## Chandrapal

**(Salesforce Vlocity lightning Developer)**

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**PROFESSIONAL SUMMARY**

**8+ years** of experience in **analysis**, **design**, **development**, **testing**, **delivery,** and **production support** of application software. Over **6+ years** of experience in **Salesforce.com CRM Platform and Apex technologies, Sales Cloud, Service Cloud, Marketing cloud, 5 Years of experience with Lightning, 1 year in LWC** and **2+ years** on **JAVA.**

* Have good Experience with **Vlocity Salesforce** development **Vlocity OmniScript, DataRaptor,** process engines**.**
* Configured **Salesforce/Vlocity** as per business requirements.
* Experience in working with Salesforce developer toolkit **(Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API).**
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Good Experience on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions and lightning components.**
* Strong experience in defining and managing **custom Objects, creating page layouts,** developing field validations**,** campaign Management**,** formulas and workflow rules **using Salesforce.com and Eclipse IDE for Salesforce.**
* Extensive work experience on designing of **custom fields, role based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experienced in creating and activating the **Marketing Campaigns** in **Salesforce.com**.
* Experience working with **Salesforce.com Sandbox** and **Production** environments.
* Experience with Release Management, Source Control, and Deployment concepts and technologies such as ANT
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Experience in using lightning app builder.
* Involved in writing and editing the existing ANT Build.
* Interacted with different business teams and end users for gathering information and requirements for **implementing Salesforce community cloud** for partners and documentation.
* Salesforce Marketing Cloud Administration, Configuration & Setup.
* Worked on **customer portals** and **communities' administration**. Created **Custom Dashboards** for community **managers** and recruiters home page and gave accessibility to dashboards for authorized people.
* Experience in building reusable UI components with lightning component framework.
* Proficient in administrating the organizational setup using **Salesforce administration**.
* XML files in case of errors or changes in the project requirements.
* Set up workflows for marketing in exact Target which will send out emails based on time intervals.
* Configured the customer journeys with the company, worked on Journey Builder, Email Studio and Automation Studio of **Salesforce** Marketing Cloud (Exact Target).
* Used **Email to Case, Web to Case** features and created a **community** where the customers can create, update and manage their **cases**.
* Good experience in working with **Cloud computing** / **SaaS** technologies, data retrieval and integration across multiple platforms using real time and batch processing.
* Experience in using **Force.com Web services API** for implementing **web services** in the application for access to data from different users.
* Experience in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows,** and **Approval Processes** for automated **alerts, field updates**, and **Email** generation according to application requirements.
* Experience in implementing **security** and **sharing rules** at **object, field,** and **record level** for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Proficient in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Experience in writing **Triggers, SOQL and SOSL** statements.
* Hands on experience in using the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Good exposure on **Design Patterns** (Creational, Structural and Behavioral).
* Experience in designing skills with **E-R Diagram** and **UML Diagrams.**
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as **JSP, Servlets**, **Tiles**, **Struts, Spring, XML, XSL, HTML, JavaScript, JDBC** and **CSS**, **build processes, and deployment processes.**
* Experience with Dev Automation tools for Code Management, Continuous
* Good Experience in Integration and Continuous Delivery such as Jenkins and Git Hub.
* Good exposure to RDBMS, SQL and **PL/SQL**, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to **UAT (User Acceptance** Testing).

**EDUCATION**

* Bachelor’s in Engineering.

**CERTIFICATION**

* Salesforce Certified Administrator-201.
* Salesforce Certified Platform Developer-1.
* Salesforce Certified Field Service Lightning Consultant.
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Community Cloud Consultant.

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers) and Lightning Components and LWC. |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |

**PROFESSIONAL EXPERIENCE**

**Century Link , Denver , CO March 2020 to Present**

**Role: Senior Salesforce Vlocity Lightning Developer**

**Responsibilities:**

* Created a framework using **Apex flex queues** to track a user process of granting login credentials to **DASH** (Customer portal).
* Configured **Identity Confirmation and Login Restrictions**, configured User Interface settings.
* Integrated **Salesforce/Vlocity** with other **backend applications using REST, SOAP API's**, Vlocity integration procedures.
* Configured the **Company Profile, customized Profiles** and created custom fields.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Worked with standard objects, business processes and **field-level security**
* Working Knowledge on **Sales Cloud, Service Cloud**, **Marketing Cloud** Custom Cloud and Apex Programming on Force.com Platform.
* Responsible **for requirements gathering from business users and prepare technical requirement** specification document, Implemented **Agile Methodologies in developing SDLC**.
* Developed the **Community Pages** with **LWC Framework** and Implemented native features for the **Mobile**.
* **Migrated** the Components from the **Lightning to LWC** in Full Scale when needed.
* Implemented the **LWC** with the **Apex** integration and embedded into the **Lightning components.**
* **Implemented the LWC pagination** to Navigate to the different pages by sequential number.
* Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on **Account**, **Contact**, **Opportunity,** and **Custom Objects**.
* Worked on **Salesforce Lightning Components for building customized components** replacing the existing ones.
* Also embed **Lightning Components in Visualforce page** by using new Lightning out feature by **event-driven programming**.
* Experience in **modifying Visualforce pages** to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Involved in **CPQ** (**Configure, Price& Quote)** design and mapped to the Salesforce custom objects and involved in **ApttusAdvanced Workflow Approvals**.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and **Apttus CPQ.**
* Responsible for setting up **web service integrations**.
* Triggered **interface events by user interactions,** which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Experience **Lightning Component** Framework Components and extensions that allow you to build reusable components, customize the Salesforce1 **Mobile App, and build standalone apps**.
* **Aura** open source technology that powers **Lightning Components and Aura namespace** contains all the basic building blocks for defining **components and applications.**
* Implementation of **Batch Classes**, **Scheduled Classes** as part of the Business Requirement.
* Enhanced **Communities** by adding new fields, field sets using **Salesforce lightning**.
* Developed various **Apex Classes, Triggers, Controller classes and methods for functional** needs in the application compatible with lightning.
* Used the sandbox **for testing and migrated the code to the deployment instance** after testing.
* Created **Salesforce 1 mobile apps** using **Angular JS, Bootstrap, Apex and Visual force**.
* Used **App Cloud mobile** to instantly **deploy apps to users with Salesforce1**. Build user friendly and native android IOS and windows app with the mobile SDK, design and run massively.
* Wrote an **Apex Trigger** on **Contact** for cross-object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API.**
* **Visual Force** Pages using **Standard Controllers**, **Custom Controllers**, **Extension Controllers**& **Web Services API**. Creating new **User Interface** using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
* Created Objects, **Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process**.
* Using **Data Loader and Import Wizard for Data Export, Updates and Backup** for the organization.
* Working with **administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud** and Integration.
* Created **workflows for automated Lead Routing, Lead Escalation, and Alerts &Custom** Coaching Plans.
* Perform expert Salesforce Integration support between the **nCino** loan origination system, Financial Services Cloud, Sales, and Customer Community Portal.
* Implemented Single Sign-On with **SAML** on force.com
* According to **the business user’s requirement, creating Reports and Dashboards.**
* Created **Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy**. Involved in Data Migration from three Legacy Systems to Salesforce.
* **Implemented Salesforce Service Cloud & Opportunity Management (Case Management,** Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Wrote several **SOQL & SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Experienced **in designing UI using Visual Force Pages. Wrote Test Scripts** for various scenarios.
* **Migrating Metadata from one sandbox to another sandbox using Force**.com IDE tool.
* Used Web Services like **SOAP API** and **Rest API** to integrate with external systems.
* **Implemented Email-to-Case, Web-to-Case for automation of the** case creation.
* Performed **Unit, Integration, Regression and User Acceptance Testing.**

**Environment:** SalesForce.com CRM Application Platform, Salesforce lightning, Vlocity, Sales cloud, Service Cloud, Apex Language, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse,Copado, Sandbox, Production environment, LWC, SSO,nCino,Sfd2sfdc.

**Exeter Finance, Dallas, TX May 2019 – Jan 2020**

**Role: Senior Salesforce Lightning Developer**

**Responsibilities:**

* Created **Custom Objects** and fields for transactional and contractual information.
* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Worked on **Salesforce Lightning Components for building customized components replacing** the existing ones.
* Also embed Lightning Components in **Visual force** page by using new **Lightning** Out feature by event-driven programming.
* Experience with the Force.com platform, including template solutions like Service Cloud within the **Marketing cloud.**
* Managed **ExactTarget** / **Marketing Cloud** implementation for a large enterprise, including multiple business units as well as troubleshooting and user support for the non-profit organization.
* Developed and Executed of marketing campaigns using **Marketing Cloud** apps such as Email Studio, Automation Studio, Mobile Studio and Journey Builder.
* Customizing the **Apttus** product configurator and quote application according to business needs.
* Worked on **Apttus** support project to solve ongoing bugs/issues/enhancement on another project
* Worked on Various objects Related to **APTTUS** Configuration & Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and **Apttus CPQ.**
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Giving support to existing integration with third party system by using **REST API.**
* Worked with groups, participated in **Requirement Gathering Sessions & JAD Sessions** to define their needs and developed an action plan and specification document.
* Configured user Roles, Profiles, sharing settings, **organization wide defaults** based on updated hierarchical requirements.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC).**
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse**.
* Added Lightning Component to Lightning Pages and Record Pages. Have worked on **Apex classes**,   
  Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Customized application business logic using declarative programming like **Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.**
* Established objects relationships between various objects using Master-Detail, Lookup, self and Junction objects.
* **Used Force.com IDE** for development for **Visualforce Pages, Apex classes, Triggers and debugging** and **analyzing logs**.
* Strong experience in implementing  **MVC** in the application customizations for separating Data persistence, UI and business logic.
* Written **SOQL, SOSL query language** necessary for the application in **Apex Classes** and **Triggers.**
* Created Visualforce tabs for custom reports, developed Workflow rules, Approval Processes and developed related actions like Tasks, Email alerts and Field updates.
* Deployed  components for SFDC from sandbox to production using Force.com ant migration tool, ChangeSet and Eclipse.

**Environment:** Salesforce.com platform, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, T-SQL databases, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Dell, Roundrock, TX July 2018 – March 2019**

**Role: Salesforce Lightning 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.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Developed and executed marketing campaigns using **Marketing Cloud's Email Studio.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Created folder structure to **house marketing email templates** and **executed A/B testing on email templates** to improve engagement.
* Developed and maintained Ant scripts for build and release tasks.
* Developed **Apex Classes, Controller 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.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Wrote ANT Scripts to automate the build process.
* Customized Contacts in Salesforce org to store relevant **marketing data points**.
* Used X-Author tool for Data Migration interfacing Steel brick CPQ with Templates for contract generation on Agreement object and also Quote generation on Proposal object
* Experience developing solutions for the **Apttus** Contract Lifecycle Management (CLM) system including X-Author for Word/Excel, development of clause libraries and contract templates.
* Responsible for **Steel brickCPQ** packages installations and data settings in Dev sandbox.
* Worked closely with **Pricing and Quoting** Leaders to ensure a coherent design and deployment of **Steel brick CPQ**.
* Find Opportunities. Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Generated **discover reports** and presented **campaign engagement statistics** to business owners to **direct future strategies and initiatives.**
* Design and scripting of xml build files for J2EE build with ant compiler and providing technical support to development team for compilation problems.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created journeys and also **implemented marketing campaigns** using marketing cloud tools **like Journey Builder, Email Studio and Automation Studio.**
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed **Apex Classes, Controller 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.
* Automated AWS deployments with shell scripts and Ant scripts, and connected AWS test environments with hosts used for builds.
* Helped developing strategy and roadmaps for email marketing programs to **drive acquisition, customer retention,** customer growth, and demand generation to achieve quantifiable revenue goals.

**Environment:** Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Cast Iron, Custom objects, Tabs, Roles, Pick lists, Apptus CPQ, Dashboards, Data Loader, Data Migration, Sandbox, Windows.

**Thermo Fischer, Pittsburgh, PA Jan 2017 – Dec 2017**

**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.
* Experience on **Steel brick CPQ** using **Product Catalog Quoting** and Contracting.
* Implemented Quote-to-Cash solution using **Steel brick CPQ**. Depth understanding of the **Steel brick CPQ** data model and functionality.
* Worked on REST API web services for lead management, SOAP API web services with XML as intermediate platform.
* Design, develop and implement solutions for theSteel brick CPQ system deployed on the Salesforce platform.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* 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.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Worked extensively in force.com sites with **Customer community**.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Involved on creating lightning Pages inside **Lightning Community Builder**.
* Created **Community, Enabled Community Users**, Profiles and Access
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Worked on implementing Customer communities for Thermo Fischer. Using the **Customer community**, the customer can find the required banking information. Go through the articles that are published. Post FAQ's. The community site also contains branding pages to show case articles.
* Developed **Apex Classes, Controller 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.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the **force.com** platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Created UI Pages using lightning app builder
* Created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Used **Informatica** cloud service to integrate the data between systems.
* Involved in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Informatica on Demand.**
* Implemented data migration using **Informatica** on demand and data loading using Data loader, import wizard.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* 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.**

**Environment:** Agile, Salesforce.com platform, Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Kar Auction Services, Carmel, IN Jan 2015 – Dec 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities**:

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upsert, export** operations on millions of records.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Created and maintain a**Salesforce Partner Community** to collaborate with the partners and to share their ideas and case issues.
* Designed and developed SFA based Application on **Force.com** Platform in **Salesforce.com** environment with **Apex** programming language at backend and **Visualforce pages** as user interface.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse**.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **master detail relationships**, validation and formula fields to the **custom objects**.
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components** on a record detail.
* Customized **User Roles, Role hierarchies, Profiles and Sharing settings** to ensure that the protected data is available only to the authorized users.
* Created **templates, approval processes, approval page layouts and defined approval actions on them** to automate the processes.
* Worked with **SOQL,** **SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce **Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Designed and developed **Service cloud** and integration.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Extensively involved in **Data Migration** from three **legacy systems** to **Salesforce.**
* Supported the **Data Migration** activities for migration the data from various business sources with the support of Salesforce.com.
* Migrated data from ACT CRM to Salesforce CRM using **Informatica** on Demand.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment**: Salesforce Unlimited Edition, Salesforce.com / Visualforce, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in.

**Patni Computers Jan 2014 – Dec 2014**

**Role: Salesforce Developer**

**Responsibilities**:

* Used **SOQL** and SOSL by not exceeding the governor limits.
* Created Custom Objects and Created Automation between various objects as they have Inter dependencies.
* Worked On creating Profiles**, Roles**, Permission sets and Public Groups.
* Worked on Deployments and used **GIT** as Code repository and Used Source Tree for migrating code from one instance to another instance.
* Worked with Data Loader for Uploading the customers data and their related information from Oracle to Salesforce and Inserted, Updated in different objects.
* Worked on **Workflows**, **Process Builder** and Custom Settings.
* Worked on Validation rules, Formula fields and Approval Process.
* Followed Scrum Agile methodology for development and participated in weekly Sprints and attended daily stand up calls
* Created and maintained the email templates to be used in the **Workflows**, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Worked on customization of Sales Cloud schema by customizing standard objects like **Leads**, **Accounts, Contact and Opportunity, Products.**
* Developed apex classes, extension controller classes to searching adding records into other objects using **DML** methods.
* Designed and developed Test utility framework and used annotations **@isTest**, **@testSetup** and ensured to meet 75% of code coverage.

**Environment:** Salesforce.com platform, Salesforce Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista