**Swetha Kuncham**

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**Summary:**

Around 7+years of experience in the IT industry and around 5+ years of experience as a **Salesforce developer/administrator** and **force.com** platform. Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.

* Experience in SFDC Development in implementing **Apex classes, Triggers, Visual Force**, **Force.com IDE, SOQL** and **SOSL**.
* Experience in working with **Salesforce.com sandbox and production** environments.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions**, **Tasks and Events.**
* Performed **Validation Rules, work flows**, **e-mail services** and approval processes using customization & Apex.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships.**
* Extensive experience in lead, case management, **web-to-lead, Web-to case, Email-to-case**.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Experience in **SFDC Integration** using **Web Service** and Apex Programming, Salesforce.com Service Cloud expertise.
* Exposure to different types of software development life cycle methodologies including
* Agile methodology.
* Developed Custom **Web Services** for handling inbound requests and outbound calls to external Web Services.
* Experience in **developing** customized applications on force.com platform using **Apex classes and Triggers, Lightning Components ,Visual Force, Web Services API, Force.com IDE, SOQL, SOSL, SOAP based Web Services.**
* Expert in **Sales** and **Support clouds.**
* Proficiency in installing **App Exchange** applications.
* presence in web technologies **like HTML, XML, JSP, JavaScript, and WSDL.**
* Proficiency in Object Oriented Languages like **C, C++, C#, Java.**
* Proficient in databases including **MS SQL Server 2005/2008, Oracle** & **MS Excel**.
* Experience in providing production support, analyzing the cause and fixing it.
* Excellent analytical, de-bugging skills and documentation skills.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**Technical Skills:**

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| **SalesForce Technologies:** | Sales Force CRM, Sales Force SFA, Apex Language, Apex Classes /  Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, SOAP & REST Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader. |
| **SalesForce Tools:** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Platform |
| **Languages:** | VBScript, SQL, HTML, XML, Apex, Java, JSP, Java Script. |
| **Database:** | SQL Server, TOAD, PL/SQL. |
| **MS-Suite:** | MS-Word, MS Excel, MS-Project, MS Outlook. |
| **GUI Tools:** | Eclipse 4.3, Rational Rose, and XDE. |
| **Operating Systems:** | MS Windows, UNIX , LINUX |

**Client: USAA Jan 2018 to Till Present**

**Location: San Antonio , TX**

**Role: SalesForce Developer**

* Performed the roles of Salesforce.com **Develope**r and **Admin** in the organization.
* Create and Customize **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent ,Pick lists,** and **page layouts.**
* Create **complex workflows** and **Approval processes**.
* Actively involved in interacting with business users (subject matter experts), requirement gathering, defining functional and technical specifications.
* I performed the role of Salesforce**.**com Developerand Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements
* Building Technical design and impact analysis for business requirement to mitigate the issues during the development.
* Implemented Data segregation through **Record Types** and **Field level security**.
* Developed and maintained **validation rules** and custom **workflow, Process Builder.**.
* Implemented **Profiles, Roles, Users, Object Permissions, Field level permissions, Page Layouts, Record Types** of the application.
* Created **page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.**
* Created workflow rules and defined related tasks, **time-triggered tasks**, **email alerts, field updates** to implement business logic.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components**, and S Control to suit to the needs of the application.
* Created an application built with **Visualforce pages**.
* Built a site page for customer community record.
* Worked in **agile** methodology and participated in daily meetings and presentations in the organization.
* Developed different **VisualForce** Pages to suit to the needs of the application using different Visual force components.
* Sent the email reminder to users with the help of **Batch classes**.
* Created and used Email templates in process builder, workflow and apex classes.
* Designed, developed and deployed **Apex Classes, Triggers**, and **validation rules** for various functional needs in the application
* Created **Visualforce** pages with responsive design using company CSS and style-sheets with the help of **jQuery, javascript** and **static resources**.
* Developed **SOQL** and **SOSL** queries to get data from different related objects. Developed visual force pages using apex components.
* Involved in pre and post -deployment activities and was part of regression and **UAT**.

**Client: United Health Group Dec 2016 to Dec2017**

**Location: Minneapolis , MN**

**Role: SalesForce Developer/Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com **Develope**r and **Admin** in the organization.
* Designed, developed and deployed **Apex Classes, Triggers**, and validation rules for various functional needs in the application.
* Created custom objects and Lookup relationships associated to Cases.
* Thorough understanding on the Life Cycle of Development including Salesforce Deployment/Packaging effectively using **Metadata API, ChangeSet** and **JENKINS** and limited knowledge on Using **ANT** Scripts to deploy.
* Best Practices understanding on Coding Standards, Deployment, **Apex, VF, Salesforce** Integration, Security implementations.
* Hands on experience with Salesforce **Lightening** Component Design System.
* Fluent with SOSL and SOQL, Workflows.
* Created **workflow rules** and defined related tasks, email alerts, field updates to implement business logic.
* Migration of all the Customizations including Custom Configurations, packages and other objects from Sandbox to Production environment
* Customizations of **Reports, Dashboards, Workflows, Approval Processes**.
* Hands on experience with Tools like **Data Loader, Eclipse, Workbench, JBoss** Developer Studio.
* Experience to run test cases using JENKINS.
* Experience in Salesforce development and implementations Skills with good command on Apex, **Visualforce**, **controllers**, **triggers**, **batch processes,** **APIs** and **web services**.
* Written Test Classes for unit testing.
* Worked with QA to prepare test cases for and testing the functionality of the software.
* Created custom cloning for the record by copying certain field sections of the record and creating as a new record after modifications.
* In Administrative function, created profiles and implemented **Object level, field-level and record-level security.**
* Experience in working with Development team for solving the gaps in Business requirements.
* Classes, controllers and visual force pages, acquired new licenses and assigned toll free numbers.
* Used Data loader for all data adding, updating, and deleting, exporting data.
* Used Eclipse IDE for building scripts and deployment
* Documented Sales force fundamentals and reporting for easy understanding and navigation for business users
* Worked on prioritizing the records based on the business requirements.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Developed rich UI using custom **Cascading Style Sheets(CSS**) in **Visualforce pages** and used **Java Script, JQuery** for client-side validations.
* Written **SOQL, SOSL**, Aggregate, Relationship queries in **apex classes**, **triggers** to retrieve optimized data from sObjects.
* Involved in pre and post -deployment activities and was part of regression and **UAT**.
* Responsible for migration of code from sandbox to production environment.

**Environment**:Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Reports, Custom Objects, Custom Tabs, Email Services, Community Portals, Jenkins, SVN, JBoss Developer Studio.

**Client: Electronic Arts Oct 2015 to Nov 2016**

**Location: RewoodShores City, California**

**Role***:* **Salesforce Developer/Admin**

**Responsibilities:**

* Create and Customize **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent ,Pick lists,** and **complex page layouts.**
* Create **complex workflows** and **Approval processes**.
* Implemented Data segregation through **Record Types** and **Field level security**.
* Developed and maintained **validation rules** and custom **workflow**.
* Implemented **Profiles, Roles, Users, Object Permissions, Field level permissions, Page Layouts, Record Types** of the application.
* Configured and customized **sales cloud**, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, OpportunityLineItems, Leads, Campaign, Events, Tasks, Cases.
* Worked on standard salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Reports and Dashboards.**
* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Created user Roles and Profiles and sharing settings.
* Used field level security along with page layouts to manage access to certain fields.
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* In the **service cloud** environment, performed the role of Salesforce.com Developer and
* Administrator in the organization. Also Participated in translating and documentation of
* business requirements into functional requirements.
* Created **S-Controls** to meet new business requirements.
* Audited, uncovered and resolved data integrity issues with **legacy systems**.
* Complete bulk **imports** of data using **Apex , Data Loader**.
* Developed and maintained custom **reports**.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.

**Environment*:***Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**BiznusSoft Solutions Feb 2011 to Nov 2013**

**Location: Hyderabad,India**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Performed the roles **of Salesforce.com Developer** and Administrator
* Interacted with business development and marketing team.
* Interacted with various business team members to gather and documented the requirements.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE** Plug-in using Eclipse .
* Closely worked with SalesForce.com team while implementing the solutions for the requirements
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards**
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created **page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.**
* Created workflow rules and defined related tasks, **time-triggered tasks**, **email alerts, field updates** to implement business logic.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components**, and S Control 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.
* Implemented **Apex Classes & Triggers** and linked them to manage the workflows Implemented in the system.
* Written apex classes to make an outbound integration to external application by generating necessary apexstubs from WSDL using WSDL2Apex.
* Developed apex REST web service classes for inbound call to salesforce from external applications accessingvia data power.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* **Customized tabs** for among different business users groups and business centers.
* Researched and resolved issues and provided technical support to my client team.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of **Saleforce.com**.

**Environment:** Salesforce.com, Force.com Platform, Salesforce Enterprise Edition, Apex, Visual force, Eclipse IDE Plug-in Objects.

**Client: Tech Total Solutions Feb 2009 to Jan 2011**

**Location: Hyderabad, India**

**Role:****JAVA Developer**

**Responsibilities:**

* Developed **use cases**, drawn **sequence diagrams** and **class diagrams** of the application.
* Involved in capturing user requirements from business team and preparation of understanding documents for each of the functionality.
* Involved in development of the server side business logic for Input and output reports.
* Development of database calls using prepared and callable statements of **JDBC** API.
* Developed user interface using JAVA Server Pages (JSP), HTML and Java Script for the Presentation Tier.
* Developed JSP pages and client side validation by java script tags.
* Developed an own realm for Apache Tomcat Server for authenticating the users.
* Developed front end controller in Servlet to handle all the requests.
* Developed Ajax call from JSP pages.
* Developed Controller Servlet to handle the database access (MVC pattern).
* Developed custom tags to display the data in JSP pages.
* Developed stateless Bean to handle the Business logics as well as database interaction.
* Deployed the application in Production environment.
* Supporting the application at client side.

**Environment:** Java, JSP, Servlets, JavaScript, JMS, Apache Tomcat, Rational Rose, Ajax, Oracle and Web Logic.

**Education**: Bachelor's of computer science.