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**Kavya K**

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**Professional Summary:**

* Over 8 years of IT experience in Application Software Designing, Development, Testing and Implementation using Sales force.
* Expertise in Sales force and possess knowledge on CRM process like Sales, Marketing, Customer Service and Customer Support, Business process in Force.com platform and recommended solutions to improve their process using salesforce.com.
* Experience in the complete life cycle of project development (SDLC) and in working with Agile Scrum Methodologies.
* Experience with both technical and functional aspects of Salesforce.com and have deep understanding of its underlying principles of SAAS and Cloud Computing.
* Experience in setting up user interface using Page types, page elements, and page layouts, record types and customizing using Visual force, custom controllers, extensions, CSS and JavaScript libraries.
* Profound experience and understanding of Object Oriented Design (OOD), MVC, multi-tier Architectures and distributed architectures.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience in analyzing the Scenarios for switching between salesforce classic and the salesforce Lightning.
* Experience in analyzing a functional requirement and converting it into technical specifications.
* Proficiency in SFDC Administrative tasks like Creating Public Groups, Queues, Permission Sets, Profiles, Users and Security Settings based on role hierarchy as per the Client requirements.
* Good at other administrative tasks such as setting up audit trail, field history tracking, creating email templates and list views.
* Experience in Object Oriented Languages like Java, J2EE, JSP, and Servlets.
* Automated business process by creating workflow rules, configuring immediate and time dependent workflow rule actions, configuring approval process, assignment rules for Leads and Cases.
* Experience in creating Service cloud console, configuring agent console, developing Force.com sites, enabling and using Customer portal and Partner portal.
* Expertise in Apex programming language, apex triggers, apex scheduler, batch apex, apex web service and partner WSDL and Enterprise WSDL.
* Hands of experience in writing SOQL, SOSL and Aggregate queries in Apex Classes and Triggers.
* Having hands on experience in Lightning Interface, Aura Framework.
* Knowledge on deployment of components using Standard Sales force change sets and Force.com IDE.
* Experience working with integration features such as callouts, future methods, REST and SOAP APIs.

**Work Experience:**

**Salesforce Developer**

**Capital One,**

Richmond, VA

April 2015 to Present

**Responsibilities:**

* Perform Business requirement analysis and data modeling sessions.
* Develop on Unified CRM Connector for implementing automation based on the cases received.
* Develop extensively on Account, Contact, Case and Lead Objects for Layouts and validation rules.
* Created user Roles and Profiles, security controls.
* Perform debugging and fix issues in case flows.
* Use Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Develop with Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.
* Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked with various salesforce.com objects like Accounts, Contacts, Campaigns, Reports, and dashboards.
* Experience using sales force Lightning UI. Created Components and Apps in sales force lightning.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Develop with REST API for integrating the existing system to sales force.
* Develop on Batch Apex and Scheduler to mass update records in production based on the business requirement.
* Develop with SQA team for developing test cases, test strategies and test plans and made a log record for code coverage.
* Use Case Management, used web to case tools for automating the issue solving process based on the cause of issue, case assignment, case escalation rules based on criteria and actions, creation of tasks based on the cases.
* Implemented Salesforce development cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.

**Environment:** Saleforce.com platform, Apex Language, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Lightning Component, Visual Force (Pages, Component & Controllers), Apex Data Loader, REST, Eclipse IDE Plug-in, Microsoft Access, Toad for Data Analysis, Sales cloud, Service cloud.

**Salesforce Developer**

**Merchant e- Solutions**

Atlanta, GA

April 2014 to March 2015

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Configured Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Imported data from Seibel CRM into salesforce using Informatica Power Center as part of Data Migration.
* Participated in Code review and suggested better ways of doing it. Audited, uncovered and resolved data integrity issues with legacy systems.
* Developed complex mappings & mapplets in Informatica to load the data using different transformations.
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Implemented Error Processing for Informatica Mappings and Workflows.
* Successfully moved the Sessions and Batches from the development to production environment.
* Proficient in using Eclipse based salesforce.com IDE to develop and deploy force.com software.

**Environment:** Saleforce.com platform, Seibel CRM, APEX Language, Visual Force (Pages, Component & Controllers), Saleforce.com Data Loader, Informatica Power Center, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Marketing cloud, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in.

**Salesforce Developer**

**E Trade Financial**

Menlo Park, CA

Oct 2012 to March 2014

**Responsibilities:**

* Perform detailed analysis of user & business requirements with sales team and business analyst, designed the solution with customizing various Standard Objects of salesforce.com.
* Developed Apex Classes, Apex Triggers for various functional needs.
* Developed on salesforce.com standard objects like Account, Contacts, Cases, Opportunities, Products, Leads, Reports and Dashboards.
* Solve technical problems and fix issues with C# application logic.
* Designing visual force page and Dashboards as per client's requirement.
* Design and deployed Custom Objects, Custom Tabs, Validation Rules, Assignment Rules, Work Flow Rules, Process Builder, Page Layouts, Visual Force Pages, Auto Response Rules to meet the needs of the application.
* Used Standard Controller and Custom Controller to handle SOQL queries.
* Used SOAP API's for create, update, insert, and delete operations on objects.
* Used Data Loader for insert, update, and bulk import/export data from salesforce.com Objects to comma separated values CSV files.
* Developed on data mapping for importing the accounts and contacts data from the CSV excel sheets.
* Developed on salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com Solutions.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, C#, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, cloud9, Email Services, Security Controls, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, ETL tools, Eclipse IDE Plug-in.

**Technical Associate (Salesforce)**

**ProServe**

Hyderabad, Andhra Pradesh

April 2011 to Jan 2012

**Responsibilities:**

* Worked on various salesforce.com standard objects like Leads, Accounts, and Contacts etc.
* Designed, Implemented and deployed the custom objects, Custom tabs, Page layouts and components to satisfy the requirements.
* Designed and developed the UI using Struts view component, JSP, HTML, CSS & JavaScript.
* Defined lookup and master-detail relationship on the objects and created objects to establish a relationship among them.
* Involved in implementing the JMS (Java messaging service) for asynchronous communication.
* Created Reports, Dashboards as per the requirements.
* Created Workflow Rules, Page layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage workflow and approvals.
* Maintained and gave permissions to communication templates based on profiles.

**Environment:** Salesforce.com platform, Data Loader, Java, Sales cloud, Service cloud, Visual force Pages, Workflow and Approvals, Reports, Custom Objects, Custom tabs, Email Services.

**Java Developer**

**Techsource Technology,**

Hyderabad, India

July 2009 to Aug 2010

**Responsibilities:**

* Designed and developed the backend database of library users and application users using oracle.
* Developed front end JSP and implemented JDBC.
* Configured a server to receive requests and perform business logic.
* Implemented servlets to process validate and transit the data between the server and the client.
* Provided testing and production support.
* Configured a Server to handle requests from application users and instantiate the handler classes.

**Environment:** J2EE, Servlets, Windows NT, JSP, JDBC, Java Script, XML, HTML and Oracle.

**Additional Information**

**Technical Skills:   
SalesForce.com:** Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual force (Pages, Components & Controllers), S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, MS Visio, Eclipse IDE Plug-in, Sandbox development and Testing

**Languages:** Java, C#, Apex, PL/SQL   
**Database:** Sybase Adaptive Server, MYSQL, SQL Server, Oracle 8i/9i/10g   
**Web Technologies:** HTML, XHTML, XML, CSS, JavaScript, jQuery, WSDL, SOAP, AJAX, Applets and Servlets   
**Operating Systems:** Windows 7, 8 and 10, Unix, Linux and Ubuntu   
**Tools:** Rally, JIRA