

**Srinidhi**

**Salesforce Developer/ Admin**

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**Professional Summary:**

* 8 years of experience in Salesforce as Admin/Developer, with 2 years of experience in Java development.
* Experience in Administration, Configuration, Customization, Development and support on **Salesforce.com Platform.**
* Complete understanding of the **Salesforce.com CRM business process** and its phases for translation of business requirements into systems design.
* Ability to setup, customize and deploy to Salesforce.com from the ground up for large user groups, perform hands on customizations using **Apex, Visual force**, Custom Reports Salesforce.com **Web services API.**
* Good experience in Developing Business Logic Services Using **Custom Objects, Controllers**, **Visual Force/APEX Classes** and **APEX Triggers**.
* Proficient in Data Migration from Traditional Applications to Salesforce Using **Data Loader** Utility.
* Strong Experience in creating, managing Applications, Custom Objects, Custom tabs, Fields, Relationships, Page Layouts, Record Types, **Validation Rules,Email Templates, Report Types**, **Workflow Rules,** and Approval Process, **SOQL, SOSL** and **Governor Limits**.
* Experience on creating **Users, Profiles, Permission Sets and Roles.**
* Participated in **Salesforce integration** and planning strategy along with Architect.
* Experience on integration, integrated Salesforce with different external system, performed both inbound and outbound integration using **SOAP** as well as REST API.
* Experience on managing the Communities.
* Hands on experience in developing and configuring **Dashboards, Reports** and Report Folders for different user profiles based on the need in the organization.
* Ability to fully leverage the power of **Visual Force** through custom pages, components, controllers, and sites.
* Advanced knowledge of APEX, including but not limited to scheduling, **Web Services API**, **Triggers, Custom Controllers, Design Patterns, Dynamic Apex, and Batch Apex.**
* Well versed with analyzing company processes, translating business workflows into accurate Salesforce.com workflows, assignment rules, and configuring Salesforce.com to meet business needs.
* Sound Understanding of Data migration using **Import wizards**, and Data Loader. Also, experience in **Lightning** Component and **Lightning**App Builder.
* Proficient in creating **Lightning**Apps combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
* Hands on development experience in creating **Lightning Applications** on Salesforce1.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visualforce (Pages, Components, Controllers)MVC Architecture** and **Apex (Classes, Controllers & Triggers).**
* Ability to effectively translate Salesforce data into business understandable metrics using **Reports** (Matrix, Summary, and Tabular), **Analytical Snapshots**, and **Dash Boards** (Static and dynamic).
* Experience working with **Force.com IDE** and **SFDC Sandbox environments**.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Good exposure to **RDBMS, SQL and PL/SQL**, writing **SQL scripts** for efficient report generation.
* Proficiency in Object Oriented languages like **Java, JSP, Servlets** and other technologies.
* Experience in web technologies like **HTML, CSS, XML,** and JavaScript.
* Experience in **SOAP and REST** based WebServices.
* Excellent communication and inter-personal skills.
* Implemented and delivered projects under Agile Development Environment.

**Technical Skills:**

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| **Salesforce.com Development** | Apex Language, Apex Trigger, Apex Class Apex REST and SOAP Web Services, SOQL, SOSL, Visualforce(Page, Component Controllers) |
| **Database:** | My SQL, Oracle 11g |
| **Languages:** | Java, Java Servlets, JSP, Apex |
| **Frameworks:** | Spring Core, Spring MVC, Spring DAO, Struts 2 |
| **Web:** | HTML, CSS, JSP, XML |
| **Operating Systems:** | Windows 7, 8,10, Linux, Unix |
| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, JavaScript Controllers, Server-side Controllers |
| **Tools/Utilities** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform(Sandbox and Production) |

**Certification:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer 1

**Education:**

* **Bachelor’s Degree in Computer Science**

**Professional Experience:**

**Pacific Gas& Electric -San Ramon, CA Sep 2016 to Till Date**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Administered Salesforce.com by creating new users & giving access to users which involved in various tasks like, creating roles, Profiles, field level securities, Groups, Queues, sharing settings etc.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy and defined Org wide default to restrict access from users.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Data Validation Rules and formulas as per business requirement.
* Created Workflow rules to automate tasks, email alerts, field updates and time-dependent actions
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and Dashboards.
* Designed, Developed & deployed various APEX Classes, Triggers, Test Classes, Visual Force pages & also various Schedule & batch based Apex classes to implement the custom functionality.
* Developed triggers, which added automatic templates to fire to the respective users.
* Implemented Apex Controller, triggers and test classes with test code coverage of 90-100% using Force.com IDE.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Salesforce Connect to access product information stored on an external system.
* Integrated with external Web Interface using Named Credentials and POST method to validate the VIN number of a vehicle.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS(LightningDesign System) that makes the Lightning component look and feel better.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* For maintaining the correctness of the data, have also done various Data loading operations such as uploading, Inserting, exporting using Data Loader & Import Wizard in Salesforce.com
* Help users with Chatter teams/groups and follow application as well. Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Worked on other tasks like, Workflow Rules, Email Alerts & Templates, Support Processes, modifying and creating new Page Layouts, Validation Rules, Formula fields, Custom Objects, Report types etc.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool.

**Environment:** Salesforce Force.com Platform, Force.com Eclipse IDE, Workbench, Apex, Visualforce,Lightning Components, Data Loader 36.0.0, Import Wizard, Triggers, Components & Controller, Workflow and Validation Rules, Reports & Report Types, Custom Objects, Tabs, Email Services, Security Controls, HTML, Java Script, Sales Cloud, Security Controls, Sandbox data loading

**Laureate Education Inc., - Baltimore, MD Jan 2015 to Aug 2016**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Extend or build new apps with the Lightning App Builder and Lightning Components.
* Added Lightning Component to Lighting Pages and Record Pages.
* Involved in API/Web Service design and developing technical specifications for Salesforce.com (SFDC) application.
* Used Lightning process builder for visualizing and creating automated business processes
* Designed, Developed & deployed various APEXClasses, Triggers, Testclasses, Visualforce pages & also various Schedule & batch based Apex classes to implement the custom functionality.
* Developed triggers, which added automatic templates to fire to the respective users.
* Implemented SFDC Integration using REST/SOAP Web Service API'S.
* Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Worked on various tasks, which basically involved in creating different Reports and Dashboards to capture the company’s performance and upcoming jobs in the pipeline.
* Worked on Customer Portals and Communities' Administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created Visualforce pages for custom login and configuration of communities.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects
* Created Use case diagrams and test cases for Web to Lead with Salesforce.com in the organization.
* For maintaining the correctness of the data, have also done various Data loading operations such as uploading, inserting, exporting using Data Loader & Import Wizard in Salesforce.com
* Worked on other tasks like, Workflow Rules, Email Alerts & Templates, Support Processes, modifying and creating new Page Layouts, Validation Rules, Formula fields, Custom Objects, Report types etc.
* Administered Salesforce.com by creating new users & giving access to users which involved in various tasks like, creating roles, Profiles, field level securities, Groups, Queues, sharing settings etc.
* Involved in data migration using Apex Data Loader and wrote Oracle SQL’s and Packages to export the data to CSV files.
* Defined the mapping files (SDL files) to load the data into Salesforce using Apex Data Loader.

**Environment:** Salesforce Force.com Platform, Force.com Eclipse IDE, Workbench, Lightning, Apex Language, Apex Data Loader 31.0.0, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading

**PRA Health Sciences- Raleigh, NC Sep 2013 to Dec 2014 Salesforce Developer/Admin**

**Responsibilities:**

* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
* Closely worked with Business users, Business Analysts and large team for Analysis of the existing system and specifications.
* Worked on various salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports, and Dashboards.
* Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Involved in various activities of the project, like information gathering, analyzing the information documenting the functional and non-functional requirements.
* Designed, developed and deployed Custom Objects consisting of validation rules with effective formulae fields, Workflow rules necessary to suit the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured dashboards, ad hoc reports and report folders for different user profiles based on the need in the organization.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application.
* Performed IDE, Change Sets and ANT Script deployments as needed and validated the components before deployment to ensure a smooth process.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
* Developed Test Classes for unit testing and Apex Triggers for various DML events and functional needs in the application.
* Worked on SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Reviewed the code and other components developed by the team and also performed functional Testing.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Coordinating with the UAT teams and making the necessary development changes and follow-up with UAT team thereby providing UAT support.

**Environment**: Saleforce.com platform, Dashboards, Apex Language, Visualforce (Pages, Component & Controllers), REST API, ANT, Azure cloud, JavaScript, Angular JS, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP

**Frost National Bank - San Antonio, TX Nov 2011 to Aug 2013**

**Role: Salesforce Administrator**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Analyst and Administrator in the organization
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Imported data from excel sheets into Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow Rules for various tasks and Email alerts totrack customer related tasks and activities.
* Used the Java Ant for testing and migrated the code to the deployment instance after testing.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems.
* Designed various types Email templates for auto response to customers
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object and to provide better customer support to the customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team and support end users

**Environment**: Salesforce.com platform, Data Loader, Apex Pages, Visualforce, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards and Windows.

**Yash Technologies -Bengaluru, Karnataka June 2009 to Sep 2011**

**Java Developer**

**Responsibilities:**

* Written low-level design for features Document Creation, Container Creation and Document Relocation.
* Handled assignments in developing UI pages using JSP, Html, DHTML, CSS and JavaScript technologies for modules in BDMS.
* Application developed in MVC architecture using Struts, JSP, Ajax, HTML, Java Script, CSS, JMS and Hibernate.
* Involved in implementing Value Object Pattern, MVC & Singleton Pattern.
* Updated the required data in the DB2 database to save and update the database using hibernate, corresponding to actions performed in the struts class.
* Involved in understanding business requirements and functionality of Cost Management Reporting.
* Used Struts tag library extensively with html.
* Involved in understanding business requirements and functionality of Cost Management Reporting.
* Involved in drawing the UML diagrams such as Use Case Diagrams, Class Diagrams and Sequence Diagrams using Rational Rose.
* Developed java classes for posting and processing mails using EJB and Java Mail API.
* Added Multithreading for distributed applications.
* Deployment of the application in the Web Logic Application server.

**Environment:** Java, JSP, Oracle 8i, Servlets, Apache Tomcat, Java Beans, JDBC, Java Script, HTML and Rational Rose and Dream weaver.