 

**CHANAKYA**

**Salesforce Developer/Admin**

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* Over 7 years of IT experience in Salesforce.com CRM platform.

Involved in various stages of Software Development Life Cycle (SDLC) including Business analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.

* **Certified Salesforce Platform Developer – I.**
* **Certified Salesforce Administrator**
* **Certified Salesforce Platform App Builder**
* **Certified Salesforce Certified Community Cloud Consultant**
* Expertise in creating project documents like BRD, FRD, SRS, Test Plan, Test case, UAT Document etc.
* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Delegate project roles and managed deadlines.
* Collaborate with Business Sponsor to define scope of projects and timelines associated with completion of project.
* Over 2 years of hands-on experience in Salesforce CPQ platform and involving in various phases of Software development including SFDC Administrator, SFDC Development
* Hands-on experience on **Lightning Web Components**, worked on various Lightning related components right from the scratch.
* Good Hands on experience with Continuous Integration (FCI) and Continuous Development (CD) for Salesforce
* Worked on different deployment tools such as Git, GitHub or bitbucket, Copado, Workbench, VS Code and change sets.
* Hands-on experience on Lightning Communities, extensively worked on configuring lightning components on community pages
* Extensive knowledge in creating various **UML diagram like Use case diagram**, Activity Diagram and Sequence Diagram.
* Experience with risk analysis associated with application implementation and impact analysis on current system or business.
* Experienced in verbal and written communication to interact with Team experts, managers, executives and good project management skills
* Coordinated the efforts of developers, System Architects and **QA Analysts.**
* Experienced in Coordinating **User** **Integrating Acceptance (UAT)** and **System Integrating** where End users validate that the system performs in an expected way.
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, **Integration**, **REST, SOAP** based Web Services, Force.com API, **SOQL** and **SOSL**, Sales force App Exchange and JAVA.
* Experience with Salesforce.com Sales cloud, Service cloud, Knowledge articles & Communities and worked on functional and application design.
* Good knowledge on Object-oriented programming.
* In-depth understanding of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
* Extensive experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment Rules, Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and **Approval Workflow**.
* Worked on integrating external websites with Salesforce CRM for generating **web-to-leads** and **web -to-cases**
* Worked on Community Builder using lightning components.
* Involved in various stages of Software Development Life Cycle including analysis, requirement gathering, architecture design, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise application
* Worked on DocuSign integration with salesforce for eSignature to provide electronic exchanges of contracts and signed documents to multiple users at a time.
* Created customized pdf files by using visual force pages and Apex classes then attached to the DocuSign templates and sent directly to the users.
* Extensive knowledge in developing stored procedures, functions, Views and **Triggers,** Complex queries using **SQL Server**.
* Good experience with relationships such as **Master-Detailed and Lookup**
* Strong knowledge in resolving on-going maintenance issues and bug fixes; monitoring Informatica sessions as well as performance tuning of mappings and sessions.
* Strong knowledge and working experience in Software Development Life Cycle (SDLC) methodologies such as Agile, SCRUM and waterfall model.
* Good experience with Lightning technology with salesforce users across every device such as mobile and table
* Extend or build new apps with the **Lightning app builder** (salesforce1) and lightning components
* Involved in functional testing, system testing and **Integrating testing** on salesforce.com platform
* Excellent interpersonal skills, proven team player with an analytical bent to problem solving and delivering under high stress environment
* Good analytical and communication skills and ability to work independently and perform as part of a team.

**TECHNICAL SKILLS**

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| Salesforce technologies | Salesforce CRM, Salesforce SFA, SOQL, SOSL, Components, S-Controls, AJAX, HTML, XML, JavaScript and CSS. Workflow& Approvals**. Dashboards**, Analytic Snapshots, Custom Objects**, Lightning** **Web Components**, Salesforce CPQ, Vlocity Configuration. |
| Salesforce Tools | Eclipse, **Force.com Eclipse IDE plug-in**, Force.com Explorer,  Force.com Data Loader, Copado, VS Code, Workbench  Force.com Platform (Sandbox, and Production) QTP and **Sandbox Testing** |
| Languages | Java, C# and .NET |
| Databases | Force.com DB MYSQL, MYSQL, IBM DB2 for LUW  (Linux Unix and Windows), Oracle 9i/10g |
| Platforms | Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008,  Linux and Unix |
| Configuration Skills | Workflow: time-dependent actions, field updates, email alerts, task  Creation and Custom Object development; Field creation, Page Layout  Creation/editing, Related list customization, Record Types, Field Level  and Object level security, role hierarchies, sharing models, SFDC  Standard Object Configuration: Campaigns, Leads, Accounts,  Contacts, Opportunities, Price Books, Products, Assets, Contracts,  Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, E-mail and Documentation Templates, Salesforce Lightning communities. |
| Project Management: | Waterfall, **Agile** |

**WORK EXPERIENCE**

**Deloitte Consulting LLP – Orlando FL OCT 2017- Till Date**

**Role: Salesforce Developer/Admin**

**Description:** Deloitte has different services as Audit, Consulting, Financial Advisory, Risk Advisory, Tax and Legal.

Deloitte Consulting helps the clients by providing services in offering areas of strategy, analytics, customer and marketing. Deloitte Consulting is largest business in providing revenue till date.

**Responsibilities:**

* Good at multi-tasking the projects and impulse to have good service to the customer
* Configured Identity Confirmation and Login Restrictions.
* Designed, implemented and developed the custom objects, page layouts, custom tabs and components to suit to the needs of the application.
* Worked on various salesforce.com standard objects like campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports.
* Worked on various standard modules of salesforce.com such as service cloud, Force.com IDE, Marketing cloud, Community cloud, Custom Cloud and Analytics Cloud.
* **Agile methodologies (SCRUM)** was implemented that includes daily scrum with team
* Lead technical discussions and workshops with client
* Extensive experience in lead case management **(Web-to-Lead, Email-to-Case)**
* Developed the view pages using HTML, JavaScript for client-side development and validations
* Worked on **Lightning Web Components** and Community related pages for different applications during COVID-19
* Hands on experience with Vlocity Omniscripts platform and goods experience with Omniscript and Dataraptors.
* Good Experience with migration of Vlocity components using Data packs and manage connected orgs.
* Worked on emergency rental program project where I have used Vlocity OmniScripts, Vlocity Cards, Vlocity Data extensively.
* Used Lightning technology like building mobile apps visually by Lightning app builder and it is easily modifiable.
* Created/Modified Dependent Pick lists, Lookup Fields, Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types.
* Set security and access rights using Organization Wide Defaults, Roles, Roles & Hierarchies, Sharing Rules, Public Groups, Sales teams, Account teams, Case teams and Folders.
* Created **VF Pages** to provide UI to the custom objects and to provide customer status to sales team and executive team based on different geographical location filters
* Worked on FSL (Field Service Lightning) to track the location and status of your product inventory, warehouses, service vehicles, and customer sites.
* Worked very closely with development, QA, user experience, documentation and other product teams to execute the Salesforce product strategy for Field Service.
* Manage tasks, events, public calendars and multiday events.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Designed and developed User Interfaces for Salesforce users as per requirements
* Used workflows to govern data flow across various objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used sandbox mode for testing and migrated the code to the production instance in installments.
* Data migration and updates through the tool provided by Sales force.com and Copado tools.
* Worked as a release coordinator for two teams during every deployment. Developed and trailed Demos on Copado.
* Involved in various user stories and worked with QA team to test in various sandbox environments and update fields in Production.

**Environment:**

Saleforce.com platform, Lightning, Lightning Web Components, Lightning Communities, SOSL, SOQL, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Salesforce CPQ, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Extreme Networks-Philadelphia, PA FEB 2016- SEPT 2017**

**Role: Salesforce Developer/Admin**

**Description:**

Extreme Networks is networking based company. A premier global provider of wired and wireless network infrastructure and security solutions is an innovative user of Salesforce.

**Responsibilities:**

* Assuming a leadership role in the area of requirements definition and application best practices and assisting with determining project scope with project managers and sponsors. Having complete information regarding internal sources and databases.
* Modified Business Requirement Document, identified process repetitions, bottlenecks and infrequent routes
* Extensively experienced in facilitating **Knowledge Transfer (KT)** session, conducting walk through process with SDLC teams.
* Help Customers to drive user adoption of Lightning Service cloud technology.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked on Process builders, Workflow alerts, Workflow Tasks and **Email templates**
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Experience working with **Force.com IDE** and salesforce.com sandbox environments.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Worked on various functionalities related to lightning communities such as page variation, navigation menu and explored communities extensively.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on **Integration** of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

**Environment:**

Salesforce.com, SSO, OAuth2.0, OpenID, SAML, Lightning, Salesforce CPQ, Visualforce, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex.

**NCR Corporation: Atlanta, GA SEPT 2015-JAN 2016**

**Role: Salesforce Admin/Developer**

**Description:**

National Cash Register is an American computer hardware, software and electronics company that makes self-service kiosks, point-of-sale terminals, automated teller machines, check processing systems, barcode scanners, and business consumables. They also provide IT maintenance support services.

**Responsibilities:**

* Led corporate-wide implementation of Salesforce.com (SFDC) customer relationship management system.
* Coordinated business process review meetings with multiple teams to establish standardized workflow processes.
* Skilled the roles of Salesforce.com Administrator in the organization.
* Employed Data Loader to read, extract, and load data from CSV files
* Handled day-to-day administration, maintenance and support of Salesforce modules for 50 users.
* Designed custom objects, tabs, records, and views within SFDC to support new workflow processes.
* Created Design & Technical Documents.
* Done configuration works like creating Workflows, Reports, Dashboards and Validation Rules etc.
* Build Custom Visualforce Pages, Apex triggers and classes.
* Written Test Classes for Apex Triggers and Apex Classes to main the org efficiency.
* Unit testing and system integration testing of the developed code
* Implemented SFDC web-to-lead functionality into the corporate site and established 30 plus auto-assignment rules for routing to the appropriate internal party.
* Analyzed and imported thousands of account and contact records, prior to using the SFDC import wizard, to ensure the accuracy of data for end users within the application.
* Involved in Design and development of Workflows rules, triggers, validation rules and Configured security and organizational hierarchy for sales for salesforce implementation
* Customized page layouts for Salesforce standard and custom objects.
* Configured Reports for custom objects and associated them to Dashboard
* Analyzed policies about customer service efficiency; recommended and implemented process improvements.
* Built custom portal for customer using apex and VisualForce pages.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, Triggers, Security Controls, third party tools

**Invectra Softech Pvt Ltd - India Jan 2014– AUG 2015**

**Role: Salesforce Admin**

**Responsibilities:**

* Administrated and monitored the company’s Salesforce CRM application.
* Created the workflows for automated lead routing, lead escalation and email alert
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to sales force.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.