

# Priyanka

## Senior Salesforce Developers

### SUMMARY

- 5+ years of experience in application design, customization, development, support which includes experience in Salesforce CRM platform as Developer, Administrator. - Certified Salesforce Developer with 5+ years of experience in IT with experience in Salesforce.com CRM. - Thorough understanding of object-oriented programming (OOPS) concepts and extensive knowledge in implementing, customizing, and maintaining Salesforce solutions. - Extensive knowledge of Software Development Life Cycle (SDLC) by having a thorough understanding of various phases of the life cycle which includes Requirement gathering, Analysis and Design part along with Development and Testing as well. - In depth experience in Salesforce.com development in implementing Apex Classes, Visualforce, Force.com IDE, Controllers and Triggers, SOQL, SOSL and Plug-ins. - Upper-Intermediate English. - Available ASAP

### TECHNICAL SKILLS

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|---|--|
| <b>Main Technical Skills</b>                    | Salesforce   |
| <b>Programming Languages</b>                    | Java, JavaScript, Python   |
| <b>JavaScript Frameworks</b>                    | AngularJS, jQuery  |
| <b>Salesforce Ecosystem</b>                     | Apex Classes, Apex DataLoader, Apex Triggers, Force.com IDE, Salesforce, Salesforce Apex, Salesforce Workflow, SLDS, SOQL, SOSL, Visualforce |
| <b>Java Libraries and Tools</b>                 | Java Server Pages (JSP), JSON  |
| <b>JavaScript Libraries and Tools</b>           | NativeJS   |
| <b>Databases &amp; Management Systems / ORM</b> | Microsoft SQL Server, MS Access, MySQL, Oracle Database  |
| <b>UI Frameworks, Libraries, and Browsers</b>   | Ajax, Bootstrap, CSS, HTML, HTML5, jQuery, XML   |
| <b>Methodologies, Paradigms and Patterns</b>    | Agile, Scrum, SDLC, SOAP   |
| <b>Project Management &amp; Administration</b>  | Approvals  |
| <b>Version Control</b>                          | BitBucket, Git, GitLab, TortoiseSVN  |
| <b>Collaboration, Task &amp; Issue Tracking</b> | Jira   |

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|--|---|
| <b>Third Party Tools / IDEs / SDK / Services</b> | Microsoft Visual Studio Code  |
| <b>SDK / API and Integrations</b>                | RESTful API   |
| <b>Platforms</b>                                 | Salesforce  |
| <b>QA, Test Automation, Security</b>             | Unit Testing  |
| <b>Other Technical Skills</b>                    | Controller.js, Eclipse Oxygen, helper.js, LWC, Salesforce CLI, Test Classes, Validation Rules |

## EXPERIENCE

### Salesforce Developer, Accenture India Private Ltd, Hyderabad, India

July 2019 – Mar 2022

#### Responsibilities:

- Responsible for gathering requirements from key users.
- Implemented Sales processes covering Leads, Accounts, Contacts, Opportunities, management etc.
- Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
- Implemented app-exchange applications.
- Responsible for porting custom java script buttons into lightning experience
- Replaced VisualForce pages with custom lightning components and used them in different Lightning Pages.
- Worked with private managed package reusable Lightning components and Lightning Apps.
- Integrated Apex with External services by making callouts that used SOAP and WSDL
- Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, locking statements, Transactional control and Exception statements to invoke Apex triggers
- Worked with Anonymous Blocks that could be compiled and executed using System Log Console, Force.com IDE and Web Services API call.
- Worked with components, functions and global variables to embed links to default actions for creating new Accounts, Contacts and other standard objects.
- Amplified Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested VisualForce pages.
- Pioneered VisualForce components to customize captions, headers and footers of a table and to embed a standard list view of an object's records.
- Expedited with VisualForce List Controllers to act on a set of records with pagination and iterate over a list of records to produce output in a list.
- Worked with VisualForce Style sheets and Static Resources to augment all standard styling on a VisualForce page and utilize un-stylized text output to gain full control when iterating over lists of data.
- Laid the groundwork for the Force.com platform by creating custom objects, fields, tabs and filled object data using Data Loader.
- Modified simple workflows to incorporate Email Alerts and Field Updates.



- Created Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Worked with Formula fields for calculation, related object display, integration and data realization.
- Stimulated the Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Refined the Profiles and Administrative permissions to grant/deny users access to platform features.
- Worked with Setup Audit Trail to gather information about client usage.
- Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
- Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
- Involved in creation and maintenance of custom objects, tabs, Jenkins, fields, Record types, pagelayout as per business requirements.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail and edit pages.
- Automate processes and develop programs for departments within the company using Visual Studio, SQL, and Apex.
- Implemented picklists, dependent pick lists, and validation formula fields to the custom objects.
- Configure Salesforce and marketing cloud integration user along with configuration in Salesforce.
- Developed the view pages using HTML, Ant scripts, JavaScript for client-side development and validations.

**Technologies:** Salesforce.com CRM Application Platform, Lightning Components, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, PageLayouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

### **Salesforce Developer/Administrator, IBST Private Limited, Hyderabad, India.**

Nov 2017 - June 2019

#### **Responsibilities:**

- Daily administration such as configuring & implementing Salesforce application and support of cases in Salesforce including, but not limited to managing multiple user setup, profiles & roles, customization of objects, fields, record types, page layouts and validations.
- Implemented Financial Services Cloud that includes Service Console, Customer Portal and Communities, Case Feed, and Knowledge Base.
- Worked as an active team member and performed the roles of Salesforce Developer and Salesforce Administrator in the organization.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports, and dashboards.
- Created various Profiles and Roles configured the permissions based on the organization requirements
- Experienced in User Stories and Agile Methodologies and worked on profiles, Users, Roles, Chatter.
- Hands on experience on Process Builder for immediate actions like creating or updating a record, email alerts, quick actions, submit for approval and post a chatter.



- Hands on experience on Batch Apex whenever the requirement was to process millions of Records.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
- Working with custom Apex classes, wrapper classes for request and response parsers for Integrations, batch apex, schedulable apex, Queueable apex, SOQL and SOSL for smooth conduct of the application.
- Well versed with Apex Triggers and created those triggers in compliance with the business requirement.
- Created email templates and inbound emails using Visualforce for clients and customers.
- Developed Controller.js, helper.js, and lightning components to meet the project requirements.
- Designed complex Visualforce pages and web forms using JavaScript, CSS3, Bootstrap, HTML5, jQuery and Angular JS.
- Setup Email Services on Force.com platform to handle inbound emails.
- Hands-on experience in administrative activities like creating queues, custom apps, custom labels, custom metadata types, custom settings, names credentials and static resources.
- Built custom reports using Datatables.io on Lightning Component with Pagination, column sorting along with custom filters enabling end user to extract it into .PDF or .CSV files.
- Worked on Visual Studio Code, Eclipse, Git, postman, developer console, Jira, and workbench.
- Created and maintained the data model needed for the custom applications. Objects, fields, Record types, page layouts, and custom relationships between the objects.
- Responsible for deploying the custom components from Dev environments to production.
- Involved in data migration to Sandbox and production through Data loader.
- Extensive experience in Salesforce deployment methodologies including Changesets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
- Maintained documentation for Post-Refresh activities for Configuration and full sandbox after every Go-Live.
- Worked on security models, developed apex-based sharing rules&sharing rows for security requirements.
- Created and deployed Several Reports using the salesforce.com platform and Involved in the building of a Customer Portal in the organization.
- Developed business documents for Custom objects and worked on different portals like Self Service Portal, Customer Portal and Partner Portal.
- Developed Custom Reports & Dashboards for report accessibility to appropriate personnel.
- Developed unit tests to maintain minimum company standards.
- Used sandbox for testing and migrated the code to the production instance in installments.
- Developed Apex classes with REST calls to connect to web services. Involved in troubleshooting and resolving issues related to integration.

### **Salesforce Developer & Administrator, Infosys, Hyderabad, India.**

April 2016 - Oct 2017

#### **Responsibilities:**

- Developed visual force pages for bringing new dealers on board and load all their information into new records in a custom object.
- Created apex triggers to obtain complex functionality based on the given criteria.



- Crated Catalogues for Custom objects, Standard objects and Managed package objects into the ACE salesforce instance.
- Developed Apex Classes and controllers to achieve the salesforce out of box functionality.
- Enforced best practices and developed unit tests to achieve good coverage for the apex classes.
- Developed custom reports, report types, dashboards for better accessibility of the data.
- Created custom and Apex sharing rules for different objects to limit the record accessibility.
- Created custom objects, fields, tabs, record types, junction objects, master-detail and lookup relationships, page layouts & search layouts to support the business needs.
- Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
- Worked on Apex Triggers and Batch processing the data.
- 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.
- Worked with various Salesforce.com standard objects like Users, Contacts, Antscripts, Reports, Dashboards.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Involved in Business Requirement meetings like gathering information for IT team and analyzing the information provided by Business users.
- Created Workflow rules, Approval Process, Email Alerts and Tasks according to the requirements.
- Used data loader to import and export data from salesforce.
- Worked on Sandboxes for developing, testing and migrated the code to different instances after testing.

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

## EDUCATION

**Master's in Science: Osmania University, Hyderabad, India.**

**Bachelor's in Science: Osmania University, Hyderabad, India.**

## CERTIFICATES

**Salesforce Certified Platform Developer-1**

**Salesforce Certified Administrator**

