Nagashree Vijayan
Senior Salesforce Developer
Salesforce Platform Developer 1
Phone: 408-335-4498

SALESFORCE CERTIFIED

Platform Developer I

Summary

- A highly accomplished professional with over 11 years of experience in design, development and deployment of Enterprise Software Applications and Complex Integrations.
- Over 5 Years of experience in design and development of Cloud Solutions using Salesforce.
- Very good experience in Implementing Sales Cloud, Service Cloud and other Custom Applications on Salesforce.
- Managed 3 full life cycle implementations on Salesforce cloud platform.
- Experience in developing complex logic using Apex Triggers, Batch Classes, Controller Classes and Visualforce.
- Experience in Integrating Salesforce CRM and Other Legacy applications using SOAP and REST API web services.
- Experience in Salesforce Data Migrations, Sandbox Management, Release Management.
- Experience with Salesforce AppExchange Apps, configuration and user security permissions in compliance with organizational needs. Have experience in enabling Ligthning experience.
- Around seven years of experience in developing software using Microsoft technologies such as C#, ASP.NET, WebServices, WCF, ADO.NET, Entity Framework, SQL Server
- Expertise in designing applications using up to Visual Studio 2012 and 2015
- Strong knowledge in programming using C# and LINQ under .NET Framework 4.0
- Experience in Versioning tools like Git, Visual Source Safe (VSS), TFS and unit testing framework from Microsoft (Nunit) and in IDEs like Microsoft Visual Studio IDE, SharpDevelop and MonoDevelop
- Good working knowledge in designing class, sequence, state, component and activity diagrams using UML.
- Experience in design and Development of applications using Agile and Scrum methodologies.
- Effective in working independently and collaboratively in teams
- Good team player and communicator with interpersonal and presentation skills & excellent work ethics, self-motivated & quick learner & flexible to adapt new technologies

Professional Experience

Zenefits, San Francisco, CA   Sr. Salesforce Developer   July 2018 – April 2019
Project 1: BizTech Solutions - Zenefits offers a platform that integrates HR, Payroll benefits and Time tracking among other things. In BizTech project, implemented the salesforce.com CRM Application for customer relationship Management (CRM), Sales Management, Sales Leads Management, and Opportunity enhancement. Salesforce CRM Application is implemented for enabling the sales team to keep track of their customers, their contact information, and their opportunities in Pipeline.

Responsibilities:
- **Gathered requirements and translated** them into clearly **defined technical tasks**
- Conducted technical design reviews and demos to the customer (IT and business) and co-ordination with Offshore.
- Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, custom settings, profiles and permissions, validation rules, **Approval Processes** and **Auto-Response Rules** for automating business logic.
- Designed **Workflow rules, email alerts, and field updates**, Visual force pages and using Process Builder and Apex Code created triggers and classes. Implemented **REST API** to exchange information to and from broker partners.
- Developed **Custom Report Types**, Custom Reports (Lead Generation, Campaign, and Activity related reports), and Dashboards to meet the reporting needs of the organization.
- Integrated with sales and marketing tools like Bizible, Gainsight, Google Adwords, Marketo

Intel, Santa Clara, CA   Sr. Salesforce Developer   February 2016 – June 2018

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Project 1: Agent Case Management – Increase agent efficiency, usability and data quality for case management capabilities. Automate case management to allow the customers to create the cases either from an email (email to case), from web form (web to case), by chatting with the agent (Live Agent), or by calling the customer care where the agent manually creates the case. Automate the routing of the cases, email notification, escalation/de-escalation.

Responsibilities:
- Worked in a team as a developer to perform detailed analysis of business and technical requirements and designed robust, secure and scalable the solution.
- Analyzed the business requirements and mapped to Salesforce.
- **Integrated** Salesforce with other Intel applications using **REST API.**
- Performed **data migration** from Excel to Salesforce using **Apex Data Loader**.
- Provided analytical support for multiple, complex projects simultaneously while meeting the deadline established timelines, work plans.
- Made new feature enhancements on **Service Cloud Console** view and developed some Visual force components
- Created **workflow rules** and defined **related tasks, validation rules, Auto-Response Rules, Approval process, email alerts and templates,** and **field updates.**
- Worked on **Apex classes, controllers, controller extensions**
- **Customized page layouts for Accounts, Contacts, Cases and Products for various profiles.**
- Designed various **HTML Email templates** for **Auto-Response** to customers.
- Implemented **Email-to-Case** functionality to create cases in Salesforce when the customer sends an email to Intel Support.
- Implemented **Live Agent Chat** and **Chat Invitations** for various **Skills** and auto created contact and case and auto product assignment based on various business rules.
- Implemented **Custom Email subscription** for different Agent users based there role and product group on Case.
- Designed the **Milestones** and **Entitlement Process** as per need.
- Handled Translations in Email templates and customer portal using **Translation Workbench**.
- Created **VisualForce pages** and **VisualForce components** to achieve custom functionality.
- Created **Apex Test Classes** to achieve **90% code coverage.**
- Used **sandbox** for **testing** and **migrated** the code to the production instance in installments.
- Created **custom report** types to create reports as requested by business.
- Enabled Lightning experience. Modified existing visualforce pages to fit in the lightning environment

Project 2: Warranty Reunite project – Develop a custom solution on the Service Cloud and move Channel Warranty off SAP and integrate the Agent and Customer warranty functionality with Agent case management. Build the integrations required with other Intel internal applications to do the warranty validations and fraud validations.

- Worked in Fast pace **Agile** mode in configuring and building the Application.
- Regular interactions with the Business and gathering requirements and make necessary changes to the Application.
- Created Custom objects/fields for storing the warranty information.
- Implemented Formula fields, **Workflow rules**, **Field updates**, **Entitlement rules**, **Milestones** etc to support various **Approval processes**.
- Created **Visualforce pages** required for the agents to submit **warranty returns**.
- Implemented the business logic to validate if the project is in the warranty period.
- Implemented the business logic to check if any fraud involved in the warranty return.
- Integrated with **PMFT/SNTRAX/iBase** systems using **REST API** to get the product information and perform the **warranty** validation and **fraud validations**.
- Integrated with Depots to send the warranty return information to the Depot once the warranty is submitted.
- Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages. Implemented **pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields** to the custom objects.

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- Implemented Service cloud console and built a user friendly experience for ICS around the Globe.

SunGard Solutions, Bangalore, India   Salesforce Developer   May 2010 – Dec 2012
Project:
Implemented service module for their customer support team which includes case management and entitlements.

Responsibilities:

- Worked with various teams and end users in gathering requirements, analysis and process design.
- Liaison with Business users and Management team on the workarounds for complex solutions.
- Involved in status review meetings.
- Worked with various salesforce.com objects like Accounts, Contacts, Cases, Solutions, Reports, and custom objects based on business need.
- Implemented the App Exchange tools like dupe eliminator for de-duping the records of standard and custom objects.
- Developed and deployed workflows and approval processes for opportunities and products/assets management.
- Involved in Mass delete/transfer records using Data Loader.
- Conversion of user requests into system requirements and implementing the same in the desired SLA.
- Involved in the creation of Dash Boards and reports with charts using the summary, tabular and matrix formats of the salesforce reports.

SunGard Solutions   Sr. Software Engineer   Sep 2006 – Apr 2010
NGCS
Next Generation Communication System is a call handling system in an emergency services control room. Capable of call routing and prioritizing; communicating with numerous other external devices like, Pager, CCTV, PTT Phones, and GPS enables devices and etc, resilient are few of its key features.
- Developed UML diagrams like Class, Sequence, Activity and State transition diagrams and incorporated design patterns like Factory, Adaptor, Singleton, Command, Observer, Service Locator.
- Designed and implemented management modules like logon management, operator and operator roles management with effective and interactive UI implementing MVC patterns
- Designed and implemented operational modules like making an outgoing call, receiving an incoming call, sending and receiving short data messages, monitoring, PTT On/Off a group of subscribers on a tetra network
- Developed Web Services using WCF to communicate with clients and fetching and updating data from database.
- Developed TestHarnesses using XAML to test windows services
- Played key role in database design
- Implemented unit testing strategy in development team

Environment ASP.NET 3.5, C# 3.0, MS Unit testing framework, Rhino Mock 3.5, MS Team Foundation Server, Resharper 3.5, Static-Code Analysis, Style-Cop, MS Build, SQL Server 2005, ADO.Net Entity Framework, LINQ, Enterprise Architect, MVC

Internationalization of Command and Control
Product developed for emergency services control rooms call handling/logging and to dispatch/handle resources like ambulances, fire extinguishers, police forces etc to crime scene. This product was internationalized to suite clients outside United Kingdom.
- Internationalized Location search algorithms, Incident logging and management, Resource management, tracking and dispatching of resources, Duty scheduling of Police officers
- Developed test plans and test cases and performed unit testing to identify and resolve integration functional and usability issues before deployment
- Managed a team of 3 people

Environment: Pro*C, C, Solaris, Oracle 9i, PVCS Version Manager.

Video Witness
Product developed for constabularies in United Kingdom to track registration of an incident. It records the convicts', victims' and incident details to aid further judicial procedures.
- Migrated VB 6.0 product to C# on .Net
- Preparation and execution of manual unit testing.
- Completely responsible for integration testing, packaging and deployment
- Automated continuous integration builds.

Environment .Net 2.0, C# 2.0, Oracle 9i, ArtinSoft, VSS 6.0, MS Build, InstallShield

Hewlett-Packard Ltd **Analyst/Software Developer** **Aug 2004 – Sep 2006**
ARMOR (Automated Reserve Management and Operational Reporting)
ARMOR is an enterprise-wide database application system of Warranty Reserve information. The system is used to manage the dollars & events allocated for HP Service operations and includes, among other things, the following functionalities -- Automated Data Feeds, Revision Control of Warranty Attributes, Product Event Failure Rate & Warranty Standard Cost Calculations, Dollar & Event Warranty Reserve Calculations (Actual & Forecast), Planning "What If" Scenario Calculations.
- Development of various modules for data input screen (front-end)
- Development of various modules for Warranty Standard Calculation and unit testing
- Developing report modules at Various Service-Liability, Product, and Organizational Levels (server side)
- Preparation and execution of unit and integration test plans
- Defect fixing and validation

Environment: ASP.NET, C#, WebAPI, PL/SQL, SQL Server 2000, Hyperion Performance Suite 8.3

BCS NextGen Reports
BCS NextGen is a tool suite providing centralized database incorporating pricing, quotations, account management, funnel management, contracts, reporting, scheduling/resourcing, risk management that allows the business to carry out these functions so as to enable business growth, maximize margins, and mitigate business risk. Developing various Reporting modules using Crystal Reports
- Writing report queries (business logic)
- Preparing and executing unit test plans
- Packaging and deploying NextGen Reports

Environment: ASP.NET, C#, Crystal Reports 9.0, SQL Server 2000, IIS 6.0, Install Shield

PEWRS (Per Event Warranty Reimbursement System)
PEWRS is a web-based reimbursement reporting system used by NA clients of NACS obligation. It extracts closed warranty calls from Champ systems (various data repository server) on a weekly basis, applies the business rules to identify the various valid warranty calls and group them by product groups or divisions. The system also allows the users to perform corrections to the calls. The corrected calls are reprocessed.
- Designing and implementing database objects
- Writing stored procedures to accommodate the new business rules due the HP-Compaq merger.
- Writing DTS packages to extract data from various data sources.
- Automation of weekly extracts and other process
- Debugging, preparing test cases and unit testing
- Preparing project specific process, admin and support documents and Knowledge transfer to the support team

Environment: ASP.NET, C#, SQL Server 2000, PL/SQL, DTS packages, IIS 6.0

CDM (Capability Document Management)

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CDM is an application designed to provide solutions for versioning and archiving of documents. It is designed for role-based access of the confidential documents along with other functionalities like uploading of documents, check-in and checkout features, generation of reports etc.

- Identifying functional requirements and Designing of the new system
- Developing various web pages, reports and report queries.
- Design and implementation of the database and database objects.
- Coding and Unit testing
- Preparation of project-specific process and admin documents

Environment: ASP.NET, C#, SQL Server 2000, IIS 6.0

Education
- BCA from Bangalore University in 2004

Certifications
- Salesforce Certified Platform Developer I.
- Design and Implementation of databases with SQL Server 2000
- Developing & Implementing Web Applications with Microsoft VB.NET and VS.NET
- Microsoft Certified Professional (2006)