

**Nivedita Francis**

**Certified Salesforce Developer and Administrator**

**Summary**

* 10+ years of experience as Salesforce Developer / Administrator.
* Worked on Batch Apex, Apex Scheduler and Test Classes.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Developed SFDC Configurations/Customizations - User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Record Types etc.
* Strong hands-on experience with both CPQ and CPL
* Experience in working with Amp scripts, journey builder, Email Studio, Salesforce CPQ and Apptus CPQ
* Experience in using source control Git, Copado & Blue canvas. Used Visual studio code and Eclipse IDE
* Working knowledge in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ
* Good Knowledge of data migration from standard Excel and the legacy systems like Data Import Wizard and Data loader and used Data loader for Data management like Import, Export & Delete in salesforce.com.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Outlook.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
* Good Experience on Salesforce Lightning experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Worked on Heroku and Xplenty for data migration from legacy salesforce CRM to new org.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Expertise in service cloud and CTI. Worked on five9, Genesis to integrate with salesforce.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Experience working with Sales cloud and Service cloud.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
* Created Custom Objects and outlined lookup and master-detail relationships and Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of Schema Builder.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Experience in Apex coding for the implementation of complex business logic within Governor Limits.
* Experience working with Eclipse IDE and Force.com Plug-in environment.
* Deployed Customization from Sandbox to another Environment by Eclipse IDE, GITHUB using VScode and Change Set.
* Experience working with Salesforce.com sandbox and production environments. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals-based object-oriented enterprise applications.

**Education:**

* Bachelor’s in Electronics and Communication systems Engineering.
* Master’s in communication systems engineering.

**Certifications:**

* Salesforce certified Administrator
* Salesforce certified Platform developer 1

**Technical Skills**

**Lightning Experience Development** Salesforce Lightning Design System and Lightning Components,

Aura Framework, JavaScript Controllers, Server-side Controllers

**Salesforce.com Development** Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML

**Programming languages** C, C++, Java, SQL, Apex

**Web Technologies** HTML, JavaScript, SOAP, WSDL, Billing, Service

**Operating Systems** Microsoft Windows platforms, Linux, Mac OS

**Project Life-Cycle Management Tools** JIRA

**Other Tools** Workbench, Force.com Explorer, MS Office Suite, Heroku,

Copado

**Professional Experience**

**Client: Dollar General, TN Jan 2022 to Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Implemented case assignment rules, case escalations, case auto response created knowledge base articles.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Designed and maintained different environments, including Development, Test and Production.
* Strong experience in implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Involved in end-to-end testing and configuration enhancements for the CPQ.
* Deployed code using Copado to the next environments also used back promotion feature.
* Copado enabled faster, error-free releases with continuous integration and delivery (CI/CD) technologies.
* Used Copado for automated testing, continuous integration, and continuous deployment.
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Designed Machine Sales and billing (SAP CRM Billing), Machine Rental processes.
* Worked on test classes to increase the code coverage above 85% as per organization standards.
* Installed and integrated Clear view dashboards for reports and dashboards
* Worked on Batch classes, queueable apex.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
* Used the sandbox for testing and migrated them between Sandbox and Production
* Worked on Migration project to migrate data from legacy to new Org using Heroku, Xplenty and Dbeaver
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* 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.
* Involved in daily Global meetings, Scrum. This resulted to bring good solution to the business issues and requirements.
* Used more than 72% of Apex for development.

**Environment: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Agile/Scrum.**

**Detroit Land Bank Authority Apr’ 2017 – Dec’ 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals. Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Experience in using Copado for deploying the code from sandbox to production.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visualforce pages, Triggers, Workflows, Batch Apex Classes, and Schedulers.
* Created custom controllers and controller extensions while developing Visualforce pages.
* CPQ/CPL: Defined marketing automation, survey automation, and CPQ (configure, price, quote) requirements, working with the IT team to provide input and direction and facilitate execution. Building and demonstrating Salesforce CPQ prototypes in Salesforce.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Designed and maintained different environments, including Development, Test and Production.
* Data migration and updates through the Apex Data loader in Salesforce.com.
* Used the sandbox for testing and migrated them between Sandbox and Production.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.

**Environment: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects & fields, Web Services, SOAP, REST, Eclipse IDE with Force.com plug-in.**

**Client: Early Warning Services, GA Jan’ 2016 – Jul’ 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* Used force.com IDE for developing custom applications.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Instant Service Chat and Email from AppExchange to let agents click to create cases from chat and email.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Using controllers and embedded JavaScript and HTML as needed.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Wrote Test Plan and Test Case. Involved directly with Test Team and did bug fixing using Clear Quest.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

**Environment: Salesforce.com, APEX, Web services, SOSL, SOQL, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows.**

**Client: Gogovan India Ltd., Feb’ 2014 – Dec’ 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Strong experience in implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals. Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Data migration and updates through the Apex Data loader in Salesforce.com.
* Created Validation rules on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visualforce pages, Triggers, Workflows, Batch Apex Classes and Schedulers.
* Created custom controllers and controller extensions while developing Visualforce pages.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Designed and maintained different environments, including Development, Test and Production.
* Data migration and updates through the Apex Data loader in Salesforce.com.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Environment: Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Controllers), Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Data Loader and Eclipse IDE with Force.com plugin.**