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**Kavya**

**Certified and Senior Salesforce Consultant**

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**PROFESSIONAL SUMMARY:**

* Certified Salesforce Admin/Developer with over 8+ years of experience in Salesforce CRM.
* Expertise in **Development, Administration, Configuration, Requirements gathering, Implementation, Integration and Support** of Salesforce CRM and Salesforce applications and salesforce lightning.
* Worked with Business Analysts, Project managers, and technical architects to make recommendations for translating business requirements effectively to ensure that the requirements are fulfilled and suggest better alternatives for things when available.
* Proficient in Administrative tasks like **customizing objects** &**page layouts, creating validation rules, workflow rules, Approval processes, process builder workflows, Visual workflows, Email Services, Data export**& **Import, generating reports** and **Dashboards, security Implementation using roles, users, profiles, Permission sets.**
* Strong Knowledge of **SFDC standard Data structures** and familiarity with designing **Custom Objects and Force.com platform and Force.com Sites.**
* Very strong in Documentation, User Training and Adoption, **Service Cloud** and **Sales Cloud** implementation.
* Proficient in dealing with the functionalities related to the **Service cloud and Sales Cloud**.
* Expertise in customizing standard objects - Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Expertise in SalesForce.com **Apex Classes, Apex triggers, Visual force, Force.com API, complex SOQL** & **SOSL queries, DML statements, S objects** and **Governor Limits**.
* Worked on **Eclipse IDE** with Force.com Plug-in for writing business logic in Apex programming language.
* Having experience on salesforce Lightening implementation.
* Experience in Createting multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Experience in **Salesforce Lightning Design System** (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed **Salesforce apex SOAP and REST web service classes**. Experience working on XML and JSON formats also by creating Parsers Experience in **SFDC Configurations/Customizations - as Administrator and Developer.**
* Programming using Salesforce **SFDC (Apex, Visual force), Force.com, Java and JavaScript** their use in the development of CRM solutions.
* Hands on experience on creating **custom Objects and Tabs**, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes.
* Good knowledge in writing **test classes** before deploying into production.
* Proficient in Designing complex Dashboards.
* Configured **Web-to-Case** and **Email-to-Case** functionalities.
* Experience in working with traditional **Waterfall and Agile Scrum methodologies**
* Experience with data migration and updates through the tool **App Exchange Data Loader**.
* Experience on **Apttus Objects** and **contract lifecycle management (CLM).**
* Expertise at administrative tasks such as **User management, creating Profiles**, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, **Reports and Dashboard**.
* Extensive experience in creating lookup relationships and master-detail relationships on the objects and creation of junction objects to establish connectivity between multiple objects.
* Solution oriented professional with good knowledge of the SalesForce.com application, features, architecture and technical capabilities.
* Experienced in various developing Web Application.
* Extensively worked on Salesforce.com Sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and **Sandboxes using Eclipse, Force.com Migration Tool and Change set**.
* Experience in interacting with Customers, Presentations and conducting application demos.
* Responsible for the daily operation of sales offices within various Sales communities Gathered necessary information needed to complete quarterly Competitive Market Analysis
* Extensive experience in various Software Development Life Cycle methodologies, Quality Management systems and Project life cycle processes.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.

**TECHNICAL SKILLS:**

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| Salesforce.com  Platform | Apex Language, Apex Classes, Apex Triggers, Apex Web Services, Visual Force Pages-Controls, SOQL, SOSL, AJAX, Workflow & Approvals, Dashboards, Data Loader, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in. |
| Salesforce.com Tools | Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector. |
| Database | Oracle, MS Access, Microsoft SQL Server, SQL & PL/SQL |
| Operating Systems | UNIX, Windows XP/ VISTA/7/ NT/ 2000/ 2003 |
| Web Services | SOAP, Rest, WSDL, XML, |
| Web Technologies | HTML, DHTML, HTML-5, CSS, JavaScript |
| Languages | Apex, Java, J2EE, C, SOQL, SOSL |
| SDLC Methodology | Waterfall, Iterative, Agile Scrum |

**Certifications:**

* Certified salesforce.com **platform developer1**
* Certified salesforce.com **Administrator**

**Work Experience**:

**Senior Salesforce Admin/Developer September 2017 to Present**

**Celegene corporation, Summit,NJ**

This project involves application support for different client side applications which ensure 100% system availability by providing quick, accurate best-in-class service to our Training member service representatives and work towards Return to Service. This uses a model driven architecture for component based application development. Real Time Outages requires Application to identify the root cause and tools knowledge to fix the issue.

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules on the Objects and tabs**, Components and **Visual Force Pages**.
* Worked on Service cloud Platform and Servicemax objects like Work Orders and Installed products.
* Worked on Salesforce Veeva CRM objects like Calls, Medical enquiry, Samples, Approved email, Multichannel activity, Data change request.
* Worked on the Salesforce lightening implementation
* Created **Custom Objects and fields** for transactional and contractual information.
* Created Users, Roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Designed and deployed dynamic **workflows, validation rules, Approval Processes** and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created various Page Layouts and Record Types for various teams and assigned them by Profile.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Created new user accounts and configure Salesforce to fit security needs at the user and organization levels.
* Designed complex Dashboards.
* Designed, Implemented and deployed the **Service Cloud** with various custom built Page layouts, Custom tabs, Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Setup, maintain and optimize Email marketing campaign utilizing **Exact Target/Salesforce Marketing Cloud.**
* Created test scenarios on **Sandbox environment** and migrated code to deployment upon successful testing.
* Used force.com developer toolkit including **visual force pages, apex classes, apex controllers and apex triggers** to develop custom business logic. Used Change sets for deployment.
* Integrated Visual force with JavaScript framework to allow for a more animated and rich user interface.
* 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 and Canvas API.
* Worked on Service Cloud environment and worked with various salesforce.com objects like **Accounts, Contacts, Leads, opportunities, Reports, and Dashboards**.
* Worked on **Apttus CPQ Objects** and **contract lifecycle management (CLM).**
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Apex Classes & Triggers and linked them to manage the workflows implemented in the system.
* Created profiles and implemented Object and field level security to hide critical information.
* Responsible for all the Data Migrations (Import/Export) using Data Loader.
* Worked on Unit testing, for the customizations and developments done during the project.

**Environment:**

Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, Dashboards, Sandbox data loading, Eclipse IDE Plug-in and Integration.

**Senior Salesforce Admin/developer Apr 2016 to Aug 2017**

**GE Digital, Albany, NY**

**In this position, I am responsible for Salesforce CRM implementation and integration with several businesses systems, all design specifications, implementation (Coding), unit and integration testing.**

**Responsibilities**:

* Developed Custom business logic **using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes** for various functional needs.
* Developed Visual Force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual force pages.
* Used Process builder to update related object records on Order object.
* Involved in integrating web service with Salesforce.com to load Leads back and forth from Salesforce.com to Legacy and vice versa.
* Involved in Solution Packages of the Integration by interacting with team members and splitting out with many possible solutions for use cases.
* Created different workflow rules and Approvals, Email Templates to run the Territory Assignment rules.
* Worked on **standard objects** such as leads, Opportunities, Accounts, contacts, Campaigns, associated with Sales Cloud.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visual force pages** to develop custom business logic. .
* Created various Profiles, Roles, Page Layouts and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Created the Several components responsible for functionality and Developed several controllers for the components.
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce
* Used libraries like SLDS and leaflet in Lightning components
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Created and maintained the documentation for Design, Migration and Integration.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Created Email templates in Text, HTML and Visual Force pages necessary for the application.
* Worked with several App exchange tools like Action Plans, Strike Address verification, Conga Composer.
* Executed various levels of **Unit, Integration**, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Apex, Visual Force, Data Loader, Informatica on Demand, CRM Fusion, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls, Code Migration, Eclipse, Force.com IDE.

**Client: TIAA-CREF, Charlotte, NC Sep 2014 – March 2016**

**Salesforce Developer& Admin**

**Responsibilities:**

* Created Custom objects, Fields and page layouts.
* Developed Apex Classes, Controller classes and Triggers for functional needs in the application.
* Used field level security along with page layouts to manage access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Developed Batch classes and SOQL, SOSL database statements.
* Involved in design, development, planning, testing and integration of Salesforce cloud services.
* Integration with external systems using SOAP, REST, Bulk APIs
* Created workflow rules and validation rules.
* Integrated applications using Web services by consuming the WSDL files for extracting the data.
* Deploying Apex Classes, Triggers and other custom components in to Production.
* Created Test Classes to provide maximum coverage to triggers and other classes.
* Complex Integration of Salesforce Cloud with other Applications
* Used Platform based technologies like Visual force and Created Visualforce Pages to provide UI to the custom objects.
* Debugging of issues through analysis of log.
* Design, test and deploy Lightning Components.
* Worked with the customization, Data Migration and Integration tools like Apex Data Loader etc.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report
* Creating, updating and maintaining technical and functional documentation related to User stories and Salesforce.
* Involved in training on Application and worked with them to resolve the Service Now tickets.
* Preparing the technical document and develop the proof of concepts(POCs) for implementing quality application in production.
* Folders to assist managers to better utilize Salesforce as a sales tool and configured and for different user profiles based on the need in the organization.
* Client handling and calls.
* Worked on maintaining, integrating and configuring with Apttus CPQ.
* Configured the GitHub to maintain the different versions in common development environment.
* Experience with Agile/Scrum environment.

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Controllers, triggers, Visual Force, Workflow & Approvals, Service Now, Agile, Lightning, GitHub, Apttus CPQ, User stories,SOAP, Web services, Custom Reports, Dashboards, Salesforce App exchange, Eclipse IDE.

**Client: CSS Corp, India May 2012 – Aug 2014**

**Salesforce Developer& Admin**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other SalesForce.com consultants while implementing the solutions for the needs of organization.
* Translate stakeholder requirements into various documentation deliverables such as functional specifications, use cases, user stories.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also, created workflow rules and defined related tasks, time-triggered tasks, email alerts, SOAP and REST API's.
* Worked on Service Cloud and Sales Cloud implementations in two different projects.
* Integrated Apex with External services in JAVA using Rest API.
* Troubleshooting and configuring Apex Data Loader operations and running the Data Loader in batch mode.
* Experience in dealing SOAP, REST and BULK web services.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Worked in developing various Apex classes, components, and Visual Force.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Worked with Dynamic Apex to access Objects and Field values based on user inputs, execute dynamic SOQL.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Customized compact layout and Navigation menu in the Salesforce Mobile App to meet the user requirements.
* Develop user stories for the development of additional Salesforce platform functionality
* Used Apex Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Defined lookup and master-detail relationships on the objects and created junction objects.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Responsible for Data load operations using Force.com Apex Data Loader.

**Environment:** Saleforce.com platform, Service Cloud, Apex Language, Apex Scheduler, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Maser Details Page, Email Services, Agile, User stories, Security Controls, HTML, Java Script, Java, Web Services,SOAP, Sandbox, Eclipse IDE Plug-in.

**Client: 360 Degree Cloud Technologies India Pvt. Ltd Sep 2010- April 2012**

**Salesforce Developer**

**Responsibilities:**

* The work consists of several new data customizations are done to Salesforce.com. Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visual Force.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upset, export operations on millions of records.
* Designed User stories by working with the Client's Business Team.
* Developed Apex classes on Force.com platform to customize application according to functional needs.
* Involved in creating point to pointinte grationusing WebService (SOAP) and REST basedservicestoretrieveandupdatedatain 3rdpartyandlegacysystems.
* Worked on enhancements to SFDC application required by business users from time to time.
* Developed Visual Force Pages to customize the view and functionality of the Knowledge Articles.
* Deliver continuing support in the areas of SFDC configuration, administration, reporting, Data migration, solution design and project co-ordination.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Involved in the creation of Knowledge Content, Format and Delivery Methods.
* Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.
* Expert in sandbox creation, maintenance and back up.
* Performed new release evaluations with Business Owner & manages new functionality roll-outs.
* Involving in Data mapping specifications to create and execute detailed system test plans.
* Data migration from external systems to sales force using Data Loader, Import wizard.
* Developed various web services classes for integrating with 3rd party applications to import the data to Salesforce.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Identified and resolved problems which may impact projects by monitoring progress and project status.
* Worked on both outbound and inbound integrations using both SOAP and REST API.
* Used Service Now as the ticketing tool and chatter for the user communications.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

**Environment:**   
Saleforce.com platform, Apex Language, Visual Force Pages, Apex Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, SOAP, REST, User stories, Service Now, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.