**Niki Desai **

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**PROFESSIONAL SUMMARY:**

* Over 7 Years of IT experience that includes over 4 years of experience in **Salesforce.com CRM Platform and Apex technologies** and 2+ years of experience with **Java technologies**. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Experience in working with Salesforce developer toolkit **(Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API).**
* Strong experience in defining and managing **custom Objects, Creating page layouts, Developing field validations, campaign Management, formulas and workflow rules using Salesforce.com and Eclipse IDE for Salesforce.**
* Extensive work experience on designing of **custom fields, role based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experienced in creating and activating the **Marketing Campaigns** in **Salesforce.com**.
* Experience working with **Salesforce.com Sandbox** and **Production** environments.
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Proficient in administrating the organizational setup using**Salesforce administration**.
* Good experience in working with **Cloud computing** / **SaaS** technologies.
* Experience in using **Force.com Web services API** for implementing **web services** in the application for access to data from different users.
* Experience in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows,** and **Approval Processes** for automated **alerts, field updates**, and **Email** generation according to application requirements.
* Experience in implementing **security** and **sharing rules** at **object, field,** and **record level** for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Proficient in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Experience in writing **Triggers, SOQL and SOSL** statements.
* Hands on experience in using the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Good exposure on **Design Patterns** (Creational, Structural and Behavioral).
* Experience in designing skills with **E-R Diagram** and **UML Diagrams.**
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as**JSP, Servlets**, **Tiles**, **Struts, Spring, XML, XSL, HTML, JavaScript, JDBC** and **CSS**.
* Good exposure to RDBMS, SQL and **PL/SQL**, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to **UAT (User Acceptance** Testing).
* Highly organized and dedicated with a positive attitude, capable of producing results immediately on hire.
* Customer centric with effective interpersonal, organizational and problem solving skills.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers) |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**Professional Summary:**

**Client: Allergan, Irvine CA. January14-Till Date**

**Role: Salesforce Consultant**

**Responsibilities:**

* Analysed the business requirements and converted them into detailed technical requirements for better understanding purpose.
* Responsible for designing business process, rapid user interface configuration, user provisioning, data transfer and cleansing, report / dashboard design, documentation and marketing campaign support.
* Recognized Salesforce.com usage problems and crafted solutions and Coordinated in Cross-Functional teams.
* Developed Objects, Fields, Validation rules, Triggers, Approval processes, and custom code in various systems to address and improve new and existing business needs.
* Developed and maintained validation rules and Triggers to maintain the quality of data and data manipulations between different objects
* Designed and build unique, internal and external customer-based solutions for extending the value of our Salesforce application Using Apex, Visualforce and Force.com IDE.
* Developed Apex Classes and Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Integrated with Web Services as a middleware for extracting the data from external systems to display in the pages of Salesforce.com.
* Performed Salesforce.com data Integration using APIs, Batch Integration.
* Maintained Lead management, Case Management, Pulling reports, Data Integrity checks, System Updates regularly.

**Environment:** Saleforce.com platform, Agile, Force.com Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, DataLoader, HTML, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows

**Client: Accenture, Bloomington,IL. May11–December 13**

As an application developer I was part of a team that Implemented channel plans and fund management projects for Synarc. This project was implemented in two different tracks. One track was Channel plans (Creation, Review, Approval and Reporting) and the other was Fund management (Budgeting,Request,Claims,Reporting).

**Role: Salesforce Consultant**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists**and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) 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.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Informaticaon Demand.**
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* **Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.**

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client: American International Group, Inc.AZ Feb 10 - Apr 11**

AIG is a world leader in insurance and financial services. AIG companies serve commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance networks of any insurer. The scope of the project is to maintain synchronization of Client’s data with all legacy systems.

**Role:Salesforce Developer**

**Responsibilities:**

* Extensively involved in Requirement Analysis and Preparation of detailed System Requirement specification.
* Preparation of design documents of various silhouette application based on gathered requirement.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, Visual Force and other utilities.
* Worked on various Salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Implemented **Web-to-lead** to track and solve leads from the website.
* Created different **workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* Integrated Salesforce CRM and the legacy system using **Cast Iron** Integration Systems.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce, Force.com IDE.**
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Extensively involved in Unit Testing using Test Methods using Force.Com utilities.
* Participated in the training sessions provided by the Salesforce team and support end users.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Reports, Workflow & Approvals, Sandbox, Eclipse IDE.

**Client: Bain Capital, Boston, MA. Jan 08 – Jan 10**

This isa web-based application to be accessed by users over the web to buy electrical and electronics products. This application is designed into different modules: Login, Register, Manage, Search and Order. Customers can view the items, their prices and order the required items. This allows customers to internet shopping.

**Role: Java Developer**

**Responsibilities:**

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.
* Developed data model and stored procedures.
* Developed Servlets to process update information.
* Used JDBC for communicating with the database.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application

**Environment:** Java, JSP, Servlets, Java Beans, MVC, JMS, EJB, WebLogic, JavaScript, Oracle, HTML, DHTML, XML and Windows XP.