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**Sai Lakshmi**

**SalesForce Consultant**

**PROFESSIONAL SUMMARY:**

Salesforce.com consultant having  **7+years**of experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in SalesForce.com technologies.

**Salesforce:**

* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Experience in SFDC Configurations/Customizations - as Administrator and Developer.
* Experience in developing client-specific solutions on force.com platform using Apex classes and Triggers, Visual force, Force.com IDE, SOQL, SOSL.
* Worked in MVC design pattern where Model includes Objects, Fields, Relationships; Controller Includes Workflow, Apex Classes and triggers; and view include Visualforce pages, Layouts and Tabs.
* Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud, App-exchange applications & Salesforce knowledge
* Experience in designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Dashboards.
* Experience of Salesforce.com applications with other applications with an emphasis of the Web Services/XML.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Validation Rules and Field-Level Dependencies, Approval Processes Reports and Dashboard.
* Worked on Force.com sites and developed many Custom Applications using force.com platform.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Experience on implementing Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, and working with Force.com IDE.
* Good development experience with Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visualforce (Page, Component & Controllers) and Test Methods
* Experience on translating business process into schema design including object creations and establishing lookup and master detail relation ships
* In-depth understanding of CRM Business process like Campaign Management, Lead Management, Account Management and Case Management.
* Good Experience in using Lightning Design System & Framework
* Hands on experience in building custom lightning components and lightning applications
* Experience in web technologies like HTML5, XML, CSS3,JavaScript, JQuery, Bootstrap
* Worked on Force.com IDE-Eclipse, Visual Studio and Mavens Mate for development and code migration.
* Performed Integration of SFDC with external Web Service API’s.
* Experience in data migration activities for migration of data from various business sources with the support of salesforce.com.
* Experience with Version Controlling of Code through Bit Bucket and GITHUB
* Extensive experience of using declarative features like validation rules, Assignment rules, Auto-Response rules, Escalation Rules for satisfying complex business process automations.
* Experience of Web-to-lead, Web-to-case, Email-to-case functionality.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.

**TECHNICAL SKILLS:**

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| CRM TOOLS: | Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Service Console. |
| SALESFORCE TECHNOLOGIES: | Apex, SOQL, SOSL, JavaScript Remoting, Visual Force (Pages & Components), Triggers, Batch Apex. |
| PROGRAMMING LANGUAGES: | C#, .Net, Apex, Visualforce page, HTML, HTML5, XML, CSS, CSS3, JavaScript, JQuery, Bootstrap |
| WEB SERVICES: | SOAP, REST |
| SALESFORCE API TOOLS: | Force.com Migration Tool(ANT), Force.com IDE -Eclipse |
| DATA MIGRATION TOOLS: | Apex Data Loader, Custom Import wizard, Workbench. |
| OPERATING SYSTEMS: | Windows 9x/2000, Windows XP/Vista, Windows 7, Mac OS |
| DEPLOYMENT TOOLS: | Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench. |

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

[http://certification.salesforce.com/certification-detail-print?conId=003G000002aKOs1IAG](http://www.google.com/url?q=http%3A%2F%2Fcertification.salesforce.com%2Fcertification-detail-print%3FconId%3D003G000002aKOs1IAG&sa=D&sntz=1&usg=AFQjCNEvs2-eng96bUrpLrfhiDvClh4qxw)

**EDUCATION:**

* Bachelor of Engineeringin Information Technology (Gitams University),India.

**PROFESSIONAL EXPERIENCE:**

**Mercury Marine, WI (Oct 2015 – Till Date)**

**Role: Salesforce Administrator**

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and deployed workflow rules, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Created Custom Visual force components and attributes to override the look and feel of standard Visual force components.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case .
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems.
* Involved in the Web Services Integration to connect with the different Applications.
* Used the sandbox for testing and migrated the code to the production instance after testing.
* Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.

**Environment:**Saleforce.com platform, Apex Data Loader, SOSL, SOQL, MS Excel, Work Bench, Visual Force Pages, Sandbox, Service Cloud ,Visualforce (Pages, Component & Controllers),Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in,Force.com Migration Tool (ANT),HTML5,CSS,JavaScript,JQuery,Bootstrap

**TMNA SERVICES, PA(Aug 2014 – Sep 2015)**

**Role: Salesforce Administrator**

**Responsibilities:**

* Worked with Business System Analyst to provided recommendation and designed the BestSolutions for implementing new business ideas.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud
* Developed batch interfaces and processes to integrate Salesforce.com with external systems.
* Created many custom objects and custom fields in Lightning Experience.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Created workflow rules and defined related tasks.
* Created Custom E-mail Templates as part of sending Alerts to users based on the business requirement.
* As an Administrator, Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Managed ongoing support requests and administrative needs of users Administered, configured, maintained Salesforce.com application user profiles, and roles, assigning Permissions, generating security tokens, validation Rule, and upgrade installation.
* Defined objects and Field Level Security for different profiles.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Involved in helping integration team for accessing the SFDC data using Web Services.
* Performed IDE and Deployments across sandboxes and to Production Instance.
* Experienced using Salesforce LightningUI.
* Created Components and Apps in Salesforce Lightening and Salesforce1 Mobile Experience.
* Created new User Accounts and assigned Profiles as per their Role Hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com,Extract, and load data from comma separated values (CSV) files
* Used Github for Version Controlling of Code
* Wrote Test classes to maintain the Test Coverage for Code Deployment.
* Deployed the Code changes from Sandbox to Sandbox and Sandbox to Production using Change Sets and Force.com IDE
* Document the configuration and development changes and follow the plan during the release process.

**Environment:**SaleForce.com platform, Visual Force (Pages, Component & Controllers),Apex Language, Apex Class, Apex Triggers, Data Loader, HTML, Java Script, CSS, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Data Loader, Workbench.

**Novartis, East Hanover NJ (Oct 2013 – Jul 2014)**

**Role: Salesforce Administrator**

**Responsibilities:**

* Closely worked with salesforce.com consultants while implementing the solutions for the requirements.
* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Developed various custom objects, Tabs, Components and Visual Force pages and Controllers.
* Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.
* Created and deployed several reports using force.com platform.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed and deployed approval processes for leads conversion, opportunities and products/Assets management.
* Implemented the requirements on Sandbox and Force.com IDE plug-in during Eclipse and deploying it in production.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Experienced with Web-to-Lead and Web-to-Case scenarios along with Escalation rules and Assignment Rules.
* Used SQL Server development to implement data transfer from ORG to ORG
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Worked on role hierarchy & sharing rules to configure visibility.
* Maintained Organizational Hierarchy created Profiles, Roles and maintained Sharing/Security for
* Field Level Security and Record-level Security.
* Complex technical Cloud CRM solutions and integrate multiple technologies with Salesforce.com/Force.com
* Provide technical specs to developers and manage off-shore resources
* Disseminate best practices on solution positioning and delivery

**Environment:** Saleforce.com, Force.com Sites, Eclipse IDE, Apex, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, HTML5, Email Services, Sharing Rules.

**Sprint, VA (Nov 2012 – Sep 2013)**

**Role: SalesforceAdministrator**

**Responsibilities:**

* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Created Data Validation rules and Formulas as per business requirement.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunity, Campaigns, Reports and Dashboards.
* Implementation of Web to Lead and Web to Case in Salesforce.com.
* Designed and Implemented Page layouts and Custom tabs to suit the needs of the application
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Created pick lists, dependent pick lists, lookup fields, junction objects, master detail relationships and formula fields.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Created workflow rules and defined related tasks, email alerts and field updates.
* Designed and developed validation rules and configuration within Salesforce.com.
* Deployed to SIT, UAT sandboxes and Production using Change Sets.
* Created Test Cases, Scenarios on analyzing requirements at each phase of testing in SIT, UAT and verified & validated in QC
* Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis
* Implemented various Custom Reports and deployed them for different business user levels.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Environment***:* Salesforce.com platform, Data Loader, Apex Pages, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Visualforce (Pages, Components and Controllers), Connected Apps, Eclipse IDE plug-in.

**ZMEN IT Banglore, India(Jun2009 to Oct 2012)**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked based on the Agile Process
* Responsible for Admin activities like customizing custom fields, Page Layouts, Record Types, Workflows.
* Creation of Page layout for custom object as well as standard objects for respected Profiles.
* Configure and Set up relationship between various objects using look up and master detail relation ship
* Experienced in writing Apex classes, batch apex, scheduled apex, triggers and workflows. .
* Creation of Visual Force page and Apex classes.
* Worked on Approval Process, Validation Rulesand Report Types.
* Responsible for Loading data into salesforce.com using Apex Data Loader, Import Wizard
* Responsible for migrating data from one Sandbox environment to another Sandbox environment using Force.com IDE tool and Change Sets.
* Responsible for writing Test Scripts for various scenarios
* Worked on Apex Triggers and Apex Classes for custom logic.

**Environment**:SFDC, Apex, Data Loader, Force.com, Import Wizard, Controllers, Visual Force Pages, XML, Triggers, API, Custom Objects, Custom Tabs, Sandbox, Eclipse IDE Plug-in