**Name: Shriya K** 

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**Professional Summary**

* Around 10+ years of hands-on experience on **Salesforce Developer & Administration** with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Good experience in Creating **lightning pages** using **Web Components, controllers, helper, style, documentation, render, design, SVG.**
* Well acquainted with all phases of **Software Development Life Cycle (SDLC)** with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Created multiple **Lightning Web Components**, added CSS and Design Parameters from **LDS (Lightning Design System)** to reflect customer branding
* Extensive administrative experience in designing custom and junction objects, look-up and master-detail relationships, pick lists, custom fields, page layouts and custom tabs.
* Worked extensively on various **Salesforce.com standard objects** like Accounts, Contacts, Opportunities,
* Strong knowledge of **Service Cloud and Sales Cloud.**
* Built Lightning components using **Aura framework with backend Apex Logic.**
* Strong working Experience in using Force.com, Apex Classes, Workflow, Process Builder, Apextriggers, Batch Apex, Integration, and **SOAP based Web services API, SOQL and SOSL**, and Salesforce AppExchange.
* Used **SOQL** queries with considerations to Governor Limits for data manipulation needs of application using platform database objects.
* Experience in Creating Lightning Apps, combining Lightning Design System, Lightning App Builder, Lightning Component features and **AURA components.**
* Excellent skills in creating/troubleshooting/modifying **Apex code and visual force pages, Force.com IDE.**
* Proficiency in **SFDC** Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and actions.
* Deployed salesforce components from **Sandbox to other Sandboxes** and production instances using **Migration tools, Change Set, GIT and Salesforce Packages.**
* Created community pages and developed **LWC components** for experience builder site.
* Knowledge of configuration and maintenance of security settings such as implementing **OWD (organization wide defaults),** role hierarchies, criteria/ owner-based sharing rules, profiles and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Writing test classes to meet code coverage and involved in deployment activities.
* Experience in **Data Migration** using Import Wizard and other integration tools like **Infosphere, Apex Data Loader**
* Created reusable JavaScript helper methods for different lightning components.
* Experience in web technologies like **HTML, XML, JSP, JavaScript, WSDL, and SOAP.**
* Proficient in authoring **Business Requirement Documents (BRD)** into **System Requirement Specifications (SRS)** and identifying interface and business process specifications.
* Developed custom Reports and Dashboards, for management using Tabular, Summary, Matrix and Joined reports.
* Involved in setting up lead management, case management to web-to-lead, Web-to case, Email-to-case.
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments.

**Technical Skills:**

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| **Technology Expertise** | **Description** |
| **Salesforce Technologies** | SFDC Certified Force.com Developer, Sales force CRM, Lightning web components, Aura Components, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Scripting Technologies** | HTML, JavaScript, XML, Jquery |
| **Tools & Utilities** | Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector, VS Code, SFDX, Work bench. |
| **Configuration Tools** | Microsoft TFS, GIT, GITHUB, Bit Bucket, Jenkins |
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**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-1

**EXPERIENCES:**

**Client: Fiserv, Atlanta, Georgia Sept 2021 – Current**

**Senior Salesforce Developer.**

**Responsibilities:**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* 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.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Developed heavy Integration components for data integrity with legacy systems and implemented event centric integration using REST API.
* Used Visual Studio, Lightning app builder for configuring, coding, modifying and testing of applications in Salesforce.
* Responsible for setting up OAuth to enable external client applications to communicate with SFDC platform and Configured Single Sign-on SSO using SAML with Ping federate identity provider.
* Worked on various Custom Objects, Relationships, Tabs, Lightning apps, Salesforce1, Validation rules, Page layouts, Search layouts, Compact Layouts to organize fields in Classic and Salesforce1, Custom Links/Buttons and Related Lists.
* Deployed applications from sandbox to sandbox/production using migration tool Change set.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.

**Environment:** Salesforce.com Platform, Lightning Experience, Lightning Components, Aura, Apex classes and Controllers, Service Cloud, Data Loader, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, Visual Studio, Change Sets, Windows.

**Client: U.S. Bank. 2018 July – 2021 Sept**

**Salesforce Developer**

**Responsibilities:**

* Developed Enterprise Level Lightning Applications using Various Technologies like Lightning Design Systems, Lightning App Builder
* Migrated Salesforce Classic applications to Lightning Experience for rich user interface and better User Experience with the application.
* Involved in Data Migration and Integration Using Apex Data Loader.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API.
* Development using custom lightning web components (Aura and LWC).
* Extensively worked on the lightning web components (LWC).
* Worked on Service Console Lightning application, which contains multiple number of Lightning web components (LWC).
* Apex Triggers, Classes, Visual force, Bulk job and Scheduled Jobs.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Retrieved data from on premise Database using Rest API has and displayed within the lightning component.
* Validation Rules, Workflow Rules, Sharing rules, Approval Process, VF Pages, Controllers, Apex Classes, Triggers, Test classes.
* Created Picklists, dependent picklists, and Validation formula field to the custom objects.
* Used field level Security along with Page layouts to manage access to certain fields.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API has and displayed them on to the component.
* Experience in working with Aura Handlers for Events to focus on Logic and Interactions with different components within Lightning Applications.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Migrating aura components to Lightning Web Components.
* Worked on Community Cloud implementations in two different portals.
* Shared perspective and knowledge of Community Cloud Practice initiatives with team members.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented Signature functionality with Salesforce, which will leverage DocuSign.

**Environment**: Salesforce.com, Salesforce Lightning, Apex Language, Workflow & Approvals, Reports, Lightning, Custom Objects, WSDL, Custom Tabs, Email Services, HTML5, Controllers, Data Loader, JavaScript, SOAP, REST API.

**Client: Cigna Healthcare. 2016 July – 2018 May**

**Salesforce Developer**

**Responsibilities:**

* Interacted with various teams for design reviews and code reviews for ongoing new developments and enhancements.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Experience in using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using Aura Components.
* Implemented Aura Components for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Developed Visualforce pages to prepopulate certain fields and embedded it in the application.
* Implemented Contract Life Cycle Management (CLM) configuration and product support.
* Worked on Creating the Custom Objects, Custom Tabs, Entity -Relationship data models, Advanced Validation Rules, Page Layouts and Record Types.
* Worked on creating the Custom Reports and Dashboards according to the business.
* Worked on Creating the Users, Roles, Profiles, Role hierarchies to protect the data available only to the authorized users in the organization
* Experienced in SFDC Integration using SOAP, REST Web Services to get the data from the Third-Party API's.
* Excellent unit testing abilities with strong attention to detail.
* Worked on integrating the with ETL tools like Pentaho by using the Web Services in salesforce.
* Methodology testing package upgrades in sandbox org and deploying in production org.
* Packaged and Deployed customizations from Sandbox to higher environments using Eclipse.
* Involved in code migration to different sandbox’s by using the Ant.

**Environment:** Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, AURA components, REST API, SOAP API, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Force.com IDE.

**Client: Quadrant Technologies, Hyderabad, India 2014 June - 2015 Dec**

**Salesforce Administrator.**

**Responsibilities:**

* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed code in command-line interface (CLI) environment in salesforce.com for integrating with other developer tools through Visual Studio (VS) code.
* 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.
* Participated in Weekly Change control meetings and performed application and global impact analysis.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Community, Enabled Community Users, Profiles and Access
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked extensively in force.com sites with Customer community.
* Used SOQL for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with Salesforce.com premium tech support team on a regular basis.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards.

**Client: Web Synergies, Hyderabad, India 2012 May- 2014 June**

**Salesforce Administrator**

**Responsibilities:**

* Requirement analysis, implementing business requirements to technical specifications, worked closely with Stakeholders, Dev/QA & Deployment teams.
* Configured SFDC to meet business requirements, page layouts, workflows, approvals and validation rules.
* Created new Custom Objects, Assigned Fields, Dependent Pick-lists, Record Lists, Custom tabs, Components & Custom Apps.
* Worked extensively on Accounts, Contacts, Leads, Opportunities & Activities.
* Customized Objects for Layouts, Record Types & Validation Rules.
* Involved in Case Management with Workflow & Approval Process.
* Role hierarchy for SFDC Applications.
* Implemented Field Level Security for sensitive data information.
* Created Email Templates, Public Groups and Queues.
* Created Summary/Matrix reports, Charts & Dashboards to assist the business.
* Responsible for handling tickets, defects and enhancements for the maintenance part of the project.
* I worked closely with business users, internal stakeholders, and development teams to meet the needs of business using Salesforce CPQ, drive process and system changes.
* Created new lead generation programs using search engines, email, and social media to increase daily lead count at a reduced cost per lead.
* Hands on experience working on SF data loader for some data migration tasks and Salesforce Sales Cloud configuration/development.
* Acquire, manage, and prepare requests for proposals from start to competition.
* Conducted weekly site reviews with web analytics tools, such as Google Analytics to track and report on customer behavior to make recommendations on customer retention and improve sign-up rate.
* Wrote Apex Triggers to automate sales processes. Gathering business requirements and translating them to functional & technical team members to develop new business solutions.
* Configured SFDC Dashboards and custom reports. Integrated marketing tools with Salesforce organization.

**Environment:** Salesforce.com, Custom Objects, Custom Tabs, Page Layouts Workflow & Approvals Process, Reports, Email Messaging, Dashboard & Reports.