SUDEEPTHI

# PROFESSIONAL SUMMARY

* Around 8 years of overall **IT** experience with 5+ years of experience in Salesforce.comon **CRM** platform and 2 years of experience in developing applications using **Java/J2EE** technologies.
* Proficient in salesforce administrative tasks such as creating **Users**, **Roles**, **Profiles, Sharing Rules**, **Email Alerts**, **Alerts**, **Queues**, **Page Layouts** and **Business Processes**
* Good practice on generation of Reports and Dashboards
* Proficiency in performing SFDC Administrative tasks like **Workflows**, **Process** **builders**, **Approval** **rules**, creating **Roles**, **profiles, validation rules**, **Record Types**, **Components**, **Tabs**, Custom Objects.
* Created **page layouts**, **search layouts**, **custom links**, **related lists**, on a record detail and edit pages.
* Strong knowledge on **Service Cloud** concepts such as Knowledge, **Case Management**, and **Live Agent Chat**
* Good experience in implementing **Sharing rules**, **permission sets**, **Field level Security**, and **Record-level Security**
* Developed **Apex** **classes**, **Controller** Classes and **Apex Triggers** in accordance with the **Governor limits** for various functional needs in the application.
* Strong Knowledge in **AppExchange** Applications for integrating with third party applications
* Excellent technical and conceptual skills along with the ability to **communicate effectively** and confidently **with users**, and **team-members**
* Experienced in scripting languages like **HTML, XML, CSS, JSP, WSDL, SOAP, APEX Web Services API** development and **Java Script.**
* Strong ability to prioritize tasks effectively and good at meeting deadlines.

# TECHNICAL SKILLS

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| **Salesforce Technologies** | Salesforce.com customizations like Workflows, Approvals, Custom Objects, Record Types, Page Layouts, Role Hierarchy, Validation, Groups and Queues, Custom Formulas. Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Apex Custom Controllers and Extension |
| **Customization** | 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 |
| **Programming Languages** | JAVA, C, C++, APEX, SQL, and PL/SQL |
| **Java/J2EE/Web Technologies** | Java Script, jQuery, J2EE, HTML, XML, and Web service |
| **Development Tools** | Eclipse IDE, Apex Data Loader, Workbench |
| **IDE, HTML Editor** | Eclipse IDE, Notepad++, Adobe Dreamweaver |
| **Microsoft Tools** | Excel, Visio, Word, PowerPoint |
| **Methodologies** | Agile(Scrum), Test Driven Development |
| **Database** | Oracle, MySQL, SQL Server |

# CERTIFICATION

SALESFORCE CERTIFIED ADMINISTRATOR

# EXPERIENCE

## salesforce administrator | PayPal | Arizona

Jan-2018 | Present

* Certified Salesforce Administrator with extensive experience in Salesforce CRM platform SPOC for SFDC Administrative tasks. Created Profiles, Roles, Users, Page Layouts, Approval processes, Workflows, Process builder, Reports, and Dashboards.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Created Lightning Pages using Lightning App builder and assigned them to Profiles, Apps and Record type.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed solutions by customizing various standard objects and Custom objects of salesorce.com (SFDC).
* Minimized the custom code by using the standard configurations such as Workflows, Validation Rules, and Auto Response Rules.
* Developed and deployed Workflows and Approval processes (Opportunity Management, Quote Management).
* Demonstrated expertise in Business Analysis and process improvement, Strong analytical ability with orientation to detail and accuracy.
* An assertive individual who possesses excellent communication, interpersonal, follow-up, leadership qualities and documentation skills with strong analytical and decision-making abilities.
* Created Apex Triggers, Apex Classes, Test Classes and Visualforce pages.

Environment: Salesforce.com platform, Apex Language, Visualforce, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, Apex Data Loader, Repots, Dashboards, Force.com, HTML.

## SALESFORCE ADMINISTRATOR | WINDSTREAM COMMUNICATIONS |  LITTLE ROCK, ARKANSAs

Aug-2016 | Dec-2017

* Working independently and as part of a diverse team to customize Salesforce.com environments.
* Administration of mobile and desktop versions and understanding of workflows and processes.
* Good understanding of CRM skills and its basic functionalities
* Database management, de-duping and cleanup procedures.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Designed junction objects and implemented various advanced fields like picklists, custom formula fields, field dependencies, validation rules, workflows, sharing rules and approval processes for automated alerts, Permission sets, field updates, and email generation according to application requirements.
* Maintain and customize salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support business functions.
* Performed mass insert, update, upsert, delete using Data Loader. Responsible for all activities related to configuring Data Loader, uploading data in CSV files into salesforce.com.
* Create Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements. Also email templates, workflows, triggers, workflow actions and approval process.
* Working with AppExchange products such as conga composer to create different templates.

Environment: Visual Force Pages, Data Loader, Workflow & Approvals, Custom Objects, Sandbox data loading, Force.com platform.

## SALESFORCE bussiness analyst | CON EDISON | NEW YORK, NY

Feb-2015 | JUL-2016

* Involved in the complete life cycle of development, from the design phase to implementation Phase.
* Developed use cases, class diagrams and sequence diagrams using Rational rose.
* Responsible for designing and developing the application in modules using (MVC) design pattern.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed solutions by customizing various standard objects and Custom objects of Salesforce.com (SFDC)
* Minimized the custom code by using the standard configurations such as Workflows, Validation Rules, and Auto Response Rules
* Worked extensively on Accounts, Contacts, Leads, Opportunities and other standard objects and additional fields, layouts and record types for custom objects
* Data modeled the Salesforce Application by using Lookup and Master detail relationships on the objects and created junction objects to establish connectivity where ever required
* Worked on Roles, Profiles, Access settings, and Page Layout features of Salesforce platform
* Prepared functional requirement and design documents

Environment: Apex, Visualforce pages, Triggers, SOQL, SOSL, CPQ, Profiles, Roles, Sharing settings,

workflows, pick lists, dependent pick lists, lookup fields, junction objects, master detail relationships, formula

fields, OWD and Field level security.

## Java DEVELOPER | INFOSYS | Hyderabad

Dec-2011 | Nov-2014

* Involved in the complete life cycle of development, from the design phase to implementation Phase.
* Developed use cases, class diagrams and sequence diagrams using Rational rose.
* Responsible for designing and developing the application in modules using (MVC) design pattern.
* Utilized the various J2ee Design patterns to develop the Business modules based on the requirements.
* Created java classes to communicate with database using JDBC.
* Developed code for Customer module& Product module which contain information about the transactions and product information respectively.
* Developed the UI Screens for Customer Registration, Billing and Services using JSP, JavaScript and HTML and did the client-side validation with the JavaScript.
* Used GitHub version control for code maintenance and code reviews.
* Responsible for testing of application on various levels like integration and System testing.
* Performed the Unit testing and basic functional testing with different set of data environment.
* Developed the application using Eclipse IDE and worked under Agile Environment.
* Got trained on salesforce platform for migrating the existing applications to force.com platform.

Environment: Java, JSP, JDBC, HTML, CSS, JavaScript, JDBC, Eclipse, GitHub, Agile