**Name: Sharath**

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**Phone Number: 708-400-9064**

***PROFESSIONAL SUMMARY:***

* **Over 7 years** of Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills including 5 years of extensive experience in **Salesforce.com CRM** and **Force.com** platform with proficiency as developer and administrator.
* Familiar with **Agile software development methodology** and Scrum software development process.
* Experience in SFDC Development in implementing OOTB Capabilities, **Lightning Application**, **Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Pervasive experience in performing the administrative and development related tasks like consigning **Roles**, creating **Profiles**, Visual Force pages, Validation Rules, Users, Custom Reports, Workflows, Email Alerts, Approval Process, Page Layouts.
* Experienced in implementing **record level security** using Roles, Sharing Settings (**Organization** Wide defaults and Sharing Rules for different users at different levels of organization at object, field, and record level.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud.
* Expertise in Functional and Service Cloud Console.
* Experience in Force.com sites development using **Visualforce, jQuery, AngularJS, custom labels, AJAX toolkit** and **CSS.**
* Experience in working with databases such as **Oracle**, **MySQL**, and **DB2** and have sound knowledge in creating **Tables**, **Views** and writing DDL, DML **SQL queries**.
* Hands on experience in **Salesforce lightning Design System (SLDS)** and **Lightning Web Components (LWC).**
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the **Field Service Lightning** managed package and Field Service Lightning mobile app.
* Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics
* In-depth understanding of Salesforce.com’s Sales Cloud, Service Cloud and Force.com product offerings and Health Cloud experience.
* Working experience in implementing Live Agent Chat, Snap-ins and Omni Channel.
* Good Knowledge on CPQ, CLM functionalities and Configure CPQ Admin activities.
* Extensive Experience working in implementation of Case Management in Service Cloud Console.
* Worked on Heroku connect to build apps. Used Heroku processes for deploying.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities
* Well versed in cloud computing and on- premise infrastructure integration for **Salesforce.com** using **Force.com platform**, **Batch Apex, Web Services** with third party applications
* Experience in Integrating App Exchange Applications with Salesforce**,** Informatica on Demand, Mass E-Mail Management, Application management using **Force.com Plug-in & Eclipse IDE** in Sandbox and Production Environments.
* Controllers & Triggers, Visual Force Pages, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots and Dashboards.
* Maintained the functional areas of Data management, Sales forecasting, Contacts, Leads, Campaigns, Dashboards and Reports.
* Worked on **Salesforce support**, **Security**, Network and Infrastructure teams to resolve critical issues.
* Hands-on experience in **SFDC administrative tasks** like creating Profiles, permission sets, Roles, OWD, Sharing rules, Users, Page Layouts, Workflows, Approvals, Reports and Dashboards.
* Experienced in implementing record level security using Roles, Sharing Settings (Organization Wide defaults and Sharing Rules for different users at different levels of organization at object, field, and record level.
* Have good experience on building **Communities, Lightning Components** and **Process Builder.**
* Experience in bulk data migration from Excel, MS outlook and Legacy Systems to Salesforce.com using **Apex Data Loader, Import Wizard.**
* Worked in implementing salesforce security **SSO and SAML** to enable login to multiple applications simultaneously.
* Experience in **SFDC Integration** using **Web Service** and Apex Programming, Salesforce.com.
* Experience in **Salesforce Testing and Administration** spanning all facets of package software and **SaaS** application implementation.
* Experience in doing the code deployment using **change Set, ANT script and Jenkin**.
* Exploring **App exchange** applications like DocuSign, Congo Composer and integrating them with Salesforce.
* Proficient in working with **JIRA** and confluence.
* A quick learner to new concepts, Applications and implement them in the project successfully.

**Educational Details: B.E electrical and electronics, Anna University 2013**

***Technical Summary***

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Veeva, Zuora, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| **Programming Languages** | APEX, Java J2EE, C, C++,VB.Net, ASP.Net |
| **Web Development Technologies** | XML, HTML, XHTML, DHTML, CSS3, JavaScript, AJAX, JQuery, WSDL, JSON |
| **Database Servers** | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2, TOAD |
| **Operating Systems** | MS Windows, Unix, Linux, Mac OS – 9/10 |
| **Software Development Methodologies** | Agile, Scrum, MVC, SDLC |
| **IDE** | Eclipse 3.x, My Eclipse, Data loader, MS Visio, Force.com IDE |

**Professional Experience:**

**Ameriprise Financial, Inc - New York, NY Apr 2020 to Present**

**Sr. Salesforce/Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Provided technical consulting in the development, implementation, and integration of CPQ (Configure-Price-Quote), CLM, IWA, ecommerce, Order Management Solutions developed on Salesforce.com platform.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Ability to build apps on Heroku and experience using Heroku connect.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created integration with Apttus CPQ and CLM applications and automating processes on salesforce1 platform.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Managed Salesforce Marketing Cloud and augment the team’s email program to ensure marketing communications are coordinated adhering to compliance and regulatory standards.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and Data Loader, Apttus CPQ.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Developed enterprise Einstein analytics framework to test the wave analytics dashboards
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features, Field Service Lightning.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Exposure to callouts from salesforce to call external process on Heroku.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.
* Configure Apttus products (CPQ, CLM, XAE, XAC, IWA, ecommerce, Order & Billing Management) for customers using Salesforce.com technologies.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Marketing, Apex classes and Controllers, HTML, Heroku, CPQ, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Mavens Mate, Intellij IDEA, Eclipse IDE with Force.com plugin.

**TD Auto Finance - Farmington Hills, MI Jan 2019 to Mar 2020**

**Salesforce Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Implementation of Data Loader for loading the data Performed data cleanup and/or Data migration to/from salesforce.com Merging of Salesforce instances.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Used Litmus APIs to access previews of Marketing Cloud emails directly inside the email creation flow.
* Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Developed business documents for salesforce.com Custom objects
* Development Methodology was followed for the implementation.
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
* Developed Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Demonstrated expertise in Sales cloud, Service cloud, Marketing cloud, Health Cloud, Partner portal and Customer portal.
* Worked on Health Cloud Communities using Customer Portal and Partner Portal.
* Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
* Customizing various standard objects of salesforce.com (SFDC) and other platform based technologies like Visualforce, force.com API, and web services.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Implemented salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Used Litmus directly inside of Salesforce Marketing Cloud to ensure client emails look great in every inbox.
* Integrated Salesforce with external Master data using SOAP and REST API.
* Expert in Salesforce Sales and Service cloud implementation.

**Environment:** Salesforce.com, Apex, Visual Force, Lightening, triggers, Marketing Cloud, test method, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE, Java, JavaScript, HTML, XML, Oracle, partner portal, Web portal, ETL, Sales cloud, Java.

**Fidelity Investments - McLean, VA Sep 2017 – Dec 2018**

**Senior Salesforce Developer**

**Responsibilities:**

* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using **Restful** **API** callouts.
* Created **Apex** **classes**, **Visualforce** **pages**, **Triggers**, **Workflows**, **Batch** **Apex** **Classes** and **Schedulers**.
* Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and **Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages.
* Used **Lightning** Console to consolidate information in one customizable dashboard.
* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments. Deployed the code from Sandbox to Production using Eclipse and Change Sets.
* Developed **Test** **classes** and maintained the proper code coverage to deploy into the production boxes.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.
* Created **workflow** **rules** and defined related tasks, email alerts, assignment rules, escalation rules and field updates.
* Worked with dynamic apex to access sObjects and field describe information, execute dynamic **SOQL**, **SOSL** and **DML** queries
* Integrated and administered **Salesforce** **for** **Outlook** (SFO) for large end-user base
* Troubleshooting and resolving issues, related to Salesforce, as needed during development and **UAT**
* Involved in various user stories and **worked with QA team** to test in various sandbox environments and update fields in Production.
* Tested custom built components of Salesforce system in sandbox and production environments to detect and deal with any issues before end users were let into system
* Responsible for configuration activities for Salesforce.com which includes Sales, Service and Communities applications, including new areas of configuration, analysing and fixing assigned faults, peer-to-peer reviews and testing

**Environment:** Force.com platform, Visual Force Pages, Reports, Data Loader, Analytical Snapshots, Security Controls, Web Services, Rest API, Bulk API, Metadata API, Sandbox, Eclipse IDE Plug-in, Live Agent Chat, Jira

**Medtronic, Minneapolis, MN Jan 2016 – Aug 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked with anonymous blocks that could be compiled and executed using system log console, Force.com IDE and **web services API** call
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer’s cases in Cases tab
* Used **sandbox** mode for testing and migrated the code to the production instance in iterations
* Responsible for understanding the **data** **migrating** requirements and analyze data to be loaded from legacy systems to Salesforce.com
* Designed and developed **workflow rules**, validation rules, assignment rules, email alerts and templates.
* Demonstrated expertise in Sales cloud, Service cloud, Marketing cloud, Health Cloud, Partner portal and Customer portal.
* Designed and developed **visual force** **pages**, **apex classes, controller classes, extensions and apex triggers** for various functional needs in the application
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on record pages
* Responsible for all the activities related to configuring **data loader**, uploading data in **CSV** files into salesforce.com, checking for the correctness of data
* Worked in an **agile project** development methodology. Attended daily standup calls to provide project status updates

**Environment:** Force.com platform, Visual Force Pages, Reports, Data Loader, Security Controls, Web Services, Rest API, Sandbox, Eclipse IDE Plug-in, GitHub, HP ALM 12.53

**Big works, India** **Jan 2013 - Dec 2015**

**Salesforce Administrator**

**Responsibilities**:

* Gathered business process requirements and utilize Salesforce functionality to automate and achieve those objectives
* Provided support as a Salesforce.com administrator to 450+ users.
* Customized user **Roles**, **Role** **hierarchies**, **Profiles** and **Sharing** **settings** to ensure that the protected data is available only to the authorized users.
* Designed, and deployed the **Custom** **objects**, **Custom** **tabs**, **validation** **rules**, **Workflow** **Rules**, **Auto**-**Response** **Rules**, **Page** **layouts**, to suit to the needs of the application.
* Involved in migrating data from Oracle to Salesforce.com using **Data** **loader**.
* Created Visualforce **email** **templates** (HTML and custom), New Templates, Mail Merges and also automated Email Process to send installation instructions to new and existing customers.
* Created/Modified Visualforce pages and Apex Custom Controllers on Force.com IDE to customize the view and functionality of the page according to organizational needs.
* Configured workflows and **approval** **processes** to enhance business logic.
* Created **new** **sandboxes** and deployed Components and Data from one environment to another and Managed sandbox refreshes and release testing.
* Analyze Salesforce system usage and data storage patterns to improve efficiency
* Create, review and execute **Smoke**, **Integration** and **Regression** test cases using QTP.
* Involved in the system integration and validation portions of the system/product development life cycle.
* Involved in Retest and Regression Testing, Performing **UI** **Testing** and **Functionality** **Testing**.

**Environment:**Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Data Loader, Oracle, Windows XP.