**KAVYA** 

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**PROFESSIONAL SUMMARY**

* Around **9 years** of experience in IT industry, which includes **7 years** of extensive experience as **Salesforce.com CRM, Force.com platform** using **Visual force** an **Apex as Developer** and **Administrator** and **2years** of experience as **JAVA Developer.**
* Experienced in all phases of **SDLC** with proficiency in **Requirement gathering, Analysis, Design, Development, Testing, Implementation** and **Maintenance phases.**
* Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows**&**Approvals, Reports**&**Dashboards, Developed Formula fields, Validation rules, Email generation.**
* Extensive work experience in **designing custom objects, custom fields, Page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats Snapshots, Dashboards.
* Experience in **Batch Processing** (Batch Apex) with scheduling (Manual & Automated).
* Experience in Salesforce**Integration** for Data Integration/Synchronization/Replication from Sales force to external systems like Oracle and SQL server.
* Extensive experience in developing **APEX classes, Triggers, Visual Force pages, Controllers, writing Workflows, Force.com API, REST API, SOAP API.**
* Experience in **Data Migration** using Import Wizard, Workbench and other **integration tools** like Apex Data Loader, Data Loader.io, Excel Connector, SFDC Data Export, Mass Delete.
* Strong working experience with various **salesforce.comstandard objects** like Accounts, Contacts, Opportunities, Products and Price books, Quotes, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience implementing **OWDs, Role Hierarchies** and **Sharing Rules** for system security design.
* Experience in using the **Workbench tool** for **SOQL queries, SOSL** and the **REST Explorer.**
* Experience in **Apex coding** for the implementation of complex business logic with in Governor Limits.
* Experience in **SDLC Methodologies** like waterfall, Iterative, Agile (SCRUM).
* Experience in **Force.com** sites development using **Visualforce, jQuery, Angular Js,custom labels, AJAXtoolkit** and **CSS.**
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud** and **Marketing cloud**.
* Experience on **Lightning components** and **Lightning Applications.**
* Worked on **lightning** for sales cloud service on Leads, Task, Activities**.**
* Created custom components using **Aura** definition bundle and flexi pages in lightening based on the requirement, in backend we used triggers and handler classes**.**
* Experience on **Lightning components** and **Lightning Applications.**
* Has done the many integrations and used the Salesforce **Marketing cloud** connector V5 to connect to multiple salesforce orgs.
* Create and maintain email reporting dashboards, conduct testing and provide test results to **Marketing Team.**
* Expert in **developing User Interface (UI)** applications and professional **web applications** using JavaScript, JSP, XUL, HTML/DHTML, XHTML, jQuery, CSS, and Ajax.
* Experience in doing **deployments** using Force.com IDE, Eclipse, Change sets, Ant migration, SVG migrations.
* Proficiency in assigning **Tasks, Events, Attachments, Documents.**
* Synchronized**ETL**flows between various databases and report servers.
* Understanding of Salesforce Change Management.
* A strong appetite for application and learning **new technologies** with a positive attitude coupled with solid interpersonal communication skills. A good team player with soft skills.
* Monitoring / tracking projects with respect to time over-runs to ensure timely execution of projects.
* Ability to adapt and **learn quickly, Self-Motivated**and a **Team Player**.

**TECHNICAL EXPERTISE**

* **Salesforce Technologies:** Salesforce CRM, APEX, SOQL, SOSL, Visual Force Pages, Custom components, Salesforce Lightning Components, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Email Messaging, MulesoftData migration Tools (data loader, data loader.io)
* **Force.com/Integrating Tools:** Apex Data Loader and Force.com IDE, Force.com Platform (Sandbox, and Production), Eclipse, Excel Connector, Force.com Migration Tool, Demand Tools,.Net Framework tools.
* **Java/web Technologies:** HTML, CSS, Java, AJAX, JSON, jQuery, Angular Js,JavaScript, XML, Web Services, Callout’s, Callan’s.
* **IDE Environments:** Apex Data Loader, Force.com, Eclipse (Luna).
* **Database:** SQL Server, MS Access, Oracle
* **Operating Systems:** Windows 8/2000/Vista/7, Linux, IOS.

**CERTIFICATIONS**

* **Certified Developer (Platform Developer I) 16779057**
* **Certified Administrator (ADM 201) – 16791935**

**WORK EXPERINCE**

**Elo Touch Solutions, Richardson, TX DEC 2017– Present**

**Sr. SalesforceDeveloper**

**Description:**

Elo Touch Solutions is a premier global supplier of touch solutions including touch screen components, touch monitors, and all-in-one (AiO) touch computers. Elo touch solutions meet the diverse requirements of digital signage, retail, point-of-sale (POS), hospitality, medical/healthcare IT, industrial, and consumer. This is a complete CRM application which provides End-to -End solutions to user need and where the users are advised.

**Responsibilities:**

* Extensive SFDC skills in configuration, customization and development using **Service Cloud, Sales cloud,** **Marketing cloud.**
* Implementing Enhancements in **Velocity& Salesforce.**
* Worked on **Mobile development,** created customer and partner portals
* Made new feature enhancements on **Service cloud**,**Sales Cloud**and **Marketing cloud** using **Lightning** and**vlocity.**
* Experienced in Force.com **Apex Classes, Apex Triggers, Integration, Visual force and Force.com API.**
* Developed Scheduled classes by implementing **Batchable**, Schedulable interfaces to process large volumes of data.Apex Batch.
* Enabled **Aura Framework** and added **Aura Attributes/Handlers** for Events / Logic & Interactions
* Experience on **Lightning components** and **Lightning Applications.**
* Developed **lightning Apps** using **Lightning Components** and made them compatible with salesforce1 mobile app.
* Worked on**vlocity** for sales cloud service and Marketing cloud for user friendly UI.
* Experience in working with **salesforce.com** sandbox and **production** environments.
* Integrated Salesforce with 3rd party systems using Web services **REST/SOAP API** and app exchange apps.
* Experience in capturing, analyzing and **gathering the requirements**for **Salesforce.com** implementation.
* Experience in working on source control tools like **GIT.**
* **Resolve high priority technical issues** within the time frame and try to deliver them in early deployments.
* Triaging ticket and looking over ongoing maintenance activities.
* Manage a project plan through the systems delivery lifecycle for the implementation of enhancements and user stories.
* Coordinate with offshore resources and discussing with them about Defect Fixes.
* Liaison between onshore, offshore POCs and client.

**Environment**: Salesforce.com Platform, Lightning, Apex Language, Visual Force (Pages, Component & Controllers), vlocity , Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Reports, Email Services, Sharing rules, Security Controls, Eclipse IDE.

**Markmonitor, San Francisco, California APR 2015– NOV 2017**

**Role: Salesforce Developer/Administrator**

**Description:** Markmonitors is a complete CRM application which provides various services to employees and dealers of Markmonitors. This service application provides an interface for employees and retailers as well as employee with their departments too and address the dealer’s problems by providing the solutions by the employee team. Dealer will login and file a case. The complete life cycle of the issue will be tracked over Markmonitor Form Application.

**Responsibilities:**

* Involved with various business user groups for **gathering the requirements** for **Salesforce implementation** and documented the Business and Software Requirements
* Work on customization of standard objects like **Lead, Account, Contact** and **Opportunity.**
* Perform day to day User Management on SFDC Org by configuring **Sharing Rules, Permission Sets, Roles** and **Profiles.**
* Created **Custom objects**, **Custom Fields**, **Validation Rules**, and **Formula fields**
* Created **Custom login VF page** for the dealers to access the application.
* Creating **Workflow Rules, Tasks, Email Alerts** and components to suit to the needs of the application.
* Worked on Assigning creating **Roles Hierarchy**, **Profiles** and **Security setup** within the organization.
* Implemented **Case Assignment Rules** to direct the case to appropriate group such as Stories and PCS Central Support.
* Created **Page Layouts** to organize fields, custom links, related lists, and other components on records.
* Involved in **designing, development** and Testing of UI Applications using **VF Pages** and **Apex classes, Apex Triggers** as per requirement.
* Involved in **Service Cloud, Sales Cloud**, **community cloud**Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on **community cloud** to gain deeper relationships with customers, provide better service by enabling customers to find information and assist each other online. Connected to external channel partners, agents to accelerate deals.
* Created **Triggers** for email update for any new offer is released and Developed **Batch apex** along with combination of schedule apex to reduce the data for space utility.
* Used the **sandbox** for development, testing and code migration to Production.
* Worked on Eclipse IDE with **Force.com** Plug-in for writing business logic in **Apex programming** language.
* Created **custom settings** for seasonal offers like spring, summer etc.,
* Used **data loader** and **data loader.io** to store data into the database.
* Worked on Agile environment, in this we developed High-value features and delivered more quickly with short cycles.
* Updating of **email** and **automated email** will be send to the reps if any issue is raised by reps.
* Written **Apex Test Classes** for unit testing to ensure at least 75% of code coverage is met.

**Environment**: Conga Composer, Workflows, Rest, Soap, Apex, Visual Force, Triggers, SOQL, HTML, Java Script, Web Services, Data loader, Security Controls, Force.com IDE, MS Access.

**CPrudential Financial, Newark, NJ JUN 2013 - MARCH 2015**

**SalesforceDeveloper**

**Description:**Group that includes The Prudential Insurance Company of America, one of the largest life insurance companies in the US; headquartered in Newark, NJ; other activities: mutual funds, annuities, real estate brokerage franchises, relocation services etc.

**Responsibilities:**

* Interaction with **SCRUM** Master/Business Analyst regarding new requirements and understanding the business requirement.
* Participated in requirements gathering and creating **functional requirements** for ELO.
* Worked on **Quote-to- Cash** solutions using **Apttus CPQ**and worked on **conga composer.**
* Configured products, pricelists, pricelist items, categories using **Apttus CPQ** and Used Constraint rules, price rule

sets, attributes, and feature set.

* Constructed condition/action rule to target quote and line level fields Using CPQ (**Apttus**).
* Worked with **field** and**page layout** customization for the standard objects like **Account, contacts** and **Leads.**
* Involved in using **Marketo** tool for email marketing
* Created Custom **VF pages** based on client requirement
* Involved in querying Salesforce tables using **SOQL & SOSL** queries using Force.com
* Creating **Workflow Rules, Tasks, Email Alerts** and components to suit to the needs of the application.
* Involved in **designing, development** and **Testing** of UI Applications using **VF Pages** and **Apex classes, Apex Triggers** as per requirement.
* Created **custom settings** for tooling database.
* Worked on **Sales cloud** and **Service Cloud**and **Marketing cloud.**
* Worked on **Mobile development,**created customer and partner portals
* Worked on **Chatter, App-exchange applications.**
* Involved in Design and build **web**&**mobile interfaces** on the Force.com platform using Visualforce,Apex

for providing good user interface for the Users.

* Used **Force.com** web services API to create, update, retrieve and delete records from **SOAP and REST based web services** using **java.**
* Made new feature enhancements on **Service cloud** and **Sales Cloud** console view and developed some **Visualforce components.**
* Created**Lightning Component Tabs** and **Visualforce Tabs.**
* Created custom components using **Aura** definition bundle and flexi pages in **Lightning** based on the requirement, in backend we used **Triggers** and handler classes**.**
* Hands on experience on Salesforce **Lightning** for Customizing Reports and Dashboards for business use.
* Develop re-usable **UI components** with the **Salesforce Lightning Component** Framework.
* Hands On Migration Tools - **ANT** Migration tool, Eclipse, Workbench and **ChangeSets.**
* used **Mulesoft** as integration tool for connecting **Saas** and enterprise applications in the cloud and on-premise.
* Experience in all the phases of **ETL** such as Extraction, Cleaning, Transformation and Loading using Informatica and efficiently worked on Data Warehouse Full Life Cycle Projects for Banking and Insurance Domains.
* Good Data Warehousing **ETL** experience using Informatica Power Center (Workflow Manager, Workflow Monitor, Source Analyzer, Warehouse Designer, Transformation Developer, Mapping Designer, Informatica Server, Repository Manager).
* Integrated Salesforce with 3rd party systems using Web services**REST/SOAP API** and app exchange apps.
* Written **Apex Test Classes** for unit testing to ensure at least 75% of code coverage is met.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Created **Time dependent workflows** as per the requirement.
* Created e-mail templates and used them in **workflow & approval processes**.
* Responsible for providing object level/record level/field level security by creating **Roles and profiles**.
* Experienced creating **permission sets and also sharing rules** according to the requirement.
* Worked in **Agile** environment, by breaking projects down into little bits of user functionality called Userstories, prioritizing them, and then continuously delivering them in short two week cycles, worked on multiple concurrent projects.

**Environment:** Salesforce.com, Process builder,journey Builder,Apptus CPQ, Quote2Cash, Workflow, Rest, Soap, Marketo, Email2Case, Apex, Visual Force, Salesforce Lightning, Triggers, Batch Apex, Schedule Apex, SOQL, SOSL, HTML, Java Script, Web Services, Sandbox and Data loader, Security Controls, Ant tool, third party tools like EchoSign, Dupe catcher.

**US Wire & Cable Corporation, Newark, NJ JAN 2012–MAY 2013**

**SalesforceDeveloper/Administrator**

**Description**Cable Systems Corporation is one of the leading companies of media and telecommunication. Its operations include full site of advanced digital television, high speed internet service and valuable local media and programming properties. They use salesforce.com to maintain the effectively manage clients, client’s database and workflow of the business process. 

**Responsibilities:**

* Performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Created **custom objects, tabs, fields, page layout** as per business requirements.
* Hands on experience on Sales cloud and Service cloud
* Developed **Triggers, Visual force pages/controllers, Workflows, Validation rules** and **Formulas.**
* Used **Zapier** for avoiding automatically cross workflows.
* Integrated with **JIRA** tool
* Used **Salesforce WSDL** to integrate with other applications, and use Rest API to make inbound and outbound calls.
* Involved in developing **automated e-mail service.**
* Developed UI using **HTML, JavaScript, AngularJS, CSS** and **JSP.**
* Developed **Custom VF pages** and **Apex classes** and have also written various visual force email templates and Implemented Bootstrap Frame work for Custom VF Pages for Optimization.
* Developed Scheduled classes by implementing **Batchable**, Schedulable interfaces to process large volumes of data.Apex Batch.
* Designed **Account Management**, **Lead Management**, **Opportunity Management** and **Case Management**
* Implemented **SOQL** &**SOSL** for data manipulation needs of the application using platform database objects.
* Migrate existing data from legacy systems, in and outbound using **Data Loader** and **Web Services.**
* Developed **web services** using **Salesforce.com Web services API** to provide data for third party clients.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Created **Profiles** and **Roles** and performed security and sharing settings to them.
* Developed new **Reports**&**Dashboards.**
* Implemented **Security access** to the user profiles by creating Object level security, field level security and record level security.

**Environment:**Apex Classes, Triggers, Data Loader, Rest, Soap HTML, Workflow & Approvals, Reports, SOQL, SOSL, Custom Objects, Custom Tabs, Email Services, Security Controls, VF Pages, Java Script, Web Services, Eclipse IDE Plug-in.

**State Farm, Bloomington, ILSEP 2010 - DEC 2011**

**Salesforce Developer /Administrator**

**Responsibilities:**

* Worked on creating lead forms, custom tabs, managing work flow and assigning tasks based on the user

requirements.

* Experienced on working with apex on force.com and creating triggers and Apex classes and work flow rules in

Approval process .

* Used standard controllers, custom controllers and extension controllers.
* Created lead foams, campaigns to lead foams, assigning task and managing work flows.
* Developed triggers and apex classes using apex test classes with minimum code coverage.
* Responsible for dealing with user issues like resetting or modifying the data and for creating the validation rules

for email and other custom fields.

* Implemented user profiles and security setting.
* Worked on data migration using data loader from excel sheets.
* Responsible for querying sales force tables using SOQL and SOSL.
* Designed various HTML Email templates for Auto-Response to customers.
* Supported the data migration activities for migration of data from various business sources with the support

ofsalesforce.com.

* Implemented different levels of security to hide the important information from the users.
* Worked on Encryption of custom fields with the help of master encryption key to encrypt the data.
* Developed project in agile environment and played role of Scrum Master.
* Worked onSalesforce.com Application to Setup activities and customized the apps to match the functional needs

of the organization.

**Environment:** Salesforce.com CRM, Apex, Visualforce, IBM Cast Iron, Sales, Service cloud, Communities, Workflows,Approval Process, Sandbox, Data loader, JavaScript, JQuery, Angular JS, CSS, HTML, XML, AJAX, Force.com plug-in for Eclipse IDE, Windows.

**State of ND, Bismarck, NDOCT 2009-AUG 2010**

**Java Developer**

**Description:**TD Bank is one of the largest banks in the U.S. offering major Credit and Banking Services to both corporate organizations and individuals. The Project is to maintain the Banking information of the Customers using Java & Salesforce.com.

**Responsibilities:**

* Involved in various stages of the **SDLC** using Waterfall development process.
* Responsible for developing user interfaces using **HTML, JavaScript, JQuery, Ajax, JSP**,**Angular JS**and **Servlets.**
* Responsible for developing spring controller classes, Command classes and configured dispatche-server.xml for **Spring MVC.**
* Using ApplicationContext.xml created the dependency Injection for the Action classes using **Spring IoC.**
* Responsible for achieving object relational mapping by configuring the deployment descriptors in **Hibernate.**
* Responsible for writing stored procedures, queries using **PL/SQL** to process the data on DB2 database.
* Involved **in performing regression testing, unit testing using JUnit.**
* Used **WSDL** and **SOAP** messages for getting credit card information from third party and used Web Services (JAX-WS) for exchange rate calculations.
* Responsible for **testing** of application on various levels like integration and System testing by utilizing various methodologies.
* Worked on Enterprise **JavaBeans** is service-side model that encapsulate the business logic of an application.
* Developed application code using **Core Java** and **J2EE** (Servlets, XML) in **Eclipse tool**
* Created **SQL** queries and Stored Procedures for **CRUD** (Create, Read, Update and Delete) operations on database.
* Used **Ajax** in one of the modules to do asynchronous changes to the pages.
* Worked with Struts front-end utilizing the Struts tiles framework and Struts Validation Framework to implement the **GUI interface**

**Environment:** Core Java, Hibernate, Spring MVC, JDBC, JSP, JQuery, XML, CSS, AJAX, Angular JS,Maven, WebSphere Application Server 6.1, JUnit, log4j, RSA, SOAP- RPC, DB2.

**Resource Masters, HYD,India JUN 2008-SEP 2009**

**Java Developer**

**Responsibilities:**

* Implemented **Core Java** (API, Multi-Threading, Collections).
* Involved in the **analysis, design** and **implementation** and **testing phases of SDLC.**
* Experience Working with **Agile Development methodology.**
* Experience working with **Git version control systems.**
* Worked on designing modules of the applications and have represented those using **UML diagrams** with Rational Rose.
* Extensively worked with **Java Script** for front end user interface.
* Designed and implemented the User Interface using **OO JavaScript, HTML, XML, CSS, JSP.**
* Responsible to manipulate HTML, CSS in JQuery as well as making the pages dynamic using **AJAX, JSON** and **XML.**
* Used **MAVEN** for build and deploying the application onto the Application server.
* Designed and developed the business logic layer and data access layer using different kinds of **Data Access Objects (DAOs).**
* Create **database queries** for data insertion, updates and views using Oracle 10g.
* Developed server side utilities using **J2EE technologies Servlets** in the back-end.
* Worked on **JSF** and **JSP** tag libraries for reusable web interface components.

**Environment:** Java 1.7 and older versions, Eclipse IDE, Apache Tomcat, Maven, Git, XML, CSS, HTML, Hibernate, Spring MVC, AJAX, MySQL, JQuery.

**REFERENCE**

* **References available on Request.**

**PROFESSIONAL EDUCATION:**

* **Bachelors from Computer Science & Information Technology, SK University 2008, India.**