

**Taruni**

[tarunib29@gmail.com](mailto:tarunib29@gmail.com)

**(201) 754-8195**

**PROFESSIONAL SUMMARY:**

* **Around 6 years** of experience in **Salesforce.com CRM** platform with proficiency as a **Salesforce Developer & Administrator**.
* Proficient in developing **Service Cloud**, **Financial cloud, Marketing cloud** and **Sales Cloud functionalities, partner and Customer portals, Salesforce CRM AppExchange applications.**
* Strong experience in integration, development and customizations of Salesforce.com application using **Force, Apex classes, apex triggers, Sharing rules, Page layouts, S-Controls and migration tools.**
* Good knowledge in using declarative features like **Validation rules, Assignment rules, Auto-response rules** tosatisfy complex business process automations.
* Implemented **Pick lists, Dependent picklists, Junction objects, Master detail relationships, Lookups, Validation and formula fields** of the custom objects.
* Expertise using **Permission sets, Object Level Security, Record Level Security and Field Level Security.**
* In-depth understanding of **OWD Org hierarchy** and SFDC **Administrative skills, Apex Data Loader, import wizard, Dashboards**, **workflows and validation rules, governor limits, Informatics Cloud Data Loader and data manipulation language for data migration** and management in bulk**.**
* Good understanding of **CRM Business process** like Campaign, lead, account and case management.
* Experienced in **Salesforce1 mobile apps**, **SFDC chatter feeds and Salesforce Customer Community**, **knowledge base, live agent, web-to-lead, web-to-case, email-to-case**.
* Configured **Sandbox environments** for successful production, QA testing and deployment of the applications, migration applications from **Sandbox to Production** using Force.com IDE and Salesforce.com change sets. Written queries using **SOQL** and **SOSL** in apex classes and triggers.
* **Integrated** Salesforce.com with other internal/external applications using SOAP and REST based web services, Integrating Force.com and SFDC application and with existed apps from App Exchanges
* Technical knowledge about Salesforce **lightning schema builder, process builder, app builder, components and lightning connect,** **MVC and Aura Framework.** Used Tabular, summary and matrix reports, to create **standard reports and custom reports**.
* Created **queues, public groups, email templates,** **custom, reusable Lightning Components and Applications.** Designed and modified **Approval process** and created **Approval steps** which uses email alerts and field updates. Implemented **escalation rules and automatic case generation**.
* In-depth understanding of various technologies like **HTML, CSS, J2EE, XML, JSON, JavaScript, AngularJS, Spring framework, Hibernate, Ajax, Servlets.**
* Good command over database development using **SQL/PL-SQL with MYSQL, Oracle and SQL Server**.
* Built **Lightning applications** and made Lightning Components available to other developers through unmanaged packages. Knowledge on **wave analytics,** Salesforce CPQ and Steel brick.
* Excellent understanding of **Software Development Life cycle (SDLC)** with expertise in Requirement gathering, analysis, design, development and testing.
* Expertise in **Agile, scrum methodologies and waterfall** model. Experience with Production support.
* A well-organized, dedicated, goal-oriented and a hard-working team member with excellent analytical, interpersonal, time managerial and problem-solving skills.
* Highly motivated with the ability to work independently or as an integral part of a team and committed to the highest levels of professional and personal excellence.

**CERTIFICATIONS:**

* **Salesforce.com Certified Force.com Developer I (DEV – 401)**
* **Salesforce.com Certified Force.com Administrator (ADM – 201)**

**EDUCATION:**

* **Bachelors in Information Technology, CVR college of Engineering.**

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce CRM, Apex, Apex Triggers, Apex Classes/Controllers, Visualforce Pages/Components, apex Web Services, Apex Data loader, Workflow & Approvals, Case management custom objects, Dashboards, S-Controls, Snapshots, SOQL, SOSL |
| **Salesforce Tools** | Force.com IDE, Force.com, API tools (Data loader), Force.com Explorer, Force.com Migration tool, Force.com Excel Connector, AppExchange, Jira, Sandbox environment, Lightning components |
| **Languages** | Apex, C, C++, Java |
| **Databases** | MS Access, Oracle Applications, SQL Server, MySQL, MongoDB |
| **Web Technologies** | HTML, DHTML, HTML-5, XHTML, CSS, JQuery, JSP, AngularJS, NodeJS, Primefaces |
| **Web Services** | JAVA EE, Servlets, JDBC, SOAP, RESTful web services, WSDL, XML, AWS, Glassfish server 3.1, Tomcat Server |
| **Scripting** | JavaScript, JSON, AJAX |
| **Operating Systems** | Windows NT, 2000, XP Pro, Windows 7, Windows Server 2000, 2003, Linux and Mac |
| **Version Control** | GitHub, Bitbucket, Tortoise SVN |
| **Testing Platform** | Selenium IDE |
| **Data Modelling** | MS Visio, Tableau, Infogram |
| **Other tools** | NetBeans, Eclipse, XCode, Visual Studio |

**PROFESSIONAL EXPERIENCE:**

**Client : Symantec Jul 2017 – Present**

**Location : Mountain view, CA**

**Role : Salesforce Developer**

**Project Description:** Symantec provides [cybersecurity](https://en.wikipedia.org/wiki/Computer_security) [software](https://en.wikipedia.org/wiki/Software) and services. I was involved in building and maintaining its E-Commerce platform.

**Responsibilities:**

* Writing **Apex Classes, Triggers, Visual force pages** as per the requirement.
* Working on the **test classes and its code coverage.**Analyze and working on **JIRA Story** as per Requirement. Complete Development with proper **Code Alignment and comments**.
* Involved in **SCRUM** meetings for day-to- day updates. Worked on Cloudcraze package.
* Created **Custom Objects, Custom Settings, Page Labels, Validation rules, Record types, Custom Tabs, Workflow rules, assignment rules and approval process.**
* **Import/exchange data between Salesforce and other data sources like flat files (csv), dropbox.com, and other Salesforce organizations using WebSphere Cast Iron Data Loader**
* Created **sharing rules and Permission sets** according to the business.
* Experience in using **POSTMAN and RESTUI** web tools in testing the service calls.
* Involved in **Continuous Integration** with the use of **GITLAB** repository for version control and used **Source tree** to create the feature branches for the stories that are worked upon and using tools like **ALM,** **Jira** to work on the assigned tickets. Worked on **Cast Iron Cloud integration and on REST and SOAP webservices, APEX/Visualforce/Lightning**
* Working with **offshore** development team and maintained the project in sync. Doing the **code reviews**.
* Demo what has been implemented by developer on Dev call to share the knowledge with all the Team members. Involved in **Deployments** by creating a Final package that is to be Deployed. As per latest Release Branch, Pushing the code to Stash. Completing the Post Deployment Steps.

**Environment**: Apex classes, triggers, Visual force pages, Apex Controllers, SOQL and SOSL, Cloud craze, Sublime, Mavensmate, Source tree, Sandbox testing, REST API.

**Client : CondeNast Feb 2017 – Jun 2017**

**Location : New York City, NY**

**Role : Salesforce Developer/admin**

**Project Description:** CondeNast has integrated Salesforce into the existing CRM to build innovative connected apps, gain insight into media management process, automate ad selling process and deliver marketing analytics. Managing the service cloud is one of the primary requirements of the organization.

**Responsibilities:**

* Designed, developed and deployed **Apex classes, Controllers, Extensions and Apex triggers in Visual force and Force.com** for various functional needs of the application.
* Worked on **Communities**, developed a Customer portal using **Lightning** framework.
* Developed **Visualforce pages.** Created various **Profiles, roles, and Page layouts and configured the permission based on the Organization hierarchy requirements.**
* Worked on **Service** **cloud** to provide support to the client and **Sales Cloud** to manage and maintain the organization’s sales territories using Enterprise Territory management.
* Worked on **Leads, Accounts, Cases, Contacts Standard objects, search layouts, page layouts, Migration tool, App Customization, custom links and related links.**
* **Worked with IBM WebSphere Cast Iron Cloud Integration.**
* Implemented **Salesforce Automation (SFA**) for **Campaign Management, Lead Management, Opportunity Management.** Written apex **REST** web service classes for inbound calls to salesforce.
* Created **workflow rules to create email alerts, update fields, send outbound API messages to external partners.** Generated quotes using salesforce Steelbrick CPQ
* Implemented Approval processes to provide additional control over the content and the process used to approve them. Designed **HTML Email templates for Auto-response** to customers, created **approval page layouts** and tested using Sandbox. Worked on **Cast Iron, APEX/Visualforce/Lightning**
* Worked with **Lightning App Builder** to build custom interfaces and **lightning component actions** to provide a secure way of building client-side custom functionality.
* Used **SOQL and SOSL** for data manipulation needs of the application using platform database objects.
* Built and integrated mobile optimized Visual Force Pages of **Salesforce1** application and Lightning experience. Used Eclipse based **Force.com IDE** and Change sets to deploy Apex code.
* Maintained data cleanliness and accuracy by adding **custom validation rules, custom formulas, custom tabs, reports and dashboards**.Integrating Salesforce.com with other internal/external applications using SOAP and REST based web services and WebSphere Cast Iron IBM.
* Implemented **escalation rules, automatic case generation** and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Created **Roles, Role Hierarchies, sharing rules and implemented Object Level Field Security to manage critical information on the profile users**. Managed field tracking and following records through **Salesforce Chatter and enabled notifications and publisher actions.**
* Extracted data from Salesforce.com application into large databases (**Oracle 10g**) for generating large data reports. Worked on **Service Cloud** full lifecycle implementation.
* Implemented **web based case management, automatic – Web to case** (on Case Object) to track and solve customer’s issues. Developed estimates for the project and implemented Salesforce.com customizations and drove **User Acceptance Testing (UAT).**
* Worked closely with sales team and business analysts, trained internal business users to use applications, performed detailed analysis of business and user requirements, and designed the solution **by customizing various standard objects of Salesforce.com (SFDC).**
* Created various **Reports** (summary reports, matrix reports, dashboards, pie charts and graphics) and folders to assist managers to properly utilize Salesforce as a sales tool and **configured test scenarios in Sandbox environment to** implement **QA testing**.

**Environment:** Apex Classes, Apex Triggers, Visual force, Security Management, Workflows and Approval processes, HTML, Web services, SOQL, SOSL, JavaScript, Sandbox testing environment, Force.com Eclipse IDE Plug-in, Apex Data loader, Sales Cloud.

**Client : Government Employees Insurance Company Jun 2016 – Jan 2017**

**Location : Chevy Chase, MD**

**Role : Salesforce Developer**

**Project Description:** Salesforce CRM is integrated to manage their everyday activities like damage claims, marketing cloud, investments, policies, tasks, documents and insurance purchases. Managing the sales cloud is one of the primary requirements of the organization.

**Responsibilities:**

* Created **Tabs, record types, Organization wide default-settings, Sharing rules and queues and groups**. Created **custom objects and fields** for contractual and transactional information.
* Developed **APEX classes, Visualforce pages and APEX triggers** to develop the custom functionality as per the requirement. Worked with Sales cloud, service cloud and marketing cloud.
* Developed custom Visualforce pages to automate **Approval processes** that used Email approvals and parallel Approval steps. Generated **custom dashboards and reports** to analyze clients and claims.
* Designed, built, test and deployed enhancements to **Salesforce custom objects, UIs, workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com**.
* Written project specifications including technical, functional and solution design documents using **UML.**
* Created **Visualforce pages** to identify a region to be updated to enforce partial page refreshes and display the status of **Ajax** requests to display values depending on whether it is in progress or completed.
* Worked on various Salesforce.com standard objects **like Case Management, accounts, Contacts, Content, Reports and Workplaces.** Provide **Tier-2** support level tasks and resolved issues for end users.
* Developed the custom logic to invoke the **REST API** to encrypt and decrypt the barcodes based on the customer email. The decrypted barcodes are scanned and the physical address is retrieved.
* Developed **Validation Rules** on various objects and created Assignment Rules on Lead object to assign the leads automatically to various group of users. Worked on **Cast Iron, APEX/Visualforce/Lightning**
* Migrated **meta** data among various salesforce environments and other tools such as **Snapshot, Data expert**, etc. using **Change sets**. Worked with Dynamic Apex to access Objects and field describe information, execute dynamic **SOQL, SOSL and DML queries.**
* Worked on **Data management** including data integration from external data sources using API’s, web services, importing and exporting large volumes of data. Worked with **Lightning App Builder** to build custom interfaces and **lightning component actions**
* Implemented **Data integration** using **Master Data Management (MDM)** andDataGovernance.
* **Setup activities and customized the apps** to match the functional needs and built Custom applications to match the existing business needs with the required enhancements.
* Worked on **Wave analytics**, a cloud based platform for collecting data from multiple sources, create interactive views of that data, and share views in dashboards. Worked on **Bulk API and Data Loader** in both importing and exporting data from custom and standard objects.
* Involved in writing test scripts for the encryption and decryption logic and interacting with the testing team to help them with **Integration** and **UAT testing.** Used **Agile Methodology**.
* Worked on Test methods to include the **controllers and Trigger Handlers** to ensure all the apex code has coverage and is being pushed to other sandboxes and production environments.
* Leveraged Project management standards including repeatable timeline, **WBS, and SDLC** milestones.

**Environment**: Salesforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), S-Controls, Apex Triggers, Custom objects, Web services, Data loader, Security Controls, Wave analytics.

**Client : Bank of America Dec 2015 – May 2016**

**Location : Dallas, Texas**

**Role : Salesforce Developer/admin**

**Project Description:** The project is to automate the account enrollment process and to respond quickly to customer questions and offer customers more insight into the bank's products and services. 

**Responsibilities:**

* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs of the application using the Eclipse IDE.
* Developed **Visual Force Pages, Visualforce Custom Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components**.
* Customized Accounts, Contacts, Leads, Campaigns, Cases, **Validation Rules, Workflow rules, Triggers, Apex classes** to achieve business functionality.
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* Developed User Interface using the **CSS, HTML tags, Visualforce Components** and used **JavaScript for front-end validation.**Experience in working with **Collections** like List, Set and Map.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects. **Profile based permissions** on fields and objects.
* Involved in customization and integration of mobile optimized VF Pages of Salesforce1 application.
* Managed the data using **the Apex Data Loader** and used **GitHub** for code versioning**.**
* Experience in working on different **deployment tools** including Change sets, Eclipse etc.
* Created Custom Objects and **defined lookup and master-detail relationships** of the objects.
* Created **junction objects** to establish connectivity among objects.
* Create Wave datasets from using internal Salesforce data and external data sources.
* Used the **Sandbox** for **testing** and migrated the code to the deployment instance after testing.
* Knowledge in **AppExchange Applications** for integrating with third party applications.
* Work with user groups to provide training, resolve questions, assess user needs, and recommend changes. Scheduled **one-on-one meeting** with the Product Owner to understand the changes, potential impacts of the changes and to review unit test cases and results.
* Performed a full **product review** for impacts to assigned product.

**Environment**: Saleforce.com platform, Apex Language, Data Loader, SOQL, SOSL, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Security Controls, Eclipse IDE Plug-in.

**Client : Misys Software Solutions Pvt Ltd May 2013 – Jul 2015**

**Location : Bangalore, India**

**Role : Salesforce Developer/admin**

**Project Description:** The banking software system is developed to provide solutions to the corporate banking present on the market. It implemented the functionalities of payments, cash management, and treasury services.

**Responsibilities:**

* Involved in **Salesforce.com Application Setup activities** and customized the apps to match the functional needs of the organization. Involved in CRM Fusion for **data migration**.
* Worked **on Sales Cloud and Service Cloud** with various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.**
* Worked on **Marketing Cloud** by creating **Campaigns standard objects. Involved in solving support incidents/tickets through Service Cloud**. Developed various **Custom Objects, Tabs, Components and Visualforce Pages and configured various Custom Reports and Report Folders**
* Maintained **user roles, security, profiles, and workflow rules** wherever necessary.
* Developed **Apex Classes, Controller Classes and Apex Triggers, custom Apex classes for Visualforce page custom controllers using Salesforce.com IDE and Apex**.
* Created **custom reports** and developed **Email handlers**. Established deployment strategy for implementing Salesforce.com changes. Evaluated Support module for call-center / help desk application.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Javascript, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls

**References:** Served upon request