**Sipra Behera**

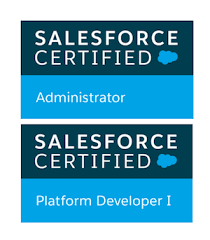
[siprabdev6@gmail.com](mailto:siprabdev6@gmail.com)

**(803) 824 4824**

Indian Land, South Carolina - 29707

<https://www.linkedin.com/in/sipra-rani-behera/>

**Sr. Salesforce Developer**

****

Morton Grove, IL

Morton Grove, IL

Morton Grove, IL

New York, NY 10019

Profile

**Waseem** T

**ONLY C2C**

**LOOKING INITIALLY REMOTE**

**H4 EAD**

* 8+ years of IT experience in Salesforce.com CRM platform, functioning as a Salesforce Developer, and Administrator Extensive expertise on SFDC implementations using Sales Cloud and Service Cloud.
* Extensive IT experience with expertise in Analysis, Design, Development, Testing and Implementing CRM applications.
* Expertise in solving Business, technology and strategy challenges for system integration projects.
* Experience in administration, configuration and Deployment of Salesforce CRM applications.
* Sound knowledge on Apex Language leveraging Force.com Platform.
* Expertise in Visual Force Pages development, Apex Controllers development, Apex Schedulers development, Batch Apex development, Ajax Toolkit implementation,
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Extensive experience of using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Expertise in Force.com technology stack: APEX, Visual Force, SOQL, SOSL.
* Experience in building Visual Force Pages, Visual Force Custom Controllers/ Components, Advanced Search Functionality, Reports, Dashboards, Tabs.
* Installed Salesforce Apps, configured and maintained user security permissions in compliance with organizational Needs .
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Experience integrating SFDC with applications like Microsoft Outlook, ACT, etc.
* Knowledge in developing web-based applications using Java, PHP, XML, CSS,HTML, DHTML, XHTML, JavaScript and AJAX Technology.
* Proficient in developing and implementing Web service integration.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and inter-personal skills.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem solving skills in the technology arena.
* Experience in implementing Eloqua, Salesforce.com applications and Salesforce 1 app across domains and proficient in multiple roles for Business Analysis, Process Modelling and Project Management.

CERTIFICATIONS:

* Certified Salesforce Administrator Credential ID: 3217852
* Certified Salesforce Certified Platform Developer 1 Credential ID: 3300680

Technical skill

**Salesforce.com:** Apex, Visual force (page, Component & controllers), Apex Triggers, Vlocity , Apex Web Services, SOSL, SOQL, Workflows, Approvals, Apex data loader, AppExchange, salesforce.com, Roles & Profiles.

**Technologies:** Salesforce, Ajax, JQuery, Bootstrap, Wave Analytics, Veeva, Marketing Cloud, sales cloud, service cloud, Custom Objects JSP, JQuery, Schema Builder

**Salesforce Tools:** Apex Data Loader, Force.com Eclipse IDE Plug-in, Eclipse, Cvent, Workbench and Force.com Platforms (Sandbox and production) Force.com service console toolkit, Force.com Connect for Outlook.

**Databases:** MySQL, Oracle 11g/10g, MS SQL Server, SQL Developer, MS Access.

**Languages:** Apex, Visual force, C#, XML, HTML, XHTML, Java Script, Java, J2EE.

**Methodologies**: Agile, Scrum

**Operating Systems:** Windows XP Pro / 2000 / Vista, Windows Server 2000 / 2003 / 2008, Linux.

Professional Experience

**ACS Technologies, Florence, SC**

**Sr. Salesforce Developer**

**March 2021 – Current**

* Involved in identifying, planning and implementing new Salesforce.com features and functions to meet business requirements.
* Developed batch interfaces and processes to integrate Salesforce.com with external systems.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Integration of CVent (Event Management Application) with the Campaign Object in SFDC. SOAP API Web services was utilized for the Integration and the Methods used in the Apex class was obtained from the WSDL file
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third - Party API’s and displayed within the Lightning component.
* Building Complex and Reusable Components in Vlocity.
* Optimize and improve the overall runtime of Omniscripts, DataRaptors and Vlocity Integration Procedures using best practices.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Experience in using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the Lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Developed wave dashboards using Salesforce platform as the backend.
* Developed apps and objects with Lightning in Salesforce.
* 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.
* Experienced in Financial Service Cloud, Sales Cloud, Service cloud, Customer portal using Salesforce CRM
* Having Experience working in Financial Service Cloud, Sales Cloud, Service Cloud, Customer portal using Salesforce CRM
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Implemented Veeva CRM and Vault on Force.com platform, integrated Veeva Vault with Veeva CRM, CLM admin tab configurations.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Using Marketo and CVENT to manage all Leads and Contacts to increase Sales.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Worked on Business to Business (B2B) & Business to Customers (B2C) SFDC patterns involved interaction with all the various parties are involved. Integrated Salesforce with various third-party solutions.
* Created Reports and Dashboards with the help of Salesforce Wave Analytics to track Opportunity pipeline/Stages for Management visibility.
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on Implementation and post-production support on CRM applications.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Used the Apttus software for contract management, which is acquired through the App Exchange
* Created Email Templates and Mail Merging Templates and was involved in doing the mail merge for different standard and custom objects.
* Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created Labels to set the predefined values for the client-side pagination process.
* Developed Custom Validations to override the Salesforce default validation rules.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Complete bulk imports of data using Apex Data Loader.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* 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.
* Communicating regularly with the SFDC designated super users to support them in their role and Provide information and training on new features and functionality.

**Environment:** Saleforce.com platform, Veeva, Lightning, Mulesoft, Wave Analytics, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Cloud9, Email Services, Security Controls, HTML, Web Services, Steelbrick, Apttus, WSDL, SOAP, Reports, Sandbox, ETL tools, Eclipse IDE Plug-in.

**Oracle, Redwood City, CA**

**Salesforce Developer**

**Sep 2019 – Feb 2021**

* Incharge of the complete salesforce activities for the entire organization after the initital package deployed by Salesforce.com.
* Worked in three different production instances within the organization, involved in various configuration and setup activties and in production support.
* Identified as the Premier Support contact person for the organization, open cases with Salesforce, follow up until the issues are resolved.
* Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Clicktools and Cvent survey systems.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the Lightning component .
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
* Well versed with migration of Vlocity components using Data Packs and manage connected Orgs.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management also implemented sales cloud and service cloud to improve customer retention and service delivery process improvement.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Added Lightning Component to Lighting Pages and Record Pages . Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Extensively worked for both person and Company Accounts of the organization
* Involved in developing visualforce pages, triggers and apex classes based on the requirements.
* Proficient in creating record-types, page-layouts and profiles to hide/show visibility to various fields.
* Involved and interacted with various Business Groups / Users in Organization to collect requirements, to Design Work flows and to implement the work Flow.
* Worked closely with sales team and business analyst to perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record pages.
* Designed and customized Visual force pages using controller extensions, custom controllers and standard controllers.
* Developed Apex triggers, classes to achieve users design functionality and did write the dependant test classes.
* Designed and deployed work flows, email alerts, field updates, custom tabs, classes, triggers, validation rules, Approval processes and Auto Response Rules for automating business logic.
* Deployed all classes, triggers, objects, components, pages from sandbox environment to production environment.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and using other Platform based technologies like Visualforce, Force.com API, and Web Services. SOAP, REST,
* Performed administration tasks as needed, managing custom fields, and integration and data cleanup.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com sObjects. Used it to read, extract, and load data from comma separated values files.
* Implemented security settings for the Organization wide users and configured profiles and permission sets.
* Developed deployment Strategy and deployed the application to Test, UAT and Production smoothly using Force.com IDE
* Defined documentation review cycles for the project, assign review tasks to the project team and communicating project status, escalate issues to management.

**Environment**: Salesforce.com platform, Force.com Sites, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, CSS, SOAP, REST, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, C#.NET, ASP.NET, Windows 7/10 pro.

**Verizon, New York City, NY**

**Salesforce Developer**

**June 2017 to August 2019**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dash board.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience
* Used Sales Wave analytics app with Salesforce to perform other integrations and customizations.
* Created Wave datasets from using internal Salesforce data and external datasources Worked with the customization, Data Migration and Integration tools like Apex Data Loader etc.
* Designed Action Framework to create, update records and objects from within Wave Analytics.
* Agile Development Methodology was followed for the implementation
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Organized Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to- Lead and Auto-Response rules.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experience in Veeva integration on Salesforce/Force.com Platform, building Veeva Vault work flows.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Integrated web services and messaging systems with Mulesoft ESB.
* Experience in MuleSoft Any Point API platform on designing and implementing Mule APIs.
* Developed Custom responsive VF page with bootstrap, CSS, Jquery Touch and Jquery mobile for mobile devices.
* Standard and custom field creation and maintenance at the direction of B2B Salesforce Manager.
* Used Bootstrap, Accordion, and Collapse in various Visualforce Pages.
* Written SQL queries to retrieve information from the database.
* Designed and deployed the custom objects, custom tabs, entity relationship data model, validation rules, workflow rules, page layouts, visual force pages, Apex coding, App Exchange Deployment to suit the needs of the applications using plug-in like JavaScript, JQuery, Bootstrap.
* Specify timers that send Ajax update requests to Force.com according to a specified time interval.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Implemented Test classes to support Code Coverage for deployment to production and performed smoke tests before QE Validation.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.

**Environment**: Salesforce.com platform, Sales Cloud, MuleSoft ESB, Service Cloud, Wave Analytics, Apex Language, Visual Force (Pages, Component & Controllers),SOQL, SOSL and DML, CTI, Steelbrick,Apttus, Validation Rules, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, Workbench, Sandbox, Eclipse IDE Plug-in.

**Berkeley University, CA**

**Salesforce Consultant**

**March 2016 to May 2017**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Designed, developed and deployed Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules for various functional needs in the application.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
* Developed Apex triggers, Apex classes and test classes working around the governor limits.
* Implemented Veeva on Force.com platform. Experience in supporting Veeva administration.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Organized email templates and inbound emails using Visual force for the clients and customers.
* Composed various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, and Renewal Forecasting.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Provided support to ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and Triggers.
* Used Dashboards to keep in track the percentage of sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex, Visualforce, Controller extensions, Data Loader, HTML, Workflow &Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Cast Iron, Sandbox data loading, Windows XP, Eclipse IDE Plug-in, Sandbox Test

**Nissan, India**

**Salesforce Analyst**

**Oct 2012 to Sep 2013**

* Worked on preparing Technical Design Document and followed Agile Methodology .
* Worked on creating Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process. Creating Report Types, Reports and Dashboards.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Performed Administrative activities u sing Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Experience in integrating with external systems using SOAP API, Rest API.
* Experience in working with call in and callouts API’s.
* Have good understanding and knowledge of the functionality of Web Services for SOAP API.
* Public Groups, Queues, Permission Sets, Profiles, Users and Security Settings based on role hierarchy.
* Worked on writing Apex Triggers and Apex Classes, Batch Apex, Scheduled Apex.
* Experienced in the designing UI using Visual force Pages.
* Migrating Meta data from one sandbox to another sandbox using Force.com IDE tool, Change Sets and Eclipse. Writing the Test Scripts for various scenarios.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, Setting workflows and Approval process for approving new accounts and other business process.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.