**Preety**

**Sr. Salesforce Developer**

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**Summary**

* 8+ years of IT experience with around Five years of experience in the Salesforce.com CRM as Developer, Administrator and over Three years of experience with Java/J2EE technologies.
* Experience with Salesforce.com Sales, Service Cloud, Communities and Force.com Platform.
* Good custom development experience using salesforce APEX classes, lightning/VisualSource Components, Force.com IDE, Eclipse with SOQL, SOSL and VisualForce Pages.
* Hands on experience with Out-of-the-box tasks like creating custom objects, custom links, custom buttons, validation rules, triggers, workflows and approvals.
* Good experience in implementing Salesforce.com Web-to-Lead, Email-to-Case and Web-to-Case and Custom APP development experience.
* Hands on experience in creating relationships between objects with Master-Detail, Lookup Relationships and Junction Objects (Many to Many relationship).
* Strong hands on experience in implementing Salesforce.com collaboration using Chatter and Communities.
* Good working experience in usage of SOQL, SOSL queries in Apex classes, Triggers and Batch classes and Visualforce knowledge
* Extensive experience with Salesforce.com administrative tasks like Creating Roles, User, Profiles, Permission Sets, Page Layouts, Record Types, Validation, Deployment and Data Migration.
* Implemented declarative business process using workflows rules, approval processes and defined record visibilities by setting up Organization-Wide defaults and Custom Sharing rules.
* Well experienced in creating Workflow Rules, Approval Process, and Time-Dependent workflow Rules.
* Written Apex Batch and Scheduled classes for processing large volume of data.
* Established integration patterns with external applications and developed apex SOAP and REST web services for inbound calls to salesforce.com and consumed external application by generating stubs using the WSDL2Apex.
* Developed customized business Reports and Dashboards, using custom Report types for Interactions and related objects.
* Hands on experience in using Tableau for data analysis and graphical representation of reports.
* Developed salesforce1 custom actions and configured in the page layouts.
* Worked with Salesforce.com tools like Eclipse, Force.com IDE,Data Loader, Salesforce Outlook connector, Force.com Migration tool and Force.com Explorer and Visualforce development experience.
* Experience in deploying salesforce.com applications across other sandbox and production environments using Change Sets, Force.com IDE and Force.com migration tool.
* Provided customer with best practices, developed POC's for the requirements using salesforce.com CRM and apex classes and visual force pages.
* Expertise in the development of web applications using MVC architecture such as Struts.
* Expertise in developing applications using Java, J2EE, JSP, Servlets and Struts frameworks.
* Experience with databases such as Oracle, My SQL, MS SQL Server.

**Education & Certifications**

* Bachelor of Technology in production engineering from Shri Guru Gobind Singhji Institute of Engineering and Technology India
* Salesforce Certified Force.com Developer (401 Certification#: 17013707)
* Salesforce Certified Force.com Administrator (201 Certification#:16659525)

**Technical Skills**

Salesforce.com: Apex classes, Visualforce pages, Triggers, Standard & Custom Objects, Component, Controllers, SOQL, SOSL, Reports and Dashboards, Analytic Snapshots, Web service

Salesforce.com Tools: Force.com IDE, Force.com Explorer, Eclipse Plug-in, MS Outlook Express, Data Loader, Workbench, Demand tool, Excel Connector, Chatter, Outlook connector, App Exchange

Java :Java, J2EE, JDBC, JSP, Servlets, Struts, Java Script

Languages : C, C++, Java, SQL, PL/SQL

IDE Tools : Eclipse, Force.com IDE

Web tools : HTML, Java Script, CSS, XML, XSLT

Databases : Oracle 10g/9i, SQL Server 2005/2008, My SQL

Application Servers :Weblogic, Tomcat

Operating Systems : Sun Solaris, Windows, MS-DOS, Unix

Version Control : CVS, VSS, Subversion

Methodology : Agile, Waterfall

**Professional Experience**

**Xerox, Germantown, MD Feb 2016 – Till Date**

**Sr. Salesforce Consultant**

**Responsibilities:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions, new screens, workflow, force.com objects, reports, apex code to meet business requirements.
* Created user Roles and Profiles, security controls and shared settings.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Case, Solutions and Opportunities, Reports and Dashboards.
* Implemented field level security, profiles and system audit trail setup.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Developed Apex classes along with Enabling Aura to make them available to Lightening components.
* Created various Lightning components and used them in the application as per the requirement.
* Used Salesforce Lightning Design Systems (SLDS) in order to develop the Lightning components.
* Worked with SF Chatter which helps the users to communicate with the organization easily and quickly.
* Developed complex workflows and Approval processes for automating business logic.
* Worked with Integration and web services.
* Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created workflows like Email alerts and field updates.
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM
* Developed and deployed workflows wherever necessary.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Created Email templates and inbound Emails using Visual force for the clients and customers.
* Developed Apex Test Classes with assurance of maximum code coverage.
* Created custom components to be used in visualforce pages and visualforce email templates
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* Experience working across various SFDC implementations covering Service Cloud.

**Environment:** **Saleforce.com platform, contract management Apex Language, Visual Force (Pages, Component & Controllers), Lightening Components, Data Loader, IBM middle ware, App exchange, Service Cloud, Apex Triggers, Web Services, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Customer Portals, Eclipse IDE Plug-in, Windows XP.**

**Phillips66, Bartlesville, Ok  Feb 2015 – Jan 2016**

**Sr. Salesforce Consultant**

**Responsibilities:**

* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
* Responsible for maintaining software version control of enhancements and integrations related to the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Used sandbox mode for testing and migrated the code to the production instance in iterations.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Designed customizations and configurations of SFDC objects, page layouts, workflows, document templates, data fields, reports and dashboards according to the business need.
* Created Triggers on three different frames Case Comments, Attachments, Email messages.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Sales force team and support end users.
* Assisted in the configuration and maintenance of Sandbox; environments to facilitate success development and QA testing of new on-demand features and functionality.
* Excellent have strong knowledge of Outlook and how it integrates with Salesforce.
* Worked with Enterprise Version to support and set up work flow.
* Established project schedule for the conversion project and kept track of the project deadlines.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Extensively use the import and export process to load legacy and other information into MS Access Database and exported several queries into Excel, CSV and TXT files.
* Used Picklists, Dependent Picklists, and Record Types to enforce data quality.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development methodology.
* Involved in Agile testing, UNIT testing and Integration testing.
* Experience working across various SFDC implementations covering Service Cloud.
* Provided the security and visibility of data through roles and profiles and gave premier support to the different Salesforce users upon request.

**Environment:** **Saleforce.com platform, Apex Language, Visual force (Pages, Component &amp; Controllers), Salesforce.com Data Loader, Workflow &amp; Approvals, Marketo, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Zuora, Windows.**

**ECOLAB, St. Paul, MN May 2014 – Jan 2015**

**Senior Salesforce Developer**

Ecolab uses Salesforce as their CRM application. Extensions needed were created to accommodate the new requirements. Salesforce was integrated with other business systems that are present at Ecolab and also existing custom applications.

Responsibilities:

* Involved in developing the application working with the End user and the business analyst on the team as per requirements and design a solution for their problem of associating employee as per their Territories.
* Worked towards the Org Merge between two different org’s comprising of different logics and called it Joint Go-To Market (JGTM). Also, acted as a contributor to the logic for the same.
* Worked on standard and custom S-objects on the Salesforce.com (SFDC) with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Designed and developed Apex Classes and Apex Triggers for various functional needs in the application.
* Developed Custom Visual force Pages using J-scripts, J-Query and Apex coding to meet the requirements of the Application.
* Implemented Apttus to Compare Price Quote
* Configured and worked on Various Applications from the App exchange like DOCUSIGN, ECOSIGN, and CONGA COMPOSER.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types, validation rules and Workflow rules.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Used Javascript frameworks to get past View state Errors.
* Used Eclipse IDE and Change sets for all code Migrations/ Deployment between various Environments of the Applications.
* Create and Modify Test classes for the application to attain more than 75 % code coverage in the production environment, and handled all the Deployment of code to the production environment.
* Integrated Apttus with External systems to send the contracts that were created through Apttus.
* Production Support for the Application and created tickets for the issues that came up and solved these issues as well.
* Knowledge of data management, SQL and RDBMS technologies, SOA design principles.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Developed and configured various Reports and Dashboards for different user profiles based on the need in the organization along with Building custom reports using Apex Visual force.
* Involved in SteelBrick CPQ implementation and customizations around the appexchange app.

**Environment:** **SalesForce.com, Force.com, Apex, Visualforce (Pages, Component Controllers), Data Loader, Java Script, Agile, HTML, CSS, Workflows, Salesforce Chatter, Approvals, Reports, Custom Tabs and Objects, Email Services, AppExchange, REST, SOAP,Apptus,Eclipse, IDE Plug-in.**

**PCORI, Washington D.C Apr’ 2012 – Apr’2014**

**Senior Salesforce Developer**

Pcori helps people make informed about Health Care decisions and improve healthcare delivery Outcomes. Picori legacy Customer Management System is integrated with Informatica, which had to be replaced with Salesforce. This data processing, within Salesforce and existing criteria of the legacy system, had to be reviewed and modified to make Inventory Management more efficient.

**Responsibilities:**

* Partnered with business analysts and project managers to provide best possible solutions in Salesforce, for the requirements collected.
* Created custom buttons and links on account and relationship group objects for generating reports.
* Developed Visualforce pages, which rendered based on Salesforce1 App or Web.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases, and Opportunities.
* Utilized WSDL files to create apex classes and use them in other classes.
* Created Apex Web Services and Callouts.
* Effectively created the picklists, dependent picklists, and junction objects to establish the connectivity among objects.
* Worked on Lightning Experiences to set a modern user interface for optimizing speed
* Worked on Lightning Component using Javascript frame for building components and customizing Lightning Experience
* Configured the Apttus App to quote according to the business requirement.
* Responsible for writing SOQL & SOSL queries with consideration to govern limits for data manipulation needs of the application, using platform database objects.
* Experience in integration of SalesForce and SQL server using Sql Server Integration Services.
* Used Bootstrap framework for communities VF pages to make the look and feel of the VF pages consistent.
* Worked with UI components like Angular JS and J-query which make designing VF pages much easier.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Animated client side user interface elements on a visual Force page using JQuery.
* Used Force.com web services API to create, update, retrieve and delete records from SOAP based web services using java.
* Worked in GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
* Used Data Loader to upload attachments, documents to SalesForce.com
* Used Data Loader from command line
* Used Informatica Cloud Data Loader for passing data, Database to Flat files, Flat Files to Databases, Databases to Databases
* Used QXchange integrate and manage large volumes of data from the systems.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.

**Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, HTML, JavaScript, Eclipse IDE Plug-in, SQL Server,JQuery,SOAP,REST.**

**Intergraph,Noida, India June 2010 - Mar 2012**

**Software Engineer**

**Responsibilities:**

* Actively participated in requirements gathering, analysis, design, and testing phases.
* Designed use case diagrams, class diagrams, and sequence diagrams as a part of Design Phase using Rational Rose.
* Developed the entire application implementing MVC Architecture with Hibernate and spring frameworks.
* Designed User Interface using Java Cascading Style Sheets (CSS), and XML.
* Used JNDI to perform lookup services for the various components of the system.
* Developed the Enterprise Java Beans (Stateless Session beans) to handle different transactions such as online funds transfer, bill payments to the service providers.
* Implemented Service Oriented Architecture (SOA) using JMS for sending and receiving messages while creating web services.
* Developed Web Services for data transfer from client to server and vice versa using Apache Axis, SOAP, WSDL, and UDDI.
* Developed XML documents and generated XSL files for Payment Transaction and Reserve Transaction systems.
* Implemented various J2EE Design patterns like Singleton, Service Locator, Business Delegate, DAO, Transfer Object, and SOA.
* Used Subversion to implement version control System.

**Environment:** **Struts, CSS, AJAX, SOAP, jQuery, Ant, Log4J, JUnit**

**Swastik Instant Food Products, India March’2009 –May’ 2010**

**Web Developer**

**Responsibilities:**

* Interacted with business analyst to understand the technical requirements of the project.
* Coordinated with Photoshop designers to implement mock ups and the layouts of the application.
* Involved in developing the UI pages using HTML, DHTML, CSS, and JavaScript.
* Developed web pages with functionalities like login, register, forgot password, Email, Filters using Java Script, jQuery and HTML.
* Used JavaScript to update a portion of a web page thus reducing bandwidth usage and load time in web pages to get user input and requests.
* Coded JavaScript for page functionality and Pop up Screens and used HTML to make dropdown menus on web pages and display part of a web page upon user request.
* Involved in writing SQL Queries, Stored Procedures.

**Environment:** **HTML, CSS, JavaScript, DHTML, SQL, PL/SQL, MS Office.**