 

**ANEETA JOSHI**

**CERTIFIED SALESFORCE DEVELOPER/ADMIN**

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**Location: Dallas, TX**

**PROFESSIONAL SUMMARY:**

* Overall, 8 years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation, and enhancement of projects and working closely with business as well as tech teams.
* Extensive experience in Salesforce.com both Development and design and worked with Sales cloud and Service cloud, Marketing cloud.
* Hands-on experience on developing and customizing applications using Salesforce.com as Software as a Service (SaaS) and Force.com as Platform as a Service (PaaS).
* Experience in implementing declarative platform features using Object model, Relationships, Record Types, Page Layouts, Validation Rules, Process Builder and Workflows etc.
* Expertise in implementing Salesforce Security Model using Profiles, Permission Sets, OWD, Roles and Sharing Rules.
* Expertise in creating Relationships among Objects like Master - Detail, Lookup, Many-Many and with Rollup Summary Fields and using Cross-Object formula fields.
* Expertise knowledge on designing and developing Apex classes, Triggers, Controllers, Test methods, Schedulers, Batching.
* Extensive exposure to HTML, CSS, JavaScript, Visualforce, Apex classes, JSON batch Apex jobs, scheduled Apex jobs, dynamic Apex, test classes, handler classes and various other components as per the client's and application requirements
* Experience in writing SOQL and SOSL using Force.com Explorer, Developer Console and Force Workbench.
* Expertise in writing Apex Batch classes by implementing Batchable interface for processing large bulk data updates at scheduled intervals by implementing Schedulable interfaces.
* Involved in various stages of the Software Development Life Cycle (SDLC) including experience in integration of Salesforce with in-house legacy ERP systems using Apex Web Services WSDL and outbound messaging.
* Experience in integrating Salesforce with ERP applications like SAP using Informatics-on-Demand.
* Ability to Integrate external systems with Salesforce.com using REST/SOAP Webservice API’s.
* Good experience with Salesforce CPQ and CLM development and implementation.
* Extensive knowledge in handling Big Data and performing manipulation operations using Data Loader, Import-Wizard, Workbench and Jitter bit.
* Expertise working with Eclipse IDE with Force.com Plug-in, Developer Console, Sublime for developing business logic and manipulating for meta-data from eclipse.
* Good working experience with sandboxes developing code, deploying code between sandbox to sandbox and between sandbox to production using skinny tables and change sets.
* Familiarity with SQL and RDBMS, ability to manage data loads and data quality.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle
* Hands on experience in Salesforce lightning, building and customizing lightning components and applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System (CSS and Design Parameters), Lightning App Builder and Lightning Component features.
* Hands-on experience with Apttus CPQ for generating quotes, creating product catalog and price.
* Possesses excellent analytical, interpersonal and communication skills, accustomed to working in both large and small team environments
* Expertise and Strong buildup knowledge in Object Oriented Programming Structures (OOPS) and Client/Server Architecture.

**Education**

* Bachelor of Technology in Computer Science – JNTUH, 2015

**Certifications**

* Certified Salesforce Platform App Builder
* Certified S alesforce Administrator
* Certified Salesforce Platform Developer I

Technical Skills:

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| Salesforce Technologies | Salesforce CRM, Lightning, Apex, Apex Triggers, Apex Classes/Controllers, Visualforce Pages/Components, apex Web Services, Apex Data loader, Workflow & Approvals, Case management custom objects, Agile and Scrum, Dashboards, S-Controls, Snapshots, SOQL, SOSL |
| Salesforce and Other Tools | Force.com IDE, Data loader API tool, Import Wizard, Force.com Explorer, Force.com Migration tool, AppExchange, Sandbox environment, Lightning components, JIRA |
| Languages | Apex, C, C++, Java |
| Databases | MS Access, Oracle Applications, SQL |
| Web Technologies | HTML, DHTML, HTML-5, XHTML, CSS, jQuery, NodeJS |
| Web Services | JDBC, SOAP, RESTful (web services), WSDL, XML, AWS |
| Scripting | JavaScript, JSON, AJAX |
| Version Control | GitHub, Bitbucket |

**Professional Experience:**

**Sutter Health, Sacramento, CA Mar 2021 - Present**

**Sr. Salesforce Developer**

**Responsibilities:**

* In this role, I am fully responsible for the full life cycle of Salesforce.com platform implementation and integration with several business systems, all design specifications, implementation (coding), unit and integration testing, monitoring and maintenance.
* Configuring different sales processes according to the business flows and the different business stages.
* Contribute to all technical aspects of projects from requirement gathering through deployment and driving the integration design.
* Worked on Standard Objects and a few Custom Objects that related to the business and developed custom relationships between the objects.
* Developed various Custom Objects, Tabs, Entity Relationship data model, Validation rules on the Objects.
* Customized lead conversion and created field mapping to Accounts, Contacts and Opportunities.
* Created the Account, Contact and Opportunity pages with Web Service calls for the values to be populated based on the conversion.
* Inserting leads for respective campaigns.
* Configured the Case Management process, customizing the Service Console application, Email-to-Case, Web-to-Case, etc.
* Setting up the Case Assignment Rules and determining appropriate Queue/User.
* Integrated SharePoint Online and Salesforce Service Console using API, a self-service portal for submitting cases (Web-to-Case)
* Worked on setting up the Email-to-Case functionality, another way to create cases and efficiently manage to resolve customers inquiries.
* Created Workflow rules and defined related tasks, time triggered tasks, email alerts, field updates, Approval processes, outbound messages using Email Templates, Public groups to implement business logic.
* Created Profiles and Roles based on Organizational Role hierarchy, implemented Record-Level and Field Level security, and configured their sharing settings.
* Worked on managing the Profile Permissions/ Permission Sets for the users in Salesforce.
* Configured SAML based SSO (Single Sign On) authentication for user’s login from a Microsoft Azure environment to Salesforce Org.
* Designed, developed, and deployed Visualforce pages, Apex Classes, Controller Classes, and Apex triggers for various functional needs in the application.
* Designed and developed User Interface using HTML and CSS for a portal built on force.com platform.
* Worked on custom Visualforce pages, JavaScript, CSS to capture user’s comments which are posted as chatter feed on cases converted solutions to knowledge articles in multiple instances.
* Migrated data from external sources and performed insert, delete, upsert, and export operations on millions of records.
* Worked on Security issues in existing code with sharing rules, CRUD operations and Field Level Security.
* Responsible for Agile methodology testing package upgrades in sandbox org and deploying in Production.
* Create and maintain development and integration plans.
* Involved in the design of database schema, data modeling, performance tuning and debugging.
* Implemented the requirements on the Salesforce.com platform and Force.com IDE Plug - in using Eclipse.
* Developed Custom Web Services (SOAP and REST) to accept requests and send back responses after processing in real time.
* Batch and Scheduled jobs are implemented to process the failed requests.
* Ensure that development projects meet business requirements and goals, fulfill end user requirements, and identify and resolve system issues.
* Provide detailed design and documentation of each component of the solution such as data migration, integration, and custom development.
* Maintain high customer satisfaction through the delivery of high quality, timely, and through solutions to customer problems.
* Reviewing and managing various system log files, error reports, audit logs and security access logs.

**Environment:** Salesforce.com platform, Apex Language, VisualForce Pages, Process Builder, Data Loader, Import Wizard, Permission and Security, Sales and Service cloud console, SQL, HTML, CSS, Templates, Sandbox, JavaScript, SOAP & REST API, Reports, Dashboards, Custom links & buttons, jQuery.

**Unity Technologies, San Francisco, CA July 2019 – Feb 2021**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Involved in business requirements meeting for requirements analysis, designing data models, identifying customizations and preparing Technical Design Document.
* Migrated components across various other SDLC environments like QA, UAT and Production environments using Force.com Migration tools, change set and workbench.
* Troubleshoot and fix defects for planned releases and production issues.
* Work with Solution Architects, Engineers, Programmers and Product Owners to come up with solutions and to obtain information on project limitations and capabilities, performance requirements and interfaces.
* Use custom metadata objects on the salesforce platform to set up the endpoint URL of the external system and make a callout using HTTP apex REST Classes.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on force.com based development enhancements and implemented lightning applications from the scratch.
* Build master - create and support the current build process from staging to development to production.
* Utilized salesforce Aura Lightning Experience Process Flows to automate Business processes.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Followed the Apex best practices to write a code in standardized way to avoid and handle system generated Governor Limit exceptions.
* Involved in building an application using Lightning Components, Lightning Events, Lightning Application.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

**Environment:** Apex Classes, Test Classes, SOQL, SOSL, VisualForce, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing

**EnLume Technologies Pvt Ltd Hyderabad, India. Feb 2018 to March 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities**

* Responsible for providing object level/record level/field level security by creating roles and profiles.
* Worked on Salesforce Lightning Components for building customized components replacing the existing.
* Developing SOAP and REST web services classes to enable integration between Salesforce and other external systems such as Five9 Call Center.
* Experienced creating permission sets and sharing rules according to the requirements.
* Developed Custom business logic using Apex Classes, Triggers, Components, VisualForce pages and
* Controller Classes for various functional needs.
* Created custom applications, custom objects, tabs, advanced custom fields, validation rules, assignment rules and cross object formulas.
* Implemented record types, lookup, and master detail relationships for custom objects.
* Involved in creating a component for custom buttons which are not supported in lightning.
* Integrated with external systems using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Deployed Apex using Force.com IDE, Force.com Migration Tool, and Web Services API.
* Implemented Classes, Interfaces and Keywords
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events
* Created Custom Visualforce components & attributes to override the look and feel of standard VF components
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Dashboards

**Environment:** Salesforce.com platform (Sandbox and production), Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Marketing Cloud, Apex Language, VisualForce Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader, Force.com Platform including Apex Programming Language and Visual force pages, Apex triggers, Data Loader, HTML, SOQL, SOSL, Force.com IDE, Oracle 10g

**Alstom, India. Aug 2017 – Feb 2018**

**Salesforce Developer/Admin**

**Responsibilities**

* Develop and configure the Salesforce.com instances and force.com applications
* Gained experience in handling and coordinating deployments using various migration methods/tools such as Change sets
* Developed Custom business logic using Apex Classes, Triggers, Components, VisualForce pages and Controller Classes for various functional needs
* Automated the process of creating Leads directly from Web and Auto-Response rules.
* Configured the Case Management Process.
* Created custom objects and custom fields in Lightning experience
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Built reusable UI/UX components with Lightning component framework.
* Maintenance of installed Managed Packages in Lightning using Apex
* Integrated with external systems using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Deployed Apex using Force.com IDE, Force.com Migration Tool, and Web Services API.
* Implemented Classes, Interfaces and Keywords
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries
* Created Visualforce pages as per the client requirements and customizing Partner portal using various components
* Customized the standard objects as per the business requirements by using Visualforce components
* Deploying applications from Sandbox to Production using Change Sets
* Created various Analytical Snapshots to schedule various report generations
* Created Dashboards using customized Dashboard components

**Environment:** Salesforce.com, Force.com Platform (Sandbox and production) including Apex Programming Language and Visual force pages, Lightning Components, Apex triggers, Lightning, Data Loader, HTML, JavaScript, SOQL, SOSL, Force.com IDE, Oracle 10g

**Shivam Infotech, Hyderabad, India Jul 2015 – Aug 2017**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Gathered business requirements by communicating with the user team and created Custom Dashboards for community managers and gave accessibility to dashboards for authorized people.
* Created Lightning Components, added CSS and Design Parameters which improves performance.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Created Visualforce pages for custom login and configuration of communities.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals, and validation rules.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Developed Visualforce pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Implemented Exact Target marketing automation suite for emails, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups, and Queues.
* Used Salesforce Connect to access product information stored on an external system and Utilized Lightning Connect to get real time data from external systems.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs.
* Coordinate with others on bi-weekly Sprints to complete releases using Agile methodologies
* Worked closely with the sales team and business analysts and performed detailed analysis of business and technical requirements. Designed solutions by customizing various standard objects of SalesForce.com (SFDC).

**Environment:** Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Marketing cloud, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, jQuery, Data Migration, Pardot, SOQL, SOSL.