Satya Priya Sudesh

Salesforce Certified Administrator & Developer

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Salesforce experiences:

- 6 years of Salesforce full lifecycle (SDLC) implementation experience as Salesforce Developer/ administrator.
- Querying salesforce.com database using SOQL & SOSL queries.
- Worked on Standard Salesforce objects, e.g. Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards.
- Designed custom objects, junction objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, Apex Classes, Triggers, and various other components.
- Organization & User Setup. Created User Roles and Profiles, Security controls and sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings for Schema Level Security.
- Salesforce lightning schema building, process builder, app builder, components and lightning connect.
- Created lightning pages using Web Component, controller, helper, style, documentation, render, design, SVG.
- Developed salesforce Lightening Apps, Lightning Web Components, Controllers and Events.
- Lightning frameworks Aura and LWC.
- Worked with different environment of SFDC, e.g., Sales Cloud and Service Cloud.
- Handled events, e.g., Component event, System events, and Application events.
- Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.
- Generated reports, workflows, dashboard, customized reports, analyzing data in salesforce.
- Worked on DevOps CI/CD Integration (Bitbucket, Change Set) tool for Code management and deployment.

Project methodologies and Client Handling:

- Worked with Jira Methodology. Participated in Agile processes including daily stand ups, Story development, sprint planning, demos, retrospectives, reporting the story progress with blockers (if any) on daily basis.
- Excellent written, verbal, and analytical skill.
- Collaborates with business stakeholders to determine and review application requirements.

Technical Skills:

Salesforce	Salesforce CRM, Lightning Application, Aura, LWC, Apex Classes, Batch classes, Email handlers, Apex Triggers, DML, Flow builder, Approvals, Reports and Dashboards, Validation Rules, Custom Settings, Record types, Page Layouts, Sharing Settings, Profile, Permission sets, Sandbox environments, Data Management and Data Modeling.
Integrating Tools	Apex Data Loader, Import Wizard, Data Export, Apex web services (REST & SOAP), Postman, Workbench
IDE and Editors	Visual Studio
Languages	Apex, SOQL, SOSL, JS, HTML, CSS

Project Details:

1. **Client:** PNC Bank, Pittsburgh.
   Duration: Aug 2022– till today
   Role: Salesforce Developer
   Responsibilities:
   - Owned requirement gathering, design, built, testing, and quality assurance.
   - Worked on declarative customization including creation of flow, approval processes, validation rules, workflow rules, report, and dashboards.
   - Created custom objects and fields with security/permission assignment.
   - Worked on service cloud.
   - Used the version control systems, e.g., GitHub, Bitbucket.
   - Worked on integration, best practices and capabilities including API, security, and authentication. I have created the Metadata to store the endpoint in the org, created the main class, Mock class, wrapper class, test class and then used the data in our lightning component.
   - Created detailed data mapping document for integrating various systems with Salesforce.com.
   - Worked on Jira methodology. Participated in scrum planning, reporting the story development with blockers (if any) on daily basis.
   - Involved in user story refinement calls.
   - Worked on LWC modal pop-up using salesforce lightning component Library.
   - Work intensively on API integration classes, custom metadata, web services.
   - Involved in unit/project testing, implementation and deployment activities involving multiple teams.
   - Worked on full Account Closing process (end to end) from creating a case to closing an account with the help of flow, LWC and Apex classes.

2. **Client:** Zendesk, Dallas
   Duration: Oct 2020 – July 2022
   Role: Salesforce Developer
   Responsibilities:
   - Created Custom Objects and fields for transactional and contractual information.
   - Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
   - Performed the role of SFDC Developer, Lightning Developer and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
   - Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
   - Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
   - Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
   - Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
   - Developed Apex Classes, and Apex Triggers for various functional needs in the application.
   - Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
   - Used field level security along with page layouts to manage access to certain fields. Created Custom Objects and fields for transactional and contractual information.

3. **Client:** JLL, Irving, Texas.
   Duration: Mar 2019 – Sep 2020
   Role: Salesforce Developer
   Responsibilities:
   - Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
   - Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
   - Lightning Experience - Formatting and migrating user data, Implemented Salesforce Lightning Web Components for small set of users within the organization.
   - Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning web component look and feel better.
   - Built customized Lightning web components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
   - Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
   - Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
   - Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
   - Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
   - Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Chatter & App-exchange applications.
   - Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
   - Used the sandbox for testing and migrated the code to the deployment instance after testing.
   - Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

4. **Client:** Cushman & Wakefield, Illinois, IL.
   Duration: Jan 2018 – Feb 2019
   Role: Salesforce Developer/Admin
   Responsibilities:
   - Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
   - Developed Apex classes, Utility classes to use them for multiple functionalities.
   - Designed, developed, test and deployed custom Salesforce applications software using APEX.
   - Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
   - Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
   - Configuring Assignment rules & escalation rules for cases.
   - Development & consumed SOAP and REST based web services.
   - Created workflow rules, process builders, lightning flows to related tasks, time-triggered tasks, email alerts, and filed updates to implement business requirements.
   - Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
   - Involved in Lightning Sync Outlook Integration with Salesforce to Sync Contacts and Events from Outlook.
   - Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.

Certifications:
- Platform Developer 1
- Salesforce Administrator

Education:
- Post-Graduate Diploma in Rural Development, Xavier Institute of Social Services, Ranchi, Jharkhand, India.
- Bachelor of Science (Honors), St. Xavier College, Ranchi, Jharkhand, India.