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Having around **6** years of Total IT experience. Salesforce.com CRM Platform Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, web-based, and portals-based object-oriented enterprise applications.

## **Experience SUMMARY**

* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, based on Apex Language and leveraging Force.com Platform.
* Experience working with Force.com IDE &Eclipse IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes**.
* Experience on working with **custom objects, custom fields, Pick-list, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs**.
* Developed **Visual force pages and Custom Objects** using **Apex Programming** on **Force.com Platform and** good knowledge on Apex development in creating **Objects, Triggers, Apex Classes, S-controls, Standard Controllers, Custom Controllers and Controller Extensions**.
* Expertise in maintaining the Functional areas of **Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities.**
* Hands on Experience with Salesforce **Lightning Builder**, Salesforce **Lightning Components**
* Expertise in **Lightning app builder** (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed **Lightning Component Framework** and also built **Lightning component** using **aura framework**.
* Knowledge on **Salesforce Lightning Process Builder**, **Lightning UI/UX**, **app builder** and creating **Visual Workflows**, Salesforce support **communities** and **Chatter** groups.
* Built reusable **UI/UX components** with **lightning component framework**
* Experienced in **Sales cloud** and **Service Cloud** implementation.
* Leveraged **Communities** of Salesforce to setup **Partner** and **Customer Portal.**
* **Data Integration and Data Migration** using ETL tools like **Data Loader, Import Wizard** and Informatica on the cloud.
* Proficiency in web technologies like HTML, XML, CSS, JSP, JQuery JavaScript and databases such as SQL Server and Oracle. Worked on **Salesforce Communities** and created VF pages for **Communities**.
* Worked on **Salesforce1 Platform** to build **Mobile App** by enabling Lightning Components to make Lightning Application **mobile sdk**.
* Excellent communication and inter-personal skills, technical documentation and reporting skills, accustomed to working in both large and small team environments.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally; to handle full workload and meet proposed deadlines.

## **TECHNICAL SKILLS**

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| **Salesforce Technologies** | SalesForce.com,Force.com,ApexLanguage,ApexClasses/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, Work Flow and Approvals, Dashboard, Analytic Snapshots. |
| **Force.com Tools** | Force.com IDE (Eclipse), Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). AppExchange, Jira, Sandbox environment, Lightning components |
| **ETL Tools** | Data Loader, Salesforce-to-Salesforce, Apex Explorer, Informatica. |
| **Languages** | JAVA, Apex, C/C++, AJAX. |
| **Database** | SQL Server 2008/2012, Oracle9i/10g/11g. |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in. |
| **Web Technologies** | HTML, CSS, Java Script, XML |
| **Tools** | MS Office, Adobe Photoshop, Ms Excel, Eclipse IDE. |
| **Apps** | CTI, Service Max, Process Builder, Apptus , Workbench. |
| **Methodologies** | AGILE, Waterfall. |

## **Education Details:**

* Masters in CS at Rivier university, Nashua, NH.
* Bachelors in ECE at JNTUH, India.

## **Certifications:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer – I (DEV 401)
* Copado Certified Administrator
* Flosum Certified Professional

**Brite systems (Remote) Oct 2019 –till date**

**Salesforce Developer (Lightning)**

**Description**

Mainly collaborated with business partners to solve complex and critical business issues and enable CRM and service processes using the Salesforce platform. Worked for the enhancement, maintenance and support of our Salesforce ecosystem. It will involve platform strategy, technical architecture, product development, data management, configuration, and troubleshooting the Salesforce instance as well as systems with which it integrates. Successfully communicated with project managers, clients, and other Team members to design cohesive project strategies and ensured effective collaboration throughout all phases of development, testing and deployment.

**Responsibilities:**

* Closely worked with Salesforce.com consultants while implementing the solutions for the requirements.
* Worked on configuring and implementing Salesforce maps
* Gathered and documented Business and Functional Requirements (BRD, FRD), User requirements, Use Cases, System Requirement Specs (SRS). Prototyping, Surveys, User Stories, Joint Application Requirement / Design (JAR / JAD) and Brainstorming.
* Used SOQL, SOSL queries for Salesforce database.
* Developed various custom objects, Custom Fields, Formulas, Roll-up Summary fields, Reports, Dashboards, Tabs, Profile, Permission Sets, OWD, Roles & Sharing Rules.
* Implemented pick lists, dependent pick lists fields, Relationships, and validation rules.
* Created and deployed several reports using force.com platform.
* Setting up **Service Cloud** Console, **Cases**(Web to case, Email to case), Solutions, Case Assignment rules.
* Developed **Apex classes, Controller Classes, Apex triggers and API integration** for various functional needs in the application.
* Implemented the requirements on Sandbox and Force.com IDE plug in during deploying it in production.
* Working Knowledge on **Sales Cloud, Service Cloud, Community Cloud and Apex Programming on Force.com Platform.**
* Written **Triggers** an order to process incoming service e-mail requests from customers to automatically create new case records.
* Implementation of **Salesforce Service Cloud** from Business case to operation.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Configured Chatter Answers for the insider team as a part of Service Cloud.
* Involved in Setting up **Service Cloud** (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Created workflow rules and defined related tasks, email alerts, and field updates.

**Environment**: Agile, Saleforce.com CRM, Admin Functions, Case Management, Aura components, Community cloud, Apex, Triggers, Visual Force, Soap UI, Workflow & Approvals, Change Sets, Force.com migration tool, Data Loader.

**Amazon.com Seattle, WA Aug 2018 – Sep2019**

**Salesforce Developer (Lightning)**

**Responsibilities:**

* Proposed and developed so many complex solutions which was supposed to handle by customization but solved them by configuration.
* Developed rest API in sales force for sending information to other system.
* Developed custom lightning component for taking user input.
* Involve in Ownership of all technical aspects of Salesforce.com, including development, data migrations, systems integrations, AppExchange products, and custom code
* Responsible for developing in **Visualforce, Apex, Java, AJAX,** and other technologies to build customized solutions that support business requirements and drive key business decisions
* Responsible for Technical leadership, setting best practices including integration and application development, deployment, testing (unit and systems), and iterative refinement
* Seek out ways to utilize **SFDC** to improve processes and productivity
* Supported and enhanced existing Force.com based applications
* Conveyed all Business requirements to IT Salesforce.com configuration team
* Managed Salesforce users support issues; modifying data, unlocking/resetting passwords, customizing security settings
* Worked on the **Security Model of different users**.
* Collaborate with **Project Managers and Developers** on scope, solution of each requirement.
* Responsible for UAT hand holding and ensuring a delivery of each module on time.
* Responsible for providing direct support to users on production issues.
* Developed Visual Force pages using standard controllers and custom controllers in combination with controller extensions.

**Environment:** Saleforce.com, Apex, Visualforce, Data Loader, lightning, Workflow & Approvals, Reports, Service Cloud, Email Services, HTML, Java Script, CSS, Java, SOAP, REST, Web Services, WSDL, ANT, Sandbox, Eclipse IDE Plug-in, SDLC, UAT, Agile, App exchange, AJAX, OTQ, OTR, wave Analytics.

**Care N Care INC.., Fortworth, TX (June2017 –July2018)**

**Salesforce Consultant**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Administered, configured, and maintained Salesforce.com application **user** **profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.**
* Leveraged **Communities** of Salesforce to setup **Partner** and **Customer Portal**
* Developed **APEX Classes** and **APEX Triggers** for various functional needs in the application.
* Proficiency in using **Sites methods** of Salesforce to accomplish several needs of communities.
* Implemented Salesforce **Lightning Components** for a small set of users within the organization
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile sdk. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Developed and deployed **workflows** and **approval processes** for opportunities and products/ assets management.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce mobile sdk platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Hands on experience with **Continuous Integration – Continuous Deployment** using Visual Studio
* Used latest techniques of **JavaScript Remoting** and Remote Action methods to talk to **Angular UI**
* Expertise in Flattening, parsing and consuming WSDL to integrate Salesforce with other external systems
* Implemented **Email-to-Case** entry and manual case entry.
* Proficient in using **Eclipse based Salesforce.com IDE** to develop and deploy force.com software.
* Created **workflow rules** and defined related tasks, **email alerts**, and **field updates**
* Expertise in Integrating with external systems using **SOAP Web Service** callouts.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**CVS Caremark, Southborough| MA (June 2016-May 2017)**

**Salesforce Developer**

**Responsibilities:**

* Closely worked with Salesforce.com consultants while implementing the solutions for the requirements.
* Gathered and documented Business and Functional Requirements (BRD, FRD), User requirements, Use Cases, System Requirement Specs (SRS). Prototyping, Surveys, User Stories, Joint Application Requirement / Design (JAR / JAD) and Brainstorming.
* Used SOQL, SOSL queries for Salesforce database.
* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Developed various custom objects, Custom Fields, Formulas, Roll-up Summary fields, Reports, Dashboards, Tabs, Profile, Permission Sets, OWD, Roles & Sharing Rules.
* Implemented pick lists, dependent pick lists fields, Relationships, and validation rules.
* Created and deployed several reports using force.com platform.
* Developed Apex classes, Controller Classes, Apex triggers and API integration for various functional needs in the application.
* Apex code to convert lead to a contact and associate the contacts with accounts.
* Developed and deployed approval processes for leads conversion, opportunities and products/Assets management.
* Implemented the requirements on Sandbox and Force.com IDE plug in during Eclipse and deploying it in production.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Configured Chatter Answers for the insider team as a part of Service Cloud.
* Created workflow rules and defined related tasks, email alerts, and field updates.

**Environment**: Agile, Saleforce.com CRM, Admin Functions, Apex, Triggers, Visual Force, Soap UI, Workflow & Approvals, Change Sets, Force.com migration tool, Data Loader.

**Tech Mind Solutions, India (July2013- Aug 2015)**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Worked on customizing various Salesforce.com standard application objects like **Campaign, Lead**, **Account, Contact, Opportunity, Case,** and **Case Solution.**
* Designed and Developed **Visual Force pages, Custom controller, Controller extensions**.
* Developed **APEX triggers** and **APEX classes** for improving Data quality and overall process automation in Salesforce.com.
* Wrote Test classes with 80% of code coverage to support automated Testing.
* Created customized web to lead forms with hard coded record types to identify the Sales partner generating the Lead.
* Integrated Salesforce with legacy systems using **Apex Web services** and Force.com callout.
* Configured Profiles and Permission set to meet the Information security needs of the organization.
* Worked on integration with App-exchange packages like **Instant Service Chat, Vertical Response** and **Eloqua** from the **App-exchange package**.
* Created workflows for automated **Case routing, Case escalation, alerts** and custom coaching plans.
* Implemented **auto escalation rules, automatic case generation** and routing to call center agents.
* Configured lookup and master-detail relationships, **pick-list,** and field dependency on custom objects.
* Development work is done using **AGILE** methodology with strict budget and time lines.
* Extensively used **export, insert, upsert** and **update** functions in data loader.
* Experience in code deployment from Sandbox to Production environment using **Eclipse and Change sets**.

**Environment:** Saleforce.com platform, Apex, Visualforce, SOQL, SOSL, Workflow & Approvals, Reports, AppExchange, Custom Objects, Custom Tabs, Windows XP, Sales cloud & Service cloud, Integration, Web Services.