Santoshi

rishitha.23g@gmail.com

PROFESSIONAL SUMMARY

* Around **6+ years** of IT experience with exposure to Salesforce.com CRM Platform both as Administrator and Developer.
* Good experience in Configuration, Customization, Administration, and support on Salesforce.com Platform.
* Good experience in various phases of the entire project from requirement gathering, to design and implementation.
* Proficiency in SFDC Administrative tasks like creating Profiles, Permission Sets, Roles, Sharing Rules, Users, Public Groups, Queues, Email Templates, Email Alerts, Assignment Rules, Auto-Response Rules, Escalation Rules.
* Hands-on experience in creating Custom Objects, Custom Fields, Tabs, Validation Rules, Workflow Rules, Process Builders, Approval Processes and Flows.
* Hands-on experience with Tools like Data Loader, Import Wizard, Workbench.
* Experience in implementing Apex Classes, Apex Triggers, Visualforce Pages, Lightning Web Components (LWC), SOQL, and SOSL.
* Having very good knowledge of Unit Testing, Test Coverage, and Code Review.
* Hands on experience in Batch Apex and Scheduled Apex required for large data processing.
* Good Understanding and Knowledge in designing Report, Dashboards, and Analytic Snapshots
* Hands on experience in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.
* Experience in working with Service Now and handled tickets.
* Excellent interpersonal and communication skills, technically competent and result-oriented with problem solving and fast learning skills.

TECHNICAL SKILLS

|  |  |
| --- | --- |
| **Salesforce Technologies** | Custom Objects, Flow and Approvals, Dashboard, Apex Triggers, SOQL, SOSL, Visual force pages/Components, Apex Language, Apex Classes/Conrollers, Apex Web Services, Lightning |
| **Salesforce Tools** | Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production) |
|  **Languages** | Apex, Javascript |
| **Web Technologies** | HTML, web services, Visual Force |
| **Database** | SOSL, SOQL |
| **Methodologies** | Waterfall, Agile. |
| **Ticketing tools** | Jira, ServiceNow |
| **Lightning Experience** | Salesforce Lightning Design system, Lightning components and LWC |

EDUCATION

* Bachelors in Electronics and Communications Engineering, JNTU University – 2017

CERTIFICATIONS

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

PROJECT EXPERIENCE

Client: Lurie Children's , Chicago, IL Feb 2024 – Till Date

Role: Salesforce Developer

Description:

 Skilled Salesforce Developer with extensive experience designing and developing custom applications and objects to meet business needs. Proficient in implementing Salesforce security models, creating users, roles, profiles, permission sets, and configuring OWD, role hierarchy, and sharing rules. Developed Visualforce pages, custom buttons, and workflows, and managed data migration using Data Loader. Expert in Salesforce administration, including account creation, layout updates, and report generation. Ensured data quality through regular cleansing and duplicate management. Experienced in Agile methodology and sprint systems, participating in daily stand-up calls. Adept at troubleshooting user access issues and maintaining robust security controls.

Responsibilities:

* Designed and developed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Validation Rules, Web to Lead, Assignment Rules, Auto-Response Rules, Escalation Rules, Email Templates, Reports, Dashboards, Custom Reports, Workflows, Flows, and Approval Process to meet business needs.
* Implementing the Salesforce security model by creating Users, Roles, Profiles, Permission Sets, OWD, Role Hierarchy, and Sharing Rules.
* Developed Visualforce pages using the Visualforce components.
* Used field level security, profiles, and audit trail set up to ensure that protected data is only with users.
* Migrated data from Legacy Systems to CRM using a data loader.
* Designed custom objects, tabs, records, and views within SFDC to support new workflow processes.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
* Developed various Custom Objects, Tabs, Entity-Relationship data models, validation rules, and Components.
* Implemented Security access to the user profiles by creating Object level security, field level security, and record level security.
* Perform ongoing Salesforce administration (create accounts/profiles, defining fields, updating layouts, reports, dashboards etc.) and develop functionality and implemented sales, service cloud and communities.
* Design, develop, test, document, and deploy high-quality business solutions on the Salesforce platform based on industry best practices as well as business needs.
* Maintaining data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
* Organized Role Hierarchy, Permission Sets, OWD, and Sharing rules to appropriate security controls.
* Troubleshoot common user access and visibility issues on a regular base.
* Experience in writing Workflow rules, approval process, defining role hierarchy.
* Worked in agile methodology Process and Sprint System, attended daily stand-up calls.

**Environment & Tools:** Salesforce.com, Aura Components, Visualforce Pages, Apex Class, Apex Trigger, Force.com, Sales Cloud, Changes Set, Data Loader, Custom Settings, Web Services, Rest API, Web to Lead, Email Templates, Static Resource, Custom Settings, Data Loader, HTML, CSS, Java Script, Connected Apps and Remote Sites.

**Client: Genrapid Tech Pvt Ltd, India Jan 2022 to April 2023**

**Role: Salesforce Developer**

**Description:**

Experienced Salesforce Developer proficient in working with standard objects like Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions. Skilled in creating page layouts, custom fields, and defining field dependencies. Administered user profiles, roles, permissions, and validation rules. Customized layouts, field-level security, and permission sets for client services and marketing. Developed Apex web services for real-time integration with mainframe systems and enhanced custom related lists. Created flows, process builders, and duplicate rules. Proficient in deploying changes using change sets and Flosum. Strong client interaction skills, ensuring clear communication and healthy client relationships. Experienced in customizing email templates and configuring email alerts within workflows.

**Responsibilities:**

* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick list fields.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, validation Rule, upgrade installation.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field- level Security, Permission Sets for client services and marketing.
* Developed Apex web services to integrate with Mainframes source systems for creating cases, in salesforce.com on Real-Time.
* Created flows and process builders as part the Requirements.
* Enhanced Apex Class and Visualforce Page to create a custom Related List, showing activities for selected contacts or clients.
* Have deployment skills from lower to higher environment using changes set and flosum.
* Interacting with client/Business Team, discuss day by day task to provide guidance and support to get better expectations from client and maintain a healthy bond with the clients.
* Created the Duplicate Rules to stop duplicate records creation.
* Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object

Environment & Tools: Saleforce.com platform, Visualforce Pages, Apex Class, Apex Trigger, Force.com, Sales Cloud, Service Cloud, Soap API, Case Management, Duplicate Rules, JavaScript, HTML, CSS, Sandboxes, Custom Settings, Data Loader, Duplicate Rules, Change Set and Sites.

Client: Pacebright Tech Pvt Ltd, India May 2020 – Dec 2021

Role: Salesforce Developer

Description:

 Salesforce Developer with extensive experience in CRM application setup and customization to meet organizational needs. Skilled in creating and customizing email templates and configuring them within workflow rules. Proficient in using Data Loader and Import Wizard for data management, including bulk import/export and data transformation. Expertise in developing custom objects, tabs, entity-relationship data models, and validation rules. Implemented security measures by defining object-level, field-level, and record-level security. Experienced in creating workflow rules and approval processes to automate business processes, and establishing lookup and master-detail relationships to ensure seamless data connectivity. Strong ability to manage and enhance Salesforce environments.

Responsibilities:

* Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
* Involved in CRM application setup activities and customized the apps to match the functional needs of the organization.
* Experienced in the use of Data Loader and Import Wizard.
* Created the Workflow Rules and Approval Process to automate the business process.
* Used Data Loader for insert, update, and bulk import or export of data. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed various Custom Objects, Tabs, Entity-Relationship data models, validation rules, and Components.
* Implemented Security access to the user profiles by creating Object level security, field level security, and record level security.

**Environment:** Worked in Salesforce CRM with Data Loader, Import Wizard, email templates, workflow rules, approval processes, security settings, custom objects, and data model customization.

Client: Facebook, Hyd, India July 2017 – Apr 2020

Role: Salesforce Administrator

Description:

Experienced Salesforce Developer proficient in SOQL, SOSL, Visualforce, and data migration using Data Loader. Created and managed users, profiles, roles, permission sets, and sharing rules. Designed and implemented custom reports, dashboards, and Visualforce pages. Managed page layouts, change sets, chatter, and case management. Actively participated in Agile methodology, attending daily stand-up calls and gathering requirements from business users. Expertise in workflow rules, approval processes, and record types. Effectively migrated data from legacy systems to Salesforce CRM. Strong ability to collaborate with business users and stakeholders to meet organizational needs and improve CRM functionality.

Responsibilities:

* Worked On SOQL, SOSL queries and worked on page layouts and change sets.
* Involved chatter management and case management.
* Involved in creating users and managing the profiles, permission sets.
* Worked exclusively on sharing rules, Record Types.
* Worked on creating custom Reports and Dashboards.
* Involved in designing Visual force Pages, Data migration using Data Loader.
* Created Profiles, Roles, and Permission Sets for all the users in the organization.
* Worked in agile methodology Process and Sprint System, attended daily stand-up calls.
* Involved in meetings with various Business users for requirements gathering.
* Migrated data from Legacy Systems to CRM using a data loader.

**Environment & Tools:** Saleforce.com Platform, Visualforce Pages, Apex Class, Apex Trigger, Force.com, Sales Cloud, JavaScript, Html, CSS, Eclipse, Sandboxes, SOQL, SOSL, Custom Settings, Data Loader, Custom Objects, Workflow Rules, Approval Process and Sites.