**Name: - Joerg Lauterbach**

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**Summary**

* Over all 9+ years of IT experience and Salesforce.com Platform Developer and excellent experience as Salesforce Admin.
* Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
* Good development experience with Apex Language, Apex Trigger, Apex Class& Apex Web Service, Partner WSDL& Enterprise WSDL, Visual Force (Page, Component & Controllers).
* Good development experience with Visual force,, SOSL, SOQL, WSDL, Web Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class Apex Web Service, Partner WSDL & Enterprise WSDL, Visual force (Page, Component & Controllers) Web Services API and custom user interfaces using HTML.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Hands on experience in designing and developing dynamic web content using HTML, XML, CSS, JavaScript and other web development technologies.
* Experience in front-end development using HTML, Java Script, and CSS.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
* Experience with SFDC Service console, customer portal, case management, knowledge base, and customer communities and service account management.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Experience in web technologies like HTML, XML, CSS, JavaScript, J-query, SOAP, REST, BULK and METADATA API.
* Developed and recommended CRM roadmap for customers in the Financial Domain.
* Extensive development experience with Sales force Lightning Components, Apex, SOQL, Process Builder, Apex Triggers, Batch Jobs, Visual force pages, etc.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Experience working in agile methodology, Scrum methodology, Waterfall model and Test-driven development.
* Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
* Good development experience with Visualforce, SOSL, SOQL, WSDL, Web Apex Language, Apex Trigger, Apex Scheduler.
* Experience in creating customized UI as per the client and application requirements using Visualforce.
* Expertise in Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Experience in working on configuring Products and Bundles, Product Options, Features, Option Constraints, Configuration Attributes, Quote Templates, Price Rules, Product Rules, CPQ Approval Process and also on UI Customizations such as Create Order, Create Quote Quick Actions, and Custom Actions etc.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP).

**Work Experience**

**Sr. Salesforce Admin & Developer**

**Brightstar Corporation New York, NY**

**September 2020 to Present**

**Responsibilities**

* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Worked on Apttus CPQ configuration and integration.
* Created workflow rules and defined related tasks, worked on Apttus CPQ to automate sales across different locations.
* Developed applications by using JSP, JSTL, HTML, Java Scripts, and Ajax.
* Used Apttus CPQ in order to enable sales reps to configure complex product and service
* Subject Matter Expert (SME) on CPQ implementations, best practices and translating product and user requirement into seamless processes meeting stakeholder expectations.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Familiar with Salesforce latest product launches including Wave Analytic.
* Developed wave dashboards using Salesforce platform as the backend.
* 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.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked on Sales Cloud, Service Cloud and Apex Programming On Force.com Platform.
* Worked on Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* 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
* Maintenance of CRM functionality implementing SFDC.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Integrated applications with salesforce.com using SOAP web services API.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developed custom UI suing CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
* Developed Visual Force pages which rendered based on salesforce1 app.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Visual force, APEX Classes, APEX Triggers, Apptus, Web services API, Migration tool, Email services, Security Controls.

**Salesforce Developer**

**Sheridan Health Miami, FL**

**June 2018 to August 2020**

**Responsibilities**

* Used Sales Wave analytics app with salesforce to perform other integrations and customizations
* Created Wave datasets from using internal Salesforce data and external data sources
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visualforce (HTML, CSS, JavaScript) that consists of several new data integrations.
* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visualforce (HTML, CSS, JavaScript) that consists of several new data integrations.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Apex
* Helped lead a company-wide consolidation project accompanied by a Salesforce/Steelbrick CPQ Implementation. Additionally facilitated subsequent trainings and monitored end-user engagement for maximum adoption.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviours of the detail object respectively.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com SObjects.
* 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 and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers
* Developed SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Interacted with various business team members to gather and documents the requirement.
* Salesforce with recursive AWS IDE Instances for Clients utilizing GitHub and Amazon for stability

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers) Pages, Data Loader, HTML, Java Script, Workflow, TDD.

**Salesforce Developer**

**Hutton Communications Inc. Texas City, TX**

**November 2014 to April 2018**

**Responsibilities**

* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Designed, developed and deployed Apex Classes, Controller& Extension Classes to support Visualforce pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Developed dynamic salesforce.com Visualforce pages using Apex and AJAX tool kit.
* Extensively worked on Agile methodology and attended Daily status/standup meetings
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Developed Visualforce Pages using standard Salesforce visualforce tags, HTML, CSS and JavaScript.
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records
* Worked on Custom Objects and fields for transactional and contractual information as a Steel Brick CPQ
* Used SOQL and SOSL for data manipulation
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Designed web pages in Visualforce for capturing various customer's data
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages
* Developed Apex class and triggers to format phone/fax/zip code in account object
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules)

**Environment:** Salesforce.com platform, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, sales cloud, Apex data loader, Workflows & Approvals, Production, CTI, Java Script, Apex Triggers, Workbench, Steel Brick, REST API.

**Web Developer**

**Polaris Financial Technology - Philadelphia, PA**

**January 2011 to October 2014**

**Responsibilities**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC)
* Developing Test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Worked with import tools such as Apex Data Loader and Import wizards.
* Designed and developed User Interface Screens using HTML, DHTML and JSP.
* Develop the User Interface Screens for presentation Web logic using JSP, HTML, and CSS.
* Performed fields mapping of Salesforce and Legacy CRM systems
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* 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 for different user profiles based on the organization's need.
* Designed Visualforce pages using Visualforce Components, Style Sheets, JavaScript and JQuery.
* Created and used Email templates in HTML and Visualforce.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers).