**Bharath S**

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**SUMMARY**

* Over 8+ years of experience in IT, with 4+ years of experience as a Salesforce Developer & Administrator, covering Sales Cloud, Service Clouds and Community Cloud. 4 years of experience in developing User Interface (UI) applications and professional web applications using HTML4/5, CSS2/3, JavaScript.
* Hands on experience in developing custom code using Apex Classes, Controller, Triggers, Visualforce pages, Lightning components.
* Experience in working with Asynchronous Apex like Future, Batch, Schedule, and Queueable Apex.
* Followed best practices in maintaining quality code coverage with Salesforce Governor Limits and patterns.
* Worked over complex queries in SOQL and SOSL across multiple objects within the SFDC Database and customized queries to avoid governor limits.
* Good experience in developing salesforce Lightning Apps, Lightning Record pages and App Page.
* Hands on experience in building custom lightning components on the Aura framework and Lightning Web Components using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Extensive experience in creating Custom objects, Custom fields, Page layouts, Validation Rules, Custom Tabs, Report folders, Report extractions to various formats and Email Generation as per the project requirements.
* Strong experience in generating Salesforce Reports and Dashboards.
* Experience in implementing the Many-to-many, Look-up, Master-Detail relationships and Automating the business Processes using Approval Process, Workflows, Process Builder, Lightning Flow Builder, Escalation Rules and Auto-Response Rules.
* Strong hands on experience with Salesforce Security setup using Profiles, Permission Sets, OWD, Role Hierarchy and Sharing Rules.
* Experienced in design, development, testing and maintaining Web Applications using HTML, CSS, JavaScript, XML, jQuery, JSON, WSDL, SOAP and Salesforce Lightning Design System.
* Deployed salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), Changeset and Eclipse IDE.
* Excellent functional and technical Knowledge of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting.
* Working on various phases of Software development life cycle (SDLC) including involving in Requirement gathering and Analysis, Development, Implementation, Deployment, Maintenance.
* Experience with working on software development methodologies like Agile and Scrum.
* Extensive knowledge in developing applications in single page using various JavaScript frameworks like Angular Js.
* Experience in developing user interfaces for Mobile/Tablet/Desktop using JavaScript, HTML, HTML5, Ajax, CSS, CSS3, jQuery, JSON and angular JS.
* Experience in applying the latest software development approaches including MVC, event driven applications using Object Oriented (OO) JavaScript, JSON and XML. Good Understanding of Document Object Model (DOM) and DOM Functions.
* Experience working with testing tools like Jasmine, Protractor, Selenium, Firebug, Firebug Lite, Chrome/safari web inspectors and IE Developer Toolbar.
* Excellent interpersonal abilities, communication skills, time management and Team skills with an intention to work hard to meet project deadlines.

**TECHNICAL SKILLS**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Lightning Components, Lightning web components, Apex Web Services, Workflows & Approvals, Reports & Dashboards and Custom Objects. |
| Tools | Eclipse, Force.com Eclipse IDE, ANT, Jitterbit Cloud, Soap UI, Developer Console, Workbench, Force.com Explorer, Apex Data loader, Command Line Data Loader, Force.com Platform (Sandbox, and Production), |
| Programming Languages | Java, JavaScript, HTML, XML, DHTML, C, C++, CSS, Bootstrap, AJAX, JSON, AngularJS |
| Databases | MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL |
| Version Control System | Bitbucket, GITHUB. |
| IDE | Eclipse, IntelliJ, Notepad++, Visual Studio. |

**EDUCATION**

**Campbellsville University, KY Dec 2019**

Master of Science in Information Technology Management

**Silicon Valley University, CA Jul - 2016**

Master of Computer Science

**HITAM University, India Jun - 2011**

Bachelor of Computer Science

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Certified Advance Administrator
* Salesforce Certified App Builder
* Salesforce Certified Developer

**PROFESSIONAL EXPERIENCE**

**Blue Cross Blue Shield, FL Aug 2019 - Present**

Salesforce Developer

**Responsibilities:**

* Gathered business requirements in User sprint meetings by communicating with business team and implemented in the application.
* Worked on Agile methodology, Scrum Methodology and Test-driven development.
* Worked on complex patient verification system integration with Telehealth and claims management process to retrieve latest customer and medical / insurance data.
* Implemented service cloud capabilities like case management for agents to work on cases and meet SLA requirements.
* Implemented Policy Tab, Live Events, Policies and Claims Component in Policy holder and Configured Lightning flows available for insurance.
* Successfully launched custom developed forms product to support out 450+ users from merchandise division.
* Have worked on Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed Apex Batch classes, Scheduled Apex jobs, Future methods, Stateful, and Queueable Methods for different complex scenarios where synchronous methods were running into governor limits.
* Analyzed complex business requirements and designed solutions using Apex classes, triggers.
* Used SOQL and SOSL queries within the governor limits for data fetching and manipulation needs of the application.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs.
* Enabled Queue based routing, Skill-based routing, and External routing using Omni-Channel for Lightning Experience.
* Developed Pre-Chat and Offline Support Forms using Embedded Service and Static Resources for the lightning web chat in the Service Cloud.
* Modify user profiles (Data CRUD, system permissions, record type and page layout access, visual force page and apex class access), Update field pick list values.
* Experience in building Lightning Web Components and Events using Lightning based Components, Lightning UI Components.
* Worked in integrating external web systems with salesforce using the REST and SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system and making payments are show the related data on the Custom screens of Salesforce.
* Configuring and maintaining the custom objects, record types, fields, page layouts, formulas, data validation rules, process, flows, custom workflows, approval processes, installed packages, etc. Within salesforce.com.
* Designed and created custom reports and dashboard to represent the sales of both Growers and Dealers.
* Developed an automated integration process using Workflow Rules, Process Builders, Flow Builder validation rules, apex classes to integrate Accounts, Contacts, Offers and Budgets between the customer service and sales divisions for different organizations.
* Worked on Data Modeling to Identify the relationships between objects.
* Assign users to Permission Sets, Public groups, Queues, Profiles and Roles depending business needs.
* Managed the data imports and database de-duping and Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com Objects and to read, extract and load data from comma separated values (CSV) files.
* Working with the Git and GitHub as the version control repository to Push and Pull the requests.
* Involved in UNIT Testing and Integration Testing for checking out the 75 percent of the code coverage and deployed the SFDC data using Salesforce.com IDE, Visualforce studio code through Salesforce DX.
* Deployed application from Sandbox to Production environments using Change Set and Copado.
* Collaborated with developers to investigate and resolved production issues

**Environment:** Salesforce.com, Apex, LWC (Pages, Component & Controllers), Lightning (components and controllers), API integration, Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Salesforce DX, Data Migration, SOQL, SOSL, AURA.

**AT&T, CA Jun 2018 - Jul 2019**

Salesforce Developer

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Developed assignment rules while handling Leads to route the Queues to the right groups.
* Effectively communicate technical issues and resolve problems at all levels of the organization.
* Working on Salesforce communities and Lightning for an enhanced and most advanced UI experience for the user.
* Created Lightning Components, added CSS and Design Parameters which improves performance
* Added Lightning Component to Lightning Pages and Record Pages and worked on Apex classes, Visualforce
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components to suit the needs of the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, and Campaigns and designed the solutions for business and technical requirements by customizing various standard and custom objects.
* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules to suit to the needs of the application.
* Configured Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Effectively created the picklists, dependent picklists and junction objects to establish the connectivity among objects.
* Used Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements.
* Maintained user roles, security, profiles, wherever necessary.
* Implemented Pick lists, Dependent Pick lists, validations 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.
* Implemented new enhancements including creation of Workflows, email alerts and email templates
* Used Force.com change sets to make deployments to different sandbox environments

**Environment:** Saleforce.com platform, Apex Data Loader, Custom Objects, Custom Fields, Custom Tabs, Workflows, and approvals, SOQL, SOSL, Force.com IDE plug-in for Eclipse V3.6, Sandbox, Classes, Triggers, Visualforce, Lightning Components, Reports and Dashboards, Force.com.

**AAA Insurance, AZ Apr 2017 - May 2018**

Salesforce Developer

**Responsibilities:**

* Performed the detailed analysis of functional and technical requirements; Demonstrated ability to translate customer requirements into specification.
* Conducted feasibility study, gap analysis and provided recommendations to implement Salesforce CRM compared to Onyx, and Siebel CRM on Demand.
* Worked on Apex Triggers, Apex Classes, Controllers to populate SLA metrics as per different entitlements.
* Involved in querying salesforce tables using SOQL & SOSL using Force.com Explorer.
* Developed Apex batch jobs, Queueable Classes (Asynchronous Apex) to auto-archive spam cases and backed up relevant cases.
* Built Apex Webservice (Apex REST) to create a case and retrieve case data from salesforce for the Assurant front end site.
* Used Rest Web services to flow the Data from salesforce to Connected App.
* Used Force.com Web services API for implementing web services to integrate with legacy systems.
* Developed custom UI for Salesforce Applications using Visualforce, Lightning Components (AURA), SLDS, Events and used custom CSS in the components.
* Built reusable UI components and pages with the lightning component framework.
* Embedded Lightning Components in Visual force page by using new Lightning Out feature by event driven programming.
* Implemented Community Cloud for customer self-service using knowledge articles and FAQs.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* 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 record pages.
* Used field level security along with page layouts to manage access to certain fields.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help of Jitterbit.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.

**Environment:** Saleforce.complatform, Apex Language, Visualforce, Apex Data Loader, Bootstrap, jQuery ,HTML, JavaScript, Apex Triggers, Chatter, Service Cloud, Web Services, REST API,GITHUB, Reports, Process Builder, Data Migration, Custom Objects, Custom Tabs, Email Services, Jira, ANT Migration tool.

**Spartech, Atlanta, GA Aug- ’2016-Mar ’2017**

Salesforce Administrator

**Responsibilities:**

* Worked with a team of programmers and learnt various phases of a product development life cycle.
* Researched and contributed to build a custom Salesforce application from scratch.
* Worked on various Salesforce.com standard objects like Case Management, accounts, Contacts, Content, Reports and Workplaces.
* Designed and developed custom tabs, validation rules, approval processes and Auto-Response Rules for automating business logic.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Participated in process flow analysis and process redesign along with the Project Manager.
* Implemented pick lists, field dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
* Designed custom reports and dashboards based on client requirements for different products the application offered.
* Defined lookup and master-detail relationship on the object and created junction objects to establish connectivity among objects.
* Coordinated the Database Migration from SQL Server which was essential in building an entirely new and updated Salesforce CRM Application.
* Worked on a development management tool to handle the requirements of the application.
* Designed and deployed enhancements to Salesforce custom objects, UIs, workflows, Triggers, Alerts formula fields, Page layouts and validation rules within Salesforce using Apex and Force.com.
* Imported accounts and contacts data through Import Wizard, Performed Data Analysis and migrated data to Force platform using Data Loader.
* Gained experience in Unit testing to perform the test cases.
* Hands on experience with the GitHub.
* Performed maintenance checks, bug fixes and resolved production issues under deadlines.

**Environment:** Saleforce.com platform, Apex Data Loader, Custom Objects, Custom Fields, Custom Tabs, Workflows, and approvals, SOQL, SOSL, Force.com IDE plug-in for Eclipse V3.6, Sandbox, Classes, Triggers, Reports and Dashboards.

**Genpact, Hyderabad, India Jun 2011 – Jul 2015**

Software Developer

**Responsibilities:**

* Coordinated with BA group for better understanding of functional requirements analyzed and Designed the business requirements to documented and implemented.
* Responsible for Design and development of Web pages using HTML5, CSS3 including Ajax Controls.
* Developed UI using JavaScript, HTML, DHTML, CSS, JavaScript validations and XHTML.
* Worked as a Web portal Development. Implemented applications in JavaScript, and MYSQL.
* Performed Client-side validations using JavaScript.
* Fixed bugs and provided support services for the application. Tested/Debugged web browser using Firebug.
* Designed dynamic client-side JavaScript codes to build web forms and simulate process for web application, page navigation and form validation
* Managed and implemented all codes changes via SVN. Deploying builds across development, Staging and production instances and maintained code integrity.
* Created an inline-edit and widget-collapse feature for the web page.
* Further tasks include management of all MySQL database and all the required tables to store different survey information related to the site.
* Extensive usage of Bootstrap for layout as well as responsive design and LESS CSS for Responsive design.
* Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML.
* Added an inline Video Player feature that supported Quick Time, Window's Media, and Real-Player.
* Performed graphical design and web site contract work for small business and working Professionals.

**Environment:** HTML5, DHTML, XHTML, Bootstrap, CSS, JavaScript, ANGULAR JS, Rest APIs, SVN, AJAX, Visual Studio, IntelliJ