**SATISH KUMAR**

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**SUMMARY:**

* **Overall 10 years of Experience in IT Industry,** Including 8yrs of Experience in Salesforce Application Design, Software Development Life Cycle (SDLC), Development and Implementation of various It Projects.
* Experience across various SFDC implementations with Sales Cloud, Service Cloud, Marketing, Chatter and AppExchange applications
* Extensive experience in application design, customization, development, support on Salesforce.com platform and web-based application using Apex.
* Experience with development using Apex classes, Triggers, Apex Test Classes for SFDC unit testing and written Batch apex for complex data processing.
* Strong experience in Software Development Life Cycle (SDLC), agile development environment, sprint planning and Software Testing Methodology.
* Strong Knowledge in Salesforce Administration, Configuration, Implementation and Support of Salesforce CRM
* Extensively worked on querying Salesforce.com database using SOQL and SOSL queries with force.com
* Worked on Configuration of various SFDC standard objects like Leads, Accounts, Contacts, Opportunities, Case Entitlements, Service contracts, Reports and Dashboards
* Experience in CRM business process like Forecasting, Territory Management, Campaign Management, Lead Management and Case Management
* Good understanding of Salesforce.com Setup menu, configuration, custom application development, administration and deployment of applications to force.com platform
* Experience with Salesforce.com Security settings, creating profiles, roles, Sharing rules, and Email services.
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support business processes and recommended solutions to improve their processes using salesforce.com.
* Experience in Sales Cloud development, integrations and customization of the applications as per the client requirements
* Experience in working with Eclipse IDE with Force.com plug-in environment for writing business logic in Apex and Visualforce pages
* Integrated Salesforce.com applications with external systems data using Web Services and Apex callouts with SOAP and RESTful web services.
* Experience in Wave Analytics created commercial reports and Dashboards, in SFDC wave analytics.
* Experience in using Change sets, Force.com IDE and TFS for deploying changes from one instance to another.
* Good knowledge in CRM business processes like Campaign Management, Lead management, Case Management, Marketing, Customer Service and support.
* Experience in OOPs involving analysis and design and development of web-based applications using Java and UI with HTML, CSS, JavaScript and J2EE.
* Extensive understanding of the Force.com AppExchange directory, to easily execute and automate marketing campaigns from within Sales force CRM and data security features with secure hardware tokens to create a failsafe login authentication process.
* Implemented Salesforce to Salesforce integration using Rest API.
* Worked on Apex development to create objects, triggers, Ajax toolkit, and different controllers with extensions.
* Well versed on premise infrastructure integration for Salesforce.com using Force.com platform web services and third-party packages.
* Responsible for data load operations using Apex data loader and Informatica Data Loader.
* Experience in Database SQL and Pl/SQL.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**EDUCATION DETAILS:**

* **Masters in Data Analytics and Business Statistics from New England College (2020)**
* **Masters of Science from Staffordshire University (2012)**
* **Bachelor of Engineering in Mechanical Engineering from Andhra University (2008)**

**CERTIFICATIONS:**

* **Salesforce Administrator**
* **Salesforce Platform Developer 1**

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce** | Visual Studio Code, Apex Explorer, Offline Edition, App Exchange Data Loader |
| **SFDC** | Apex Triggers, Classes, Batch/Schedulable/Queueable Classes,  Apex Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Workflow rules, Sharing rules, Assignment rules, Escalation rules, Processes, Flows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Apex Web Services, Apex Explorer, Sandbox development and testing, Apex Data Loader, Git, SOQL, SOSL, Salesforce Identity Management. |
| **Salesforce Tools** | Data Loader, Wave Analytics, Workbench |
| **Languages** | Apex, C, Java Script |
| **Database** | MYSQL, SQL Server 2008/2012, Oracle 10g, 11g |
| **Web** | HTML, XML, CSS, JavaScript, SOAP Web Services, WSDL |
| **Platforms** | Windows server 2003/2008/2012 R2, Red Hat Linux |

**PROFESSIONAL EXPERIENCE:**

**Anthem (Norfolk, VA)**

**Senior Salesforce Developer Jun’2019 – Present**

**Roles and Responsibilities:**

* Performed the role of Salesforce Lightning Developer in the organization.
* Performed the Salesforce Classic buttons to the Salesforce lightning Quick Actions.
* Developed and Deployed in Salesforce.com in Sales Cloud, Service Cloud and Financial Cloud.
* Trained the agents/users on the newly developed.
* Experienced Salesforce developer Salesforce Lightning Design System and Lightning App Builder, lightning components bundle.
* Developed SOQL and SOSL queries to get data from different related objects.
* Written apex REST web service classes for inbound calls to salesforce.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Helped in implementing a deployment tool AutoRabit and tortoise SVN source code repository.
* Worked on Salesforce DX, to be implemented into the Salesforce.com.
* Manage different versions of code using GitHub and deploy the changes to higher environment.
* Implemented Flosum to establish our Change Management process.
* Used Flosum tool for migrating the code from sandbox to production environment.
* Implemented RPA in Salesforce to improving the performance of case management - customer service requests, help desk requests, and work orders in the CRM.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Worked with Copado tools and Ant to migrate data and metadata from one organization to another organization.
* Quality Analysis is being done on the Salesforce DX which could come into practice soon.
* Responsible for migrating existing data (Lightning Components, Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, Change set and Data loader.
* Controlling the changes with the help of permission set to Pilot Users without affecting Main Stream End Users after Deployment.
* Developed various Apex Triggers, Apex Classes, Controllers and Extensions for various needs in the application.
* Worked on Page Layouts, Record types, Validation rules, Workflow rules and Process Builder for Lead management.
* Integrated Salesforce with legacy systems using Rest API for Service cloud.
* Implemented Salesforce development for business using Visualforce pages, Visualforce components, and SOQL queries.
* Worked on Agile environment Team foundation server for PBIs, tracking and issues.
* Worked on different sandbox environments to develop and test the changes as per the business requirement and acceptance criteria.
* Worked on Visualforce pages, JavaScript and AngularJS for developing fast responsive and rich textured Web page.
* Implemented SOQL and SOSL queries with consideration to Governor Limits for Data manipulation needs of the application.
* Implemented solutions for Reports and Dashboards for the Business to meet their criteria.
* Implemented Test Classes for successful deployment to production org.
* Created the Custom fields for sales force CRM content management.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Co-ordinating with Dev-Ops Team for code check-in process through TFS
* Following the Code-in process in Jenkins to ensure no build failures are happening.
* Fixing the Deployment and Build Errors**.**

**HSBC Bank (INDIA)**

**Senior Salesforce Developer Dec’ 2014 – Dec’ 2018**

**Salesforce Developer:**

* Experienced Salesforce.com Developer and Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Worked on Financial Force for financial revenue management, reporting and Accounting.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Analyzed the business requirements and customize standard CRM functionality, and developed new custom functionality.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Designed and developed Visual Force pages based on the business requirements
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Developed Complex Apex Batch Jobs and changes to the existing Jobs for better Performance.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.
* Worked on different managed packages like Apttus CPQ, Apttus CLM, Echo sign/ Adobe Sign, Conga document generator, Deployment Manager,LASERCA,Docusign and Financial Force (PSA).
* Implemented integration between two salesforce instances using REST API services syncing opportunity deal data and other child related salesforce custom objects.
* Maintained and developed new enhancements on salesforce platform with custom REST integrations with vendors such as Mercury, Spruce and vantage point
* Built APIs with Salesforce.com Apex SOAP/REST Services.
* Created Web Services for handling requests and API and SaaS based applications using REST and SOAP-based web services (SOA).
* Strong Salesforce development experience with Apex Classes, Triggers, Controller Classes, Visual force pages and Integrating with external sources by developing SOAP, RESTful Apex Web Services, Metadata API and Force.com API
* Used Sales Cloud procedures of account management and converting leads to accounts.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and other key functionalities.
* We developed the services by using the spring AOP and injecting the services to other components through the Spring IOC.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created formula fields and Roll-up summary to validate the information provided by the customer using validation rules
* Created templates using CSS, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Exported data from legacy system and imported into SFDC through Apex data loader for data migration.
* Integrated SAP to Salesforce.com using Enterprise WSDL.

**ALDA (Manchester, United Kingdom)**

**Salesforce Developer Apr’ 2012 - Aug’ 2014**

**Roles and Responsibilities:**

* Integration of Salesforce with external database through integration slice.
* Experience creating custom objects and integrating the existing desktop and web apps with legacy mainframe systems.
* Integrated web services by generating the necessary stubs from the WSDL files for extracting the files from other systems.
* Experience working with offshore team and onshore team.
* Worked with different channels of retail divisions like Door to Door, Business to Business, Retail Sales by developing Visualforce pages for tracking of orders and inventory and tracking of activities of the employees and auto-updating of the fields through triggers.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities, and dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs,
* Managed users, Public Groups, Profiles, Roles and workflow rules within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Written SOQL queries against force.com API.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.

**MOL Solutions (INDIA)**

**Junior Java Developer Aug ‘2008 – Dec’ 2009**

**Responsibilities:**

* Designed client application using HTML, JSP, CSS and XML.
* Used Spring Core for dependency injection/Inversion of Control (IOC) to have loose-coupling.
* Implemented application using MVC architecture integrating Hibernate and spring frameworks.
* Participated in design discussions and object model development workshop sessions for different lines of business.
* Used various Java, J2EE design patterns like DAO, DTO, and Singleton etc.
* Used XML Beans for data interchange.
* Developing and consuming web services like SOAP (JAX-WS), REST (JAX-RS).
* Wrote SQL Queries to interact with Oracle Database.
* Developed Web Services to transfer data between client and server vice versa using SOAP, WSDL and UDDI.
* Responsible for use case diagrams, class diagrams and sequence diagrams using Rational Rose in the Design phase.
* Involved in Spark streaming and Kafka.