#### **Elizabeth Cari Bryant**

**Salesforce Developer**

**PROFESSIONAL SUMMARY**

* Around **8 years of professional experience as a Salesforce Developer/Administrator** on salesforce.com using **Force.com, Visualforce, and APEX.**
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using Salesforce.com.
* Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Good working experience in various capacities such as **Salesforce developer**, **Salesforce Administrator** and involved in various phases of **entire project from requirement gathering, implementation and training the end users.**
* Proficiency in **SFDC Administrative tasks** like creating and customizing **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks, and Events.**
* Experience with **Apex Programming Language, Apex Triggers, Apex Scheduler, Batch Apex, Apex Classes & Apex Web Service**, and **Partner WSDL & Enterprise WSDL**.
* Expertise in developing **UI Components** using **Visualforce Pages, Visualforce components, Apex Controllers HTML, Java Script** and **CSS**.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Sound knowledge of Salesforce **setup menu, Configuration, custom Application Development**, **Administration, Data Migration and Deployment** of applications on Force.com platform.
* Experienced in writing complex **SOQL, SOSL** queries across multiple objects in SFDC database.
* Experience working with Developer Toolkit-Apex, Visual force, **Force.com IDE**, **Force.com Migration Tool**, **Web Services/SOA & Metadata APIs** and Force.com Plug-in environment.
* Experience working with **salesforce.com sandbox** and production environments.
* Experience in Salesforce.com customization, Security, Data Administration, Development, Support and Testing
* Experience in **working with Force.com Sites**, created various visual force pages, custom controllers to customize them and setting the web to case functionality.
* Implemented **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.
* Involved in **data mapping and migration** of data from legacy systems to SalesForce.com Objects and fields.
* Diverse experience in generating **custom and standard reports**, and **customizing Dashboards** based on roles.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users using REST and SOAP.
* Good understanding with Client/Server architecture, Object-Oriented design techniques and web application design under Model View Controller (MVC) and Service Oriented Architecture (SOA).

**EDUCATION & CERTIFICATIONS**

**Bachelor of Science Computer Information Systems**

**Concentration: Enterprise Computing**

*DeVry University, Naperville, Illinois*

**TECHNICAL SKILLSET**

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| --- | --- |
| **CRM** | Salesforce - Custom Objects, Relationships, Page Layouts, OWD, Sharing Model, Apex Managed Sharing, Tags, Custom Settings, Chatter, Workflows, Email Templates, Email Services, Validation, Formula, Reports & Dashboards, Custom Reports via Query Parameters, Visualforce, Apex, Triggers, Approvals, My Domain, SSO, Bulk API, Desktop Integration. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data loader, Command Line Data Loader, Force.com Platform (Sandbox, and Production). |
| **Other Programming**  **Languages** | C, Apex, Java |
| **Web Tools** | HTML, XML, Java script, CSS, SOSL, SOQL, AJAX |
| **Environments** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Linux. |

**WORK EXPERIENCE**

### Georgia Pacific- Atlanta, Georgia Feb 2015 to Present

### Sr. Salesforce Developer

Georgia-Pacific creates long-term value by using resources efficiently to provide innovative products and solutions that meet the needs of customers and society, while operating in a manner that is environmentally and socially responsible, and economically sound. Headquartered in Atlanta, Georgia-Pacific is one of the world's leading manufacturers and marketers of building products, tissue, packaging, paper, cellulose and related chemicals.

**Responsibilities:**

* Designed **Custom tabs**, **Approval Processes** and **Auto-Response Rules** for automating business logic.
* Created **Relationships** and created **Junction objects** to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Involved in **Salesforce.com application setup activities** and **customized the apps** to match the functional needs of the organization.
* Customized the standard objects according to the business requirements by **using Visualforce components.**
* Working with user group for requirement gathering throughout the planning and implementation.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some particular events.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Wrote **SOSL** and **SOQL** queries in apex classes to get the site visit info.
* Worked on **REST/SOAP Web service** to integrate Salesforce with third party systems.
* Used the **sandbox environment** for testing and migrated the code to production after testing.
* Experience with understanding **debug logs** and **solving bugs** and also modifying the existing systems as per the user’s and the client requirements.
* Participated in the **integration of Salesforce.com CRM** Creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard custom object.
* Implemented **Security access to the user profiles** by creating **Object level security**, **field level security** and **record level security**.
* Developed **Apex Triggers**, **Apex Classes** and **Test Methods**.

**Environment:**[Saleforce.com](http://saleforce.com/) platform, MS Visio, MS project, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls, Code Migration, Eclipse, [Force.com](http://force.com/) IDE.

**Incyte, Wilmington, Delaware May 2014 to Feb 2015  
Sr. Salesforce Developer**

Incyte is a science-led biopharmaceutical research company specializing in oncology product development and innovative medicines that are used worldwide

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce.com implementation and documented the Business and Software Requirements.
* Created **page layouts**, **search layouts** to organize fields, **custom links**, **related lists**, and other components on a **record detail and edit pages**.
* Developed **Assignment rules**, **Escalation rules** to enable proper routing of cases to the case team members.
* Designed **junction objects** and implemented various advanced fields like **Pick list**, **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows**, **Sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
* Involved in Salesforce.com functional need i.e. **Sweep & Match**, **Custom Member Search**, and **Data Synchronization by web services integration**.
* Created **various Standard and Custom Reports / Dashboards** (summary reports, matrix reports, pie charts, dashboards and graphics) and **Report Folders** to assist managers to better utilize Salesforce.com as a sales tool and configured various Reports and for different user profiles.
* Provided **post-implementation support** to assist end users in creating reports, dashboards and certain **Administration tasks including creating and maintaining user profiles and privileges**.
* Implemented **Web to Case**, **Email to Case functionalities** to provide a better customer support to the customers.
* **Single-Sign on (SSO) integration** – **Implement Single-Sign on (SSO)** for browser based logins to Salesforce.
* **Created profiles and implemented Object and field level security** to hide critical information on the profile users.
* **Created users, roles, public groups** and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved in the **Data Transformation** and **Data Cleansing activities** while transferring the data from the external system into salesforce.com using **Apex Data Loader 20.0**.
* Created **test scenarios** on **Sandbox environment**, **created packages** and moved it between Sandboxes and Production environments to place final implementations.

**Environment:** Salesforce.com platform, Force.com Sites, Apex, Assignment Rules, Escalation Rules, Sandbox Environment, Validation Rules, Custom Reports, Workflow & Approvals, Dashboards, Custom Objects, Custom Tabs, Creating Packages, Sandbox data loading, and Apex Data Loader.

**PRA Health Sciences, Raleigh, NC Nov 2013 to May 2014**

**Salesforce Developer / Administrator**

PRA Health Sciences is a [Contract Research Organization](https://en.wikipedia.org/wiki/Contract_Research_Organization) with headquarters in [Raleigh, North Carolina](https://en.wikipedia.org/wiki/Raleigh,_North_Carolina), USA. The organization has worked on 100+ drugs marketed across several therapeutic areas and conducted the pivotal or supportive trials that led to U.S. [Food and Drug Administration](https://en.wikipedia.org/wiki/Food_and_Drug_Administration) (FDA) and/or international regulatory approval of 50+ such drugs

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on **Force.com platform and Force.com IDE Plug-in using Eclipse**.
* **Created new User Accounts and assigned Profiles as per their role in role hierarchy**.
* **Defined Org wide default to restrict access from users**.
* **Customized Page layouts** for **Standard/Custom objects** and **assigned Record Types**.
* Created **Data Validation rules** and **Formulas** as per business requirement.
* Worked with **various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.**
* Created **Workflow Rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent actions and Outbound API Messages.**
* Created **Reports and Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Designed, and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
* Designed various **Web Pages in Visualforce** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used **Email templates in HTML and Visualforce**.
* **Integrated the Web Services** by generating the necessary stubs from the **WSDL files** for extracting the data from the home grown applications by using the home grown web services.
* **Used SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to **configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.**
* **Worked with Salesforce.com team to make application certified**.
* **Packaged and Deployed customizations from Sandbox** to other environments using **Force.com IDE.**
* Help users with **Chatter teams/Groups** and follow application as well.

**Environment:**Salesforce.com platform, Visualforce (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, APPTUS, Eclipse IDE, Subversion.

**Patriot Bank, Houston, TX Oct 2012 to Nov 2013**

**Salesforce Admin / Developer**

Patriot Bank is a leader in financial services for consumers, small business and commercial banking, financial transaction processing. The Salesforce CRM application is developed and used by the sales teams to keep track of the customers, their contact information and opportunities in pipeline and activities.

**Responsibilities**:

* Worked with functional leads to transform and develop new requirements into design, implementation.
* Worked on **Page layouts, search layouts, and mini page layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* **Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages, Apex classes** to suit to the needs of the application.
* **Customized the Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* **Customized tabs** for among different business user’s groups and business center.
* **Create various profiles and configured the permissions** based on the organizational hierarchy requirements.
* Designed and developed **workflow rules, validation rules, and customizations within Salesforce**.
* Implemented **Apex Classes & Triggers and linked them to manage the workflows** Implemented in the system.
* **Implemented S-controls** to manage sales plan call sheets within Salesforce, capturing prep data and call activity.
* **Extended native SFDC reports** to leverage custom fields to create meaningful reports, dashboards.
* **Involved with Salesforce.com Premier Support and handled the support cases** with the help Salesforce.com support.
* Administrated and monitored the company’s Sales force CRM application.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production Environment

**Barclay Bank, Plano, TX Feb 2010 to Oct 2012**

**Salesforce Developer / Analyst**

Barclays is a British multinational banking and financial services company headquartered in London. It is a universal bank with operations in retail, wholesale and investment banking, as well as wealth management, mortgage lending and credits cards. It has operations in over 50 countries and territories and has around 48 million customers.

**Responsibilities:**

* Performed the roles of **Salesforce.com Analyst / Implementer** in the organization.
* Acted as a **liaison between the business, data and the technical teams** throughout the project lifecycle.
* Extracted the **business requirements from various sessions** with business leads and maintained them using **Requisite Pro**, tracing them all the way to the system artifacts.
* Created **activity diagrams**, **use case diagrams**, **sequence diagrams**, **collaboration diagrams** and **data flow diagrams in UML** using **Rose and MS Visio**.
* Developed **Apex classes**, **Custom, Extension**, **List controllers** and **Apex Triggers** for customizations on **Campaign, Contact and Interaction objects**.
* Closely worked with **SalesForce.com consultants** while implementing the solutions for the requirements.
* Interacted with various business team members to gather and documented the requirements.
* Worked intensely on **custom objects, triggers and workflows**.
* Developed and configured various **Custom Reports and Report Folders** for different user profiles based on the need in the organization.
* **Provided the training** to the internal business users to use the application and develop their own custom reports.
* **Created Custom Reports for standard objects** as well as custom objects to give complete detail **overview ofCustomer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.**
* Used the **sandbox for developing, testing and deploying code** to various sandboxes using **Change Set and Force.com Migration tool**.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.

**Environment**:

Sales cloud, Windows XP, Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Salesforce.com Sandbox, Email Services, ANT tool.

**Moksha Coffee, Mountain View, CA March 2008 to Jan 2010**

**Salesforce CRM Analyst**

Moksha excel in small batch roasting to heighten your coffee experience. We specialize in the complete cycle of bringing a coffee to your cup, sourcing small lots from single origins, roasting it to be enjoyed with our recommended brewing method.

**Responsibilities:**

* **Business requirement gathering** with the consultants. **Database Visio designs** and **ER diagrams.**
* Participated in the **identification, understanding, and documentation** of business requirements, keeping in mind the need for the application based on the project scope and **SDLC methodology**.
* Facilitated discussions to anticipate future needs, requirements and opportunities.
* Assisted the **Project Manager** in preparing **final presentation and training materials**.
* Worked with **Workflow rules**, **Validation rules**, **formula and complex validation** over **multiple objects.**
* **Customize applications using Salesforce.com applications** to match functional requirements.
* **Data migration from spreadsheets to Salesforce using APEX data loader**.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **junction objects**, **master details relationships**, **validation and formula fields** to the custom objects.
* Worked on various **SFDC standard objects** such as Accounts, Leads, Contacts, Reports, Dashboard, Opportunity, Contracts, Cases, and Solutions.
* **Created the workflows for automated task creation** for employees, alerts and notifications.
* Created various reports (**Summary reports, matrix reports, pie charts, dashboards**).
* Develop, maintain and execute **Salesforce (SFDC) Test cases(functional)** as per the test plan.
* Work with application teams to execute **End to End test case**
* **Provide training to the internal business users** to use the application to develop their own custom reports.
* Performed the **role of support engineer** and helped them in getting used to the application, generate reports and save them for further access to the users.

**Environment:** Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, XML, JavaScript, CSS, Workflow & Approvals, Reports, Custom Objects, Email Services, Sandbox data loading, Eclipse IDE Plug-in, MS VISIO, UML, Gap Analysis, Agile.