**Professional Summary:**

* Around 15 years of IT experience in Customer Relation management applications and 9+ years of experience with Salesforce.com including Development, Administration & Customization
* Have strong experience in developing **Salesforce Apex Classes/Triggers, Building Mobile Apps, Lightning Components, Salesforce DX, Salesforce CLI, REST and SOAP APIs, Visualforce pages, Custom settings, Custom Metadata Types, Administration and Customization, Configuring Sharing and Security settings, Validation Rules, Workflows and Approval processes, & Lightning Process Builder**
* **Have experience in developing Lightning Components, Component/Application events, Single page architecture, designing Record create/Edit components using Lightning framework tools such as RecordData , RecordView, and Lightning Data Services**
* **Programming languages: Apex, SOQL, SQL, JavaScript, JQuery, HTML & CSS**
* **Development tools: Visual Studio code, Data Loader, Workbench, Eclipse Tool(Force.com IDE)**
* **Implemented continuous integration using Jenkins and GitHub/Bit bucket, and Ant Migration scripts**
* **Deployment tools: Salesforce CLI, Ant Migration and Workbench**
* **Have Experience in SFDC Administrative tasks like defining Profiles & Roles, User Management, Page Layouts, Email Services, Creating Reports & Dashboards, Custom Report Types, Formula fields, Email Alerts, Sandbox Creation, Sandbox Refresh, License Handling, Tasks and Events**
* **Developed Mobile Applications using Salesforce Lightning Design System framework which utilizes JavaScript, HTML & CSS framework**
* **Implemented site.com, communities, Partner and Customer Portals.**
* **Experience implementing SFDC implementations on Sales Cloud, Service Cloud, Chatter & integrating with other App-exchange products**
* Have experience in the complete life cycle of software development (SDLC) including system analysis, design, development, Agile methodologies and Agile tools (Jira, Rally) & testing
* Extensive experience in the field of software quality assurance in enterprise web based applications including **Salesforce.com** Customer Relations Management (CRM), Siebel CRM, UCM, Anaplan, Appttus, right90 and Web portals.
* Have strong testing skills in performance and automation test tools (Load runner and Quick Test Professional).
* Analytic problem-solver with an ability to work in high-stress environment. Capable to excel as a Lead and team player.

**Salesforce Certifications:**

* Integration Architecture Designer (Apr 2020)
* **Salesforce Application Architect (Nov 2019)**
* Data Architecture and Management Designer (Nov 2019)
* Sharing & Visibility Designer Architect (Jul 2019)
* Platform Developer I (Nov 2017)
* Platform App Builder (Jul 2017)
* ADM 211 - Salesforce Advanced Administrator (Certified in Feb 2015)
* DEV 401 – Salesforce Developer (Certified in Nov 2013)
* ADM 201 – Salesforce Administrator (Certified in Dec 2013)

**Education:**

* Master of Engineering, (2002-2004), Lamar University, TX, USA
* Bachelor of Technology, GVP College, JNT University, AP, India

Technical Skills Summary:

SFDC Skills: Salesforce.com Sales cloud, Service cloud, Development, Administration,

Configuration, Apex Classes/ Triggers, Lightning Design Framework,

Visualforce Pages, Web Service API, REST API, Apex explorer, Apex Data Loader, Dashboards And Reports, Work Flows & Approval Processes, Security Model & Sharing Rules,

Workbench, Eclipse, Force.com Migration Tools, and LWC

Siebel Skills: Siebel Tools, Data Analysis, Siebel Training Development, EIM, EAI, Workflow

Manager, Assignment Manager, Actuate Reports, Siebel VB, Siebel Call Center,

Siebel Sales and Siebel e-Scripting

EBS (Oracle Apps): Order Management, Customer Set up,

Reports Administration and Service Contracts Administration

HP Tools : Mercury Tools (Quality Center, QTP, Performance Center)

Languages : C, C++, JavaScript, JQuery, VB Script, XML, Json

Front end : HTML, CSS

RDBMS : Oracle DB, MS SQL, MS ACCESS

Report Tool : Salesforce Reports, Siebel Analytics, Web Focus, Crystal Reports,

Actuate 5.0/4.5

Operating System: MacOS, Windows 10/7/XP/2000/ NT/ 98/ 95, UNIX

**Core Competencies:**

* Excellent communication skills and good in people relationships.
* Enthusiastic and adaptive of new technologies.
* Have strong Analytical and problem-solving skills.
* Target and performance oriented.
* Self-starter and quick learner.

Skills & Responsibilities:

* Worked on various applications such as SalesForce.com, Siebel, Oracle EBS & UCM Applications
* Worked with Visual Studio code, IntelliJ, Force.com IDE to write Apex classes/Triggers
* Written Apex Classes, Triggers wherever declarative capabilities couldn’t solve business requirements
* Developed Lightning pages and Applications using LWC and Aura framework.
* Involved in SFDC Platform Administration and Support and the Center of Excellence for SFDC software development
* Developed Visualforce pages involving JavaScript/JQuery to build custom User Interfaces
* Written Test Classes to have enough Test coverage for Apex Classes & Triggers
* Developed Web Services API and REST APIs.
* Developed Apex batch jobs and schedulable interfaces.
* Migrated Visualforce pages into Lightning Experience.
* Converted custom JavaScript buttons to Lightning Quick Actions
* Have experience with Salesforce DX, Salesforce CLI
* Implemented Auto Fax functionality using 3rd party tool RS Fax & eFax
* Developed Email templates and Implemented Email functionality.
* Created Lightning Pages by building components using Application/Component events and using standard Lightning framework components such as RecordView, RecordData services.
* Have complete knowledge on Lightning component bundle Components: Application, Component, Helper, Style, Documentation & Design
* Created Design & Technical documents
* Involved in customizing various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads & Campaigns
* Had hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements
* Created/customized Roles, Profiles, Email Templates, Page Layouts
* Defined network-based security and organization-wide list of trusted IP address
* Worked with Case Management and developed and Enhanced Email-Case functionality
* Developed Case Auto Response & Escalation rules
* Developed Case teams & Queues to implement Case assignment & management process
* Had experience in creating and validating Criteria/User based sharing rules
* Developed Workflow and Approval processes
* Built custom report types to enhance reporting capabilities and Dashboards
* Built User security model by creating/modifying User profiles and Roles
* Installed Managed packages through AppExchange such as ActOn, RSFax and responsible for upgrading managed packages.
* Deployed code & Metadata components using Apache ANT migration tool, Workbench between Developer and QA/UAT sandboxes and to Production instances.
* Set up CD/CI (continuous Development & Integration) using BitBucket, Jenkins and Ant Migration scripts.
* Involved in Business requirements analysis and test script review sessions with Business and Development teams
* Participated in JAD sessions and prepared Functional review documents and detailed Design documents
* Supported business users with Training and User Acceptance Testing activities
* Involved in data conversion testing from Siebel to Salesforce.com during Siebel to Salesforce.com migration project
* Conducted QRB (Quality review board) sessions to triage the Defects
* Anaplan certified and involved in Sales Planning/Quota project
* Participated in Enterprise Contract Management project and had an opportunity to work with APPTUS tool
* Had experience in Salesforce Mobile App testing on IOS and Android mobile devices
* Worked with Apex Data loader to import & export Salesforce objects data from Salesforce.com application
* Had experience with SOAP UI in order to validate APIs built to support Partner web applications
* Have experience with both Onsite and Offshore model
* Have working knowledge on both Agile and Waterfall processes

**Tools & Applications:** **SalesForce.com (SFDC),** **Sales Cloud**, **Service Cloud**, **Communities, Partners Portal**, **Data Loader, Workbench, Visual Studio Code, Force.com IDE**, Json, Bitbucket, Git, Jenkins, Boomi, Apptus, Anaplan, SOAP UI, Siebel, UCM, Oracle EBS, Informatica, Fusion Middleware (FMW), XML, Json, Eloqua, TOAD, MS Word, MS Excel, PowerPoint, SOQL, SQL, BPEL

Professional Experience:

**Invitae Corp, CA Apr 2017 – Present**

**Title: Sr Application Engineer**

**Description:**

Invitae Corporation is leading advanced medical genetics company, whose mission is to bring comprehensive genetic information into mainstream medicine to improve healthcare for billions of people. Invitae's goal is to aggregate the world's genetic tests into a single service with higher quality, faster turnaround time, and lower prices. As part of it’s growth, Invitae is leveraging Salesforce Service, Sales, and Marketing cloud applications.

**VMware, Palo Alto, CA Dec 2008 – Apr 2017**

**Title: Salesforce Developer**

**Description:**

VMware is a global leader in virtualization solutions from the desktop to the datacenter. Customers of all sizes rely on VMware to reduce capital and operating expenses, ensure business continuity, strengthen security and go green. VMware is using Salesforce.com application to automate its sales operations and to provide robust CRM tool for both Sales & Support team.

**Client: Nationwide Insurance, OH May 2007 – Aug 2008**

**Title: Siebel Consultant**

**Description:**

**Project2 (Jan 08 to Aug 08):** The main goal of this Project is to get the daily data load from 3rd party record keeping systems and route the data to the Remote Laptops on daily basis. Nationwide sales team synchronizes their laptops to have updated information.

**Project1 (May 07 to Dec 07):** Pension Plans: Nationwide provides Pension Plans and Retirement Plans to Employers through Preferred partners and Third party partners. The goal of this project is to track the entire sales process from the Initiation of proposals to the completion of Plans capturing the key person’s information involved in Sale process in Siebel. It also captures the information of customer activities.

**Client/Customer: American Red Cross, DC Mar 2007 – May 2007**

**Title: Siebel Consultant**

**Description:** UsingSiebel Services,Providing Assistance to the people hit by the natural disasters. Issuing Food cards, ARC Checks and referring victims to other charities. Using Siebel Application to enter Clients (Victims) information and keeping track of the assistance provided to people in need

**Client / Customer: IBM, AT & T, NJ Dec 2005 – Feb 2007**

**Title: Automation and Performance Engineer**

**Description:** Leader in Telecom Business using Siebel sales and Call center module to support Customers and sales team. The project includes opening accounts and opportunities with new customers after successful processing of credit check.Implementing sales incentive plans using Siebel. Email generation and updating the management with sales progress.

**Client/Customer: Fannie Mae, DC Jan 2005 – Dec 2005**

**Title: Siebel Quality Assurance Engineer & UAT Lead.**

**Description:** Leading Mortgage firm in Lending Loans to financial institutions. They have implemented Siebel as main application to automate the entire business process from credit check of the customers to issuing the loans to the proper Financial Institutions. Integration of Siebel with other web based applications and migration of business process from other applications into Siebel CRM Application.