
| Salesforce Tools | Apex Data loader, DocuSign, GitLab, Web services APIs like SOAP, Force.com Explorer, Atlassian JIRA, Force.com Platform. |
| Languages | Apex, Java, HTML, PL/SQL |
| SDLC | Use cases and Use case diagrams, Agile methodology, Waterfall methodology |
| Database | MySQL, MS SQL Server 7.0, PL/SQL and MS Access |
| ETL/Integration Tools | Apex Data Loader, Dataloader.io, Data Loader CLI and Force.com workbench. |
| Web Technologies and Services | XML, HTML, Java Script, jQuery, SOAP, WSDL, XML, JSON, REST |

**CERTIFICATIONS**

● Salesforce Certified Administrator

● Certified Salesforce Platform Developer-I

● Certified Salesforce Service Cloud Consultant

● Certified AI Associate

**PROFESSIONAL EXPERIENCE**

**Chevron, San Ramon, CA MARCH 2022- Present**

**Role:Senior Salesforce Developer**

**Responsibilities:**

● Worked on Salesforce Sales Cloud and Service Cloud to increase the business with clients. Also, working on Salesforce Community to improve the service and satisfaction with clients.

● Designed Custom Formula Fields,Junction objects, Field Dependencies, Validation Rules, email templatesand Approval Processes for automated alerts, field updates, and Email generation.

● Worked with Workflows, Approval Process , Reports & Dashboards.

● Created Screen Flows and Record-Triggered Flows to help with process automation.

● Implemented multiple Apex Classes, Triggers, and Test Classes, to achieve business logic.

● Created custom Lightning Web Components (LWC)**,** and Lightning Pages to meet business automation objectives.Added CSS and design parameters from LDS (Lightning design system) that makes the Lightning component look and feel better.

● Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1mobile platform to make Lightning application to mobile.

● Developed Visual Force Pages and used standard, Custom Controllers and controller extension.

● Gained Knowledge on lightning App builder to develop Apps visually, without code using Custom-build lightning components.

● Worked with business users in assisting for UATs and documentation.

● Used Data Loaderfor insert, update, and bulk import or export of data from Salesforce.com involving Service and Sales Cloud Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

● Created manual Test Cases in Rally for various User Stories based on Sprint plan.

● Created page layouts, record types, Pick lists, dependent Picklists and junction objects to establish the connectivity among objects.

● Responsible for deployments to the Production environment using COPADO.

● Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers.

● Developed various Custom Tabs and Components.

● Worked with Workflows, Approval Process and Reports & Dashboards. Worked on third party implementations like CONGA GRID for better user Experience in updating the records from Conga view .

● Worked on REST/SOAP Web service to integrate Salesforce with third party systems.

● Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems.

● Monitored the work of Jr Developers along with code review and did design documents for enhancements

●Worked on Devops to automate releases, version controlling Salesforce metadata .

**Terafina, San Ramon, CA Nov2019 - March 2022**

**Role: Salesforce Developer / Administrator**

Responsibilities:

● Implemented Email to Case for Customer Service (Service Cloud). Also implemented Case Management record-types specific to the user groups, escalation rules.Created web-to-lead, to support online lead capture (Sales Cloud).

● Worked on Salesforce CPQ and salesforce integration for automating, quoting, contracting, and billing processes. Configured Conga Composer to generate documents.

● Worked on customizing Lightning experience to build lightning pages for the Salesforce Community to get surveys from clients.

● Experience with Web Chat and Omni-Channel for skill-based routing among support agents (Service Cloud).

● Implemented Flow Builder for Support Agents.

● Created and maintained the email templates to be used in the Workflows, Assignment Rules and Auto ResponseRules

● Created various Reports (summary reports, matrix reports, charts, dashboards) 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.

●Designed and developed customized Salesforce solutions, including Apex classes, batch apex, triggers, Visualforce pages, Lightning components, LWC, and REST/SOAP integrations with external systems.

● Worked on deployment from Sandbox to Production using Force.com Migration

● Experienced in Continuous Integration using GitHub and Jenkins.

● Interacted with the Salesforce.com premium tech support team on a regular basis. Also Provided Production support.

● Hands-on experience in Debugging Apex code using Debug Logs for troubleshooting purposes. ●Worked onTriggers, Visualforce and SOQL Queries.

●Worked on CI/CD Tools for integrating and testing code changes, followed by automatic deployment, ensuring a seamless and efficient development process.

●Used the Salesforce Streaming APIs to connect Kafka and Rabbit to Salesforce and transfer the data in real-time.

**Charles Schwab.CA. Sep 2017 – Nov 2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

● Designed Custom Formula Fields, Field Dependencies, Validation Rules, email templates and Approval Processes for automated alerts, field updates, and Email generation.

● Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1mobile platform to make Lightning applications to mobile.

● Developed Visual Force Pages and used standard, Custom Controllers and controller extension.

● Gained Knowledge on lightning App builder to develop Apps visually, without code using Custom-build lightning components.

● Worked with business users in assisting for UATs and documentation.

● Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com

● Developed APEX code (REST and SOAP services) for inbound and outbound interactions with

Salesforce and tested it with the Postman tool.

● Created the page layouts, record types, Pick lists, dependent Picklists and junction objects to establish the connectivity among objects.

● Reporting, tracking, and determining the priority of reporting bugs in JIRA

● Responsible for deployments to the Production environment using Ant tool, change sets and Force.com migration tool.

● Worked on Salesforce Lightning components for building customized components replacing the existing ones.

● Replaced all the JavaScript buttons with Quick actions or lightning components in Lightning.

● Worked with the user group for requirement gathering throughout the planning and implementation.

● Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.

● Developed various Custom Tabs, Tags and Components.

● Created multiple Lightning components, added CSS and design parameters from LDS (Lightning design system) that makes the Lightning component look and feel better.

● Worked with Validation Rules, Workflows, Approval Process and Reports &amp; Dashboards.

● Worked with Data Loader and Appexchange Applications.

● Worked on REST/SOAP Web service to integrate Salesforce with third party systems.

● Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems.

**American Distributors, Dublin, CA. Sep 2016 – May 2017**

**Role: Salesforce Administrator.**

Responsibilities:

● In-depth knowledge and practice of Project Management principles including Agile

Methodologies.

● Worked on customization of different standard objects like Leads, Accounts, Contacts,

Opportunities, Campaigns and Cases for an US Based Real Estate Client.

● Created new Custom objects, Custom Fields, Picklists, Custom tabs Components and Custom

Apps. Delivered project reports using custom objects and standard objects.

● Involved in Salesforce point and click configuration activities like creating custom formula fields, roll-

up summary fields, page payouts, record types, validation rules.

● Involved in administration, configuring, maintaining Salesforce Users, Profiles, Roles, and

Permissions Sets, suggesting security standards by monitoring Health Check Tool generating

security tokens and Data Loading.

● Created Approval Process, Workflows, process builders, validation rules, escalation rules,

assignment rules for automated lead routing, email alerts.

● Performed data migration activities using Data Loader to insert, update and export of data

from Salesforce.com objects.

● Handled deployments using Change Sets, ANT Migration Tool and Version Control Softwares such

as SVN, GitHub.

● Customized the Dashboards to track usage for productivity and performance of business

centers and their sales teams.

**Project Name:Unisys**

**May 2010 – Nov 2012**

**Role: Web Developer.**

**Responsibilities:**

* Served as Junior Executive IT Operations, played the role of a System Administrator and Database Administrator
* Maintained lists of all your physical and virtual servers with the following details such as Operating System (Windows), RAM, CPU, HDD, Open Ports, and IP Address.
* Keeping track of Software Inventory including Configured applications: e.g., Oracle WebLogic, IBM WebSphere Application Server, Apache Tomcat, Red Hat JBoss, Third-party software.
* Maintain license counts and details for physical servers and virtual servers (VMs), including licenses for Windows.
* Performed Server Health Check Up such as Running Processes, CPU Utilization, Memory Utilization, Zombie Processes, Load Average, Disk/SAN/NAS utilization.
* Performed Backup and Disaster Recovery, Server hardening by setting BIOS Password, installing Antivirus, configured firewall Rules, restricted User Access, used Server Logs and Checked Application Recovery.
* As a Database Administrator worked on SQL Server 2011, 2012 to monitor and develop SQL Jobs and Alerts.
* Experienced in fixing bugs in SQL Queries, Stored Procedures.
* Performed tasks of a Front-End Developer using PHP, HTML, CSS, and JavaScript
* Produced content pages with CSS layout and style markup presentations and used JavaScript methods and properties.
* Team collaboration and Excellent time management.
* Responsible for performing a task to complete a project at a timely manner.
* Involved in the Support and Maintenance of the Web Application.