**NEERAJA**

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**** **Professional Summary:**

* Over 5 years of IT experience with Salesforce.com CRM as Developer and Administrator.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Experience in creating many Work Flows, Validation rules, Approval Processes, Triggers, Sharing Rules and also the most complex Apex classes to meet the client's requirement and functionality.
* Experience in designing custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
* Experience working with Force.com IDE and salesforce.com Sandbox environments.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Worked with Salesforce1 sandbox simulator to run and test the Lightning Applications
* Proficient in Creating Custom Page layouts based on record types design and implementation.
* Experience in developing Intranet/Internet multi-tiered application using IDEs such as Websphere Studio Application Developer, Eclipse, MyEclipse.
* Experience enterprise applications using Struts and spring Framework.
* Experience in Markup Languages like XML, HTML, DHTML and CSS.
* Experience in GUI designing and validations using HTML, Java Script, CSS, JSP and Applet.
* Development experience in various platforms like MS Office, Visio documenting tool and Windows (XP, NT, 2000, 98, 95).
* Thorough understanding of SDLC Methodologies like waterfall, Iterative, Agile (SCRUM).
* Experienced in Smoke Testing, Functional Testing, Regression Testing, Integration Testing, System Testing, Backend Testing and User Acceptance Testing.
* Capability to adapt and learn quickly to new tools, techniques, and approaches.
* Ability to handle multiple tasks and work independently as well as in a team.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* A team player with a strong work ethic, a positive attitude and the ability to make the best use of individual resources.

**Education:**

Bachelors in Science, India.

**Certifications/Licenses:**

Salesforce certified platform developer 1

**Technical Acumen:**

**Salesforce Technologies** Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, Apex Data Loader, SOQL, Lightning, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services & Testing, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.

**Salesforce Tools** Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com, Workbench, Force.com Platform

**ETL Tools** InformaticaPoweCenterv8.6.1/8.1.1/7.1.3/6.2/5.1 (Repository Manager, Power Center Designer including - Source Analyzer, Target Designer, Transformation developer, Mapplet Designer, Mapping Designer), Workflow Manager, Workflow Designer and Workflow Monitor

**Databases** Oracle 11g/10g/9i/8i, DB2, VSAM, IMS DB, MS SQL Server, T-SQL, MS Access

**Programming Languages** Apex, Java, JavaScript, HTML, Bootstrap, JQuery, XML, BMI, SSIS, ETL, XHTML/DHTML PL/SQL, SQL, COBOL, PL/1, JCL

**Integration Tools** Knowledge Tools, Apttus CPQ and CLM, App Exchange Tools, Informatica Cloud, Marketo

**Methodologies:** ER Modeling, Multi Dimensional Modeling, Ralph Kimball, Data Warehouse Life Cycle

**Professional Experience:**

**State Street Financials, Boston, MA Mar 2017 to Till Date**

**Salesforce Developer**

State Street Financials is an American worldwide financial services company. The objective of the project was to create a golden copy of the customer records. I was a part of the reporting & Analysis team, involved in preparing and maintaining the management reports for business. I managed business case scenarios to validate the end user requirements.

**Responsibilities:**

* Worked as a liaison between business users and developers to submit requirements and changes, clarify questions and issues.
* Created Visualforce pages to override the standard functionality in customer portal.
* Built Customized Lightning Components replacing the existing one's using Java script on the client side and apex on the Server side.
* Built Custom User Interface using Lightning components to insert custom object data on Opportunity by Sales representatives using Aura Framework, CSS, Boot Strap and JavaScript.
* Identified the process flows in the current system and recommended business process automation in the new system after analyzing and documenting as-is system and to-be system
* Worked on development of Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the operations performance and lead generation statistics
* Worked on configuring the various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, Dashboards
* Designed and developed the UI of the website using HTML, Angular JS, Ajax, JSON, CSS and JavaScript.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Used Data Loader for insert, update and bulk import or export of data from Sales force Objects.
* Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.
* Designed and implemented archiving of data using Batch Apex and Scheduling.
* Ensure data integrity by merging duplicate Leads, Contacts, and Accounts; performing mass uploads and updates of data as required;
* Worked with Jitter bit tool to load data into Salesforce.
* Worked with Jitterbit to develop process builder automation.
* Created Apex classes, components and triggers with 100% code coverage using test classes.
* Experience in working across various SFDC implementations covering Sales Cloud, Marketing Cloud and Chatter applications.
* Prepared use case documents and utilized MS Visio to create UML diagrams including use case, activity and class diagrams to extract business process flows and workflows, thereby assisting development and quality assurance teams in understanding the requirements

**Environment:** Saleforce.com platform, Apex, Visual force, Data Loader, HTML, Java Script (version 1.8), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse Force.com IDE Plug-in, Windows XP, App Exchange, Flex coding, Controllers, Sharing Rules, Permission sets, Process Builder, Reports, Dashboards

**Republic Bank, Louisville, KY Jul 2016 to Feb 2017**

**Salesforce Developer/Administrator**

Republic Bank is a financial services company with $1.9 trillion in assets. The bank business consists of banking, Insurance, Investments, mortgage, and consumer and commercial financial services through more than 8,600 locations.

**Responsibilities:**

* Developed Custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs.
* Developed Test Classes and Test Methods to ensure maximum Code Coverage (greater than 75%) in production instance.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules
* Configured Campaign Management, Campaign Influence and Lead Conversion
* Perform 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.
* Used Workbench in Salesforces.com. Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Actively involved in design and development of custom CRM solution to service.
* Implementation of components and wireframes using cross-browser compatible JavaScript, jQuery and AJAX.
* Worked on test cases related to Salesforce1 mobile app development.
* Worked on Lightning component Process Builder to automate task for Salesforce1 users and agents.
* Worked on Sales cloud, service cloud, Customer Portal and salesforce Chatter.
* Developed Lightning pages for Salesforce1 mobile app
* Developed Lightning app for agent with enhanced Lightning templates.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Reports & Dashboards to view data from custom object.
* Daily administration and support of Marketing Cloud.
* Working with management and end-users to create and manage complex workflow rules, data validation and triggers.
* Develop and create customized reports and dashboards.
* Implemented SSO in SFDC, to utilize corporate windows authentication.
* Extensively worked on SFDC UI using Visual Force Pages.
* Worked on integrating REST API using callouts framework for custom java application of client.
* Worked on integration with SOAP API with Experian for address validation.

**Environment:** Salesforce.com Platform, Sales cloud, Service cloud, Apex language, App Exchange, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript(version 1.8), Workflows, Approvals, Reports, Custom-Objects, Analytical Snapshots, Security Controls, SOQL, SOSL, Integration, Force.com Platform(Sandbox and production), Force.com IDE.

**QVC, West Chester, PA May 2015 to Jun 2016**

**Salesforce.com Admin/Dev**

QVC is an American cable, satellite and broadcast television network, and flagship shopping channel specializing in televised home shopping that is owned by Qurate Retail Group. Implemented SalesForce.com to enable sales, call center and partner relationship management. The goal was to offer partners to manage leads and offer timely support and solutions to effectively manage their leads and customers.

**Responsibilities:**

* Created web-to-Lead for partner on boarding and deal registration forms
* Developed Queues for the specific leads based on the lead assignment rules
* Created approval process for the partner and deal registration users
* Implemented the logic to find the existing matches for the account, contact and opportunity
* Worked on the Front-end UI like HTML5, XML, CSS3, JavaScript, Ajax, and WSDL
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements
* Developed Apex triggers, Apex classes and test methods. Involved in querying Salesforce tables using SOQL and SOSL queries using Force.com.
* Integrated Salesforce.com with Siebel,.Net systems using Salesforce Web Services
* Wrote various queries in generating reports using combination of custom objects and standard objects.
* Written Apex unit test classes and achieved code coverage up to 90% for all the classes and followed best practices using @testSetup to setup test data for each object and reused the same data across various test methods.
* Used Data Loader for Data Management in force.com platform
* Perform administration tasks as needed, managing custom fields, integration and data cleanup
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles
* Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Quest Salesforce.com instance
* Involved in setting up field level access for each custom object created based on the user's role within the organization.
* Worked with field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Have worked on moving data from external legacy system into Sales force application using Apex Data loader & CSV files
* Worked on workflow rules & approval processes

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows

**Owens & Minor, Richmond, VA Mar 2014 – Apr 2015**

**Salesforce.com Admin/Dev**

Owens & Minor is a global healthcare solutions company with integrated technologies, products, and services aligned to deliver significant and sustained value for healthcare providers and manufacturers across the continuum of care.

**Responsibilities:**

* Designed, and developed the Custom objects, validation rules, Custom tabs, Components, Visualforce Pages to suit the needs of the application.
* Developed web services for Integration using Salesforce.com Webservices API to provide data for third party clients.
* Configured and developed custom objects, layouts, reports, in SFDC platform.
* Performed Data Migration for 500+ users. Wrote SOQL, SOSL queries for calling the data from databases and displayed them.
* Developed APEX Triggers, Classes based on the requirement.
* Implemented the Requirements on Salesforce.Com Platform and Force.Com IDE Plug-In Using Eclipse.
* Performed Integration using Call Outs, Triggers and Out bounding messages.
* Worked extensively on Accounts, Contacts, Opportunities and other Standard Objects and customized Objects for Additional Fields, Layouts, and Record Types and Validation rules.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.
* Worked on customer portals and communities administration

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP

**Eyeres Infotech India Pvt. Ltd., India. Apr 2013 – Dec 2013**

**System Admin/Salesforce Admin**

**Responsibilities:**

* Used Waterfall Model to develop the entire application.
* Developed Interfaces using JSP based on the Users, Roles and Permissions. Screen options were displayed on User permissions. This was coded using Custom Tags in JSP using Tag Libraries.
* Designed and developed database in Oracle.
* Adopted three-tier approach consisting of Client Tier, Business Logic Tier, and Data Tier.
* Implemented Customer Portal, Live feeds and Automations (Workflows, Approvals, and Process builder).
* Tested the entire System according to the Use Cases using Junit.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Responsible for Coding using JSP, Java Servlets, Struts and XML.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Part of design team, actively participated in client demos and brain storming sessions conducted to make the application more reliable and stable.
* Designed and developed Workflow rules and Validation Rules.
* Involved in tracing and troubleshooting large volumes of source code using logging tools like log4j, and classes such as Print Writer.
* Used XML, for developing a dynamic and flexible system for handling data.
* Involved in team for production and deployment phase of the application.
* Packaged and deployed the entire application code to integration testing environment for all the releases.
* As an Analyst was involved with interacting with the clients and application user for their Requirements, Specifications and enhancements

**Environment:** C#, Sql Server 2000, Visual Studio, Windows XP, JavaScript