**Haritha V.**

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**Certified Salesforce Developer/Administrator**

**PROFESSIONAL SUMMARY**

* Around 6+ years of overall professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills. More than 3 years of extensive experience in **Salesforce.com CRM** and **Force.com** platform with proficiency as a **Developer** and **Administrator**.
* Possess good understanding of trained integration technologies, have been involved in **IBM WebSphere Cast Iron** implementation projects mainly with salesforce as a cloud end point.
* Track various sales and marketing efforts in **Sales cloud** and **Marketing cloud**.
* Experience in Salesforce.com Development using Force.com, **Visualforce** and **Apex**.
* Capable in developing client specific solutions using **Apex Classes**, **Apex Triggers**, **Controllers and Controller Extension**, **Components and Test Methods**.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Have explored **Lightning Experience** to check the impact of enabling Salesforce Lightning Experience in existing implemented Salesforce system.
* Proficient in creating custom **objects, Role based page layouts, Workflow Rules** and **Approvals, Validation Rules, Custom Reports** and **data extraction** to various formats.
* Experience in Upgrading from Salesforce Classic to Salesforce **Lightning**.
* Worked on Salesforce **Customization, Security Controls, creating Profiles, Roles, Users, Record Types, Page Layouts** and **Email Templates** etc.
* Performed **validation rules**, **work flows**, **e-mail services and approval process** using customization and Apex.
* Experience in setting update data visibilities by configuring **OWD, Criteria/Owner based Sharing rules** and **writing Apex managed sharing rules.**
* Created **Lightning** Components, added **CSS** and Design Parameters which improves performance.
* Accomplished case management automation (on case object) to track and solve customer’s issues. Implemented **Email-to-Case** entry and Manual case entry for entering customer’s **cases** in **Cases Tab**.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets
* Knowledge of configuration and maintenance of security settings such as **role hierarchies**, **profiles** **and permissions,** **setting login hour and IP ranges** in compliance with organizational needs.
* Experience in **Data Loading** using **Import Data Wizard** and **Apex Data Loader**.
* Technical experience in Lightning & **Lightning App builder**.
* Highly focused on analytics to measure KPI’s and created reports and dashboards for business users.
* Written **SOQL** and **SOSL** queries in Apex.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Repot 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.
* Worked on Agile Methodology.
* Created Users and granted permissions in **Service cloud** as per the requirement.
* Provided customers with best practice solutions as related to **Salesforce CRM**.
* Good experience in working on **Eclipse IDE** for writing business logics in Apex programming language.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change sets, Force.com Migration tool (Ant based scripts) and Workbench.
* Experience in implementing security and sharing rules at object, field and record level for different users at different levels of organization.
* Always willing to learn new skills to improve efficiency and increase knowledge base.
* Good working experience with Java Object Oriented Programming technologies and **HTML, CSS, JavaScript.**

**TECHNICAL SKILLS**

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| --- | --- |
| **CRM Applications** | Salesforce CRM |
| **Salesforce Skills** | Force.com platform, Apex classes/Controllers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Data Loader, REST, Workflow and custom objects, Force.com |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.co Explorer, Force.com Data Loader, Force.com, Force.com IDE(Eclipse)­­­­ |
| **Programming Language** | Apex, SQL, Java Script, JQUERY, CSS, XML, XSL, XSD, MVC, J2EE, CVS, ANT. |
| **Web Technologies** | HTML, Visualforce |
| **Operating System** | Windows |
| **Tools** | IBM Websphere CastIron, Web Management Console Application,Workbench ETL, Jitterbit |

**Certification**

* Salesforce.com Certified Force.com Admin(ADM-201)
* Salesforce.com Certified Force.com Developer(DEV-401)

**PROFESSIONAL WORK EXPERIENCE**

**Client – Trend Micro, Austin, TX May 2018 – Till Date**

**Role – Salesforce Admin/Developer, Cast Iron designer**

**Roles and Responsibilities**

* Performed the automated Integration between on premise FTP Application and Salesforce cloud CRM with the help of **IBM Cast Iron.**
* Performed certain transformation to create Account, Sales order, Delivery, Invoice, Contract in the Salesforce.
* Was involved in end to end task to gather requirement, design, develop, deploy, testing, defect fixing of the Cast Iron Project.
* Exposure on WMC for deploying the project and maintaining status, health and other options.
* Exposure on other Cast Iron connectors and activities like Apply **XSLT, Read Xml file, if else, log Database, HTTP, Web service.**
* Proficiency in SFDC Administrative tasks including creating objects, fields, setting field level security, Profiles, **Roles,Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.**
* Worked on creating new **Lightning** Pages and enhancing old pages in Classic to **Lightning** using Components. Built custom apps using new Lightning App Builder.
* Worked on triggers for updating the log.
* Worked on Apex classes, Apex triggers and Test methods.
* Hands on experience of **Lightening Experience App design** **& development** i.e Lightning components & App, Lightning events etc.
* Hands on experience on **Salesforce** **Lightning** for Customizing Reports and Dashboards for business use.
* Performed **Migration** using **Change set** and Dream factory.
* Proficient in Handling **DML** events with use of Apex triggers.
* Well versed with various utilities like **workbench** and **Apex data loader**.
* Worked on **web services**.
* Added **Lightning** **Components** to Lightning Pages and Record Pages.
* Experience with **lightning** components and **lightning** bundle and customizing components according to the requirement. Good command on **JavaScript** to write **Apex** Controllers in **Lightning**.
* Have good hands on integration using the **REST API**.
* Worked on Admin tasks related to page layouts, Fields, Dashboards and custom objects in **Service Cloud**.
* Developed and executed marketing campaigns using **Marketing cloud**.
* Self motivated and quick learner of new concepts and technologies.

**Environment**:-Apex triggers, DML, Rest API, Approvals, Workflows, Workbench, Data loader, Reports, Dashboards, Page layouts, Roles, Lightning, Service Cloud, Marketing cloud, IBM Cast Iron.

**Client - Visa, Austin, TX Nov 2016 – May 2018**

**Role - Salesforce Developer/Admin**

**Roles and Responsibilities**

* Coordination with Business Analyst to gather business requirements.
* Developed **Apex Classes** (Custom/Extension Controller Classes), **Schedule Classes**, **Triggers on standard/custom objects** as per the user requirements.
* Worked on ANT Scripts for the list of Salesforce metadata components and deploy them to different Salesforce sandboxes.
* Written Apex unit test classes for **Triggers, Apex classes** to meet 75% of code coverage to migrate to Production instances.
* Created **VF** Components used repeatedly in **VF pages** to reduce the redundancy when needed.
* Customized Salesforce.com **Standard objects** like **Accounts, Opportunities, Leads, Cases, Tasks** and **Events**.
* Developed **custom objects, Fields**, **Dependent Picklist values**, **validation rules**, **Page layouts**, **Search Layouts and Tabs**.
* Migrated data into Salesforce using Data Loader, Informatica ETL tools.
* Involved in pre-deployment activities and was part of regressing and UAT.
* Developed **REST** based integration with Live Engage Application.
* Created many **Custom Objects** in the Org and defined **lookup and master-detail relationships** between the objects.
* Involved in using Lightning Design System, Process builder and **Workflows**.
* Extensively used Agile Scrum methodology to reach business team goal by gathering day to day requirements and building them using Force.com platform.
* Created **workflow rules**, **approval process** and defined actions like **Tasks**, **Email alerts**, **outbound message** and **Field updates**.
* Worked on customization of visual force to have **Lightning** experience for desktop and mobile applications.
* Worked on **Lightning pages** and **Record pages** for various functionality needs in the application.
* Worked with **SOQL** & **SOSL** queries with **Governor Limitations** to manipulate the data from Salesforce.com platform database.
* Worked with Agile methodology.
* Good understanding of standard chatter objects and their limitations.
* Used **Eclipse** based **Force.com IDE** and change sets to deploy Apex code.
* Maintained technical documentation for the functionality implemented.

**Environment**:- Apex classes, Triggers, Workflow rules, Approval process, REST, SOQL, SOSL, Governor Limits, Visualforce pages, Eclipse, Force.com IDE, Data Loader, ETL tools.

**Client – Nationwide Financial, Columbus, OH. May 2015 – Oct 2016**

**Role - Salesforce Developer/Admin**

**Roles and Responsibilities**

* Worked closely with sales team and Business Analyst and performed detailed analysis of business and technical requirements for maintaining Sales and Service clouds.
* Hands on Experience in Deploying **Apex code** from sandboxes to Production.
* Developed **Visualforce Pages** to show customized content for certain things according to client needed.
* Used **SOQL** and **SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Used Development Change Set for deployment of code to production and Sandbox for testing.
* Customized **Reports & Dashboards** for business users and managers, **developed custom reports**.
* Implemented **Web-to-Lead, Email-to-Case** for capturing Salesforce Leads and Emails created via web and emails received from customers.
* Created **email templates**, **approval processes**, **approval page layouts** and defined approval actions on them to automate the processes.
* Defined **Lookups** and **Master-Detail relationship** on the objects. And also created junction objects to establish **many-to-many relationships**.
* Worked on Agile methodology.
* Created **Workflow rules** and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com objects and it to read, extract and load data from comma separated value (CSV) files.
* Actively participated in testing of the application by writing test classes.

**Environment**:- Apex code, Reports & Dashboards, Visualforce pages, Lookups, Master-Detail-Relationship, Workflow rules, SOQL, SOSL, Governor Limits, Data Loader.

**Client – Seagate, Bloomington, MN Oct 2014 – Apr 2015**

**Role - Salesforce Dev/Admin**

**Roles and Responsibilities**

* Designed, developed and deployed **Apex Classes**, **Controller Classes and Apex Triggers**, packages for various functional needs in the application.
* Used **SOQL** and **SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Used **Force.com Eclipse IDE plug** to develop the **classes** and **triggers**.
* Designed, developed and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, Components.
* Created Various **Roles**, **Profiles** and **Page Layouts** and Configured the Permissions based on the hierarchy requirements of the organization.
* Defined the **lookup relationship** and **master-detail relationship** on the objects that helps in associating the records and defining a **parent-child relationship** in which the master object controls certain behaviors of the detail object respectively.
* Performed **Validation Rules**, **work flows**, **e-mail services** and **approval processes** using customization and Apex.
* 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**:- Force.com Eclipse IDE Plug, Apex classes, Triggers, lookup relationship, master-detail relationship, Data Loader, SOQL,SOSL, Governor Limits.

**Client - Gemini Solutions, Gurgaon, India July 2012 – July 2014**

**Role - Java Developer – Intern.**

**Roles and Responsibilities:**

* Involved in writing client-side validations using **Java Scripts, CSS**.
* Involved in designing test plans, test cases and overall Unit testing of the system.
* Coded Java Script for page functionality and Light Box Plugins using **JQUERY**.
* Internet Programming with **HTML, DHTML, Java Script, XML, XSL, XSD, CSS** and **WSDL**.
* Used **Ajax** to do asynchronous changes to the page.
* Worked on **SOAP** based Web Services and tested Web Services using **SOAP UI**.
* Involved with **Struts** front-end utilizing the struts tiles framework and Struts validation Framework to implement **GUI** interface.
* Involved in writing J-unit test scripts to check the functionality of the middle tier and aid in debugging phases.
* Written **SQL** queries and used **DB2** stored procedure.
* Struts **MVC Framework** for developing **J2EE** based web applications.
* Responsible for developing the registration modules of the wholesale application.
* Used **Java script** front end validations.
* Maintained the source code versions in **CVS** repository.

**Environment**: - Ajax, Html, DHTML, XML, XSL, XSD, WSDL, SQL, DB2, JQUERY MVC Framework, J2EE, Java Script, CVS.