**Amit   
Email: amitlucky2302@gmail.com Ph: (469) 554-0210**

**Professional Summary:**

Over 8+ **years** of IT experience in various stages of Software Development which includes **5+ years** of experience **as Salesforce CRM Developer** which involves **Administrator, Development, Integration, communities and lightning like classic to lightning migration and lightning component development.**

* Experience in implementing **technology-enabled business solutions**.
* 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 **development, administration, configuration, implementation**, and Support of Salesforce CRM and Salesforce applications based on **Apex Language** and leveraging **Force.com platform**—world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience in **Administration**, **Configuration**, and **Implementation** of Salesforce CRM and Salesforce SFA applications based on **Apex Language** and Force.com Platform.
* Extensive experience using Salesforce Administration (SFA), **profiles, creating Roles, Page Layouts, Org-Wide default, Sharing Rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards**.
* Strong Implementation and Integration experience using **Custom Objects, triggers, Workflows/Workflow Rules, Approvals, S-Controls, Visual Force pages, and Apex Classes**.
* Implemented Data integration using **SOAP, REST API** and outbound messaging to establish communication between SFDC and other homegrown system.
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.**
* Strong knowledge of **SFDC Standard Data** structures and familiarities with designing Custom Objects and **Force.com platform** and **Force.com sites**.
* Proficient in using meta-data migration tools like **Eclipse IDE** and **Salesforce Apex Data Loader**.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, **Metadata API**, **SOAP**, **REST** and **WebSphere**.
* Experience in wide range of languages and technologies such JSP/JSF, AJAX, **CSS3, JavaScript, XML, HTML** and **SOAP**.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Worked closely with Business Users to enabled business process using SFDC.

**Education:**

* **Bachelor of Technology (2006-2010) From- Annamalai University**

**Certifications:**

* **Certified Salesforce Administrator (201)**
* **Certified Salesforce Developer (DEV 401)**

**Technical Skills:**

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| --- | --- |
| **Salesforce.com** | Visualforce, SOQL, SOSL, Salesforce Lightning, Workflows, Approvals, Email Templates, Formulas, Validation Rules, Workflow Rules, Schedule, Web Services (SOAP, REST), Apex Classes, Apex Triggers, Apex Custom Controllers and Extensions, S-Controls, Ajax toolkit, |
| **SFDC Tools** | Data Loader, Excel Connector, Apex Explorer, REST API, Force.com Platform, Force.com Explorer, Force.com IDE (Eclipse), Marketo, Apttus |
| **Programming Languages** | C, Java, JavaScript, J2EE, SQL, HTML, XML, CSS, JSP |
| **Databases** | MySQL, IBM DB2, Oracle8i/9i/10g, Sybase Adaptive Server. |
| **Platforms** | Windows, Linux (Fedora & RHEL), Unix (Sun Solaris, Open Solaris), MacOS |

**Professional Experience:**

**Kemper Life, MO NOV 2019- Current**

**Role: Salesforce/Lightning Developer**

**Responsibilities:**

* Designing, developing and deploying **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Implementing **sales cloud, service cloud** and marketing cloud using pardot.
* Automated marketing cloud using pardot like lead qualification, lead management and sending messages.
* Developing various **Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designing and deploying **Custom Tabs, Validation Rules, Approval Processes** and Auto-Response Rules for automating business logic.
* Implementing service cloud functionality like **case management, field service management**.
* **Pick lists, dependent pick lists, lookups, master detail relationships, validation** and formula fields to custom objects.
* Creating page layouts, search layouts to **organize fields, custom links, related lists** and other components on a record detail and edit pages.
* Creating **workflow rules** and **defining related tasks, time triggered tasks, email alerts, filed updates** to implement business logic. Experience with Schema Builder to create a schema for a given object model.
* Working with Schema Builder to add a custom object to schema.
* Involving in Schema Builder to add a custom field to schema.
* Creating **Templates, Approval Page Layouts** and defined **Approval Actions** on them to automate the processes.
* Developing **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Using **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Using field level security along with Page Layouts to manage access to certain fields.
* Using Force.com developer toolkit including **Apex Classes and Apex Triggers** to develop **custom business logic**.
* Implementing Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter** & **App-exchange applications**.
* Making new feature enhancements on Service cloud console view and developed some **Visual force components.**
* Involving in **Data Migration** from **Traditional Apps** to Salesforce Using Data Loader Utility.
* Performing Data Migration from home grown legacy system to **Salesforce CRM**.
* Experience in **Unit Testing**, for the customizations and developments done during the project.
* Extracted the data from Salesforce.com application into the **external databases** for generating large data reports using the Informatica on Demand.
* Involving in the **Data Transformation and Data Cleaning activities** while transferring the data to the external system using Informatica on demand.
* Using the sandbox for testing and migrated the code to the deployment instance after testing.
* Involving with Salesforce.com **Premier Support** and handled the support cases with the help **Salesforce.com support**.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Bluebeam, SFO, CA JAN 2018 – SEPT 2019**

**Role: Salesforce/Lightning Developer**

**Responsibilities:**

* Performed detailed analysis of business and **technical requirements** and **designed** the solution by customizing various **standard objects of Salesforce.com**.
* **Advance Integration**, and verification execution and leadership.
* Build and maintain **advance pricing analysis reports** and communicate to relevant stakeholders, hence becoming a key source of **pricing knowledge** for the whole business.
* **Designed, implemented** and deployed the **Custom objects, Page layouts, Custom tabs, Controller Classes, Extensions, Components** to suit the needs of the application using Eclipse.
* **Designed, Developed** and **Deployed Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs of the application.
* Enhanced in Communities by adding new **fields, field sets using Salesforce Lightning**.
* Gained basic knowledge on **Lightning App Builder** to **develop apps visually**, without code using Custom-Built Lightning Components.
* **Developed business** logic as per business requirements using force.**com IDE, Apex Classes, Triggers, Test methods and writing SOQL and SOSL queries**.
* Worked extensively on **Visualforce pages**, **Visualforce Custom Controllers components** for creating various user interfaces for different **Users and Customers**.
* **Developed** and configured various **Custom Report and Report Folders** for different user profiles based on the need in the organization.
* **Created Visualforce, workflow rules, Validation rules, configuration** and **defined related tasks, time-triggered tasks**, email alerts and field updates to implement business logic.
* **Integration** using **Web Sphere Cast Iron and Informatica cloud** for data migration into the cloud.
* Worked on different **Integration Issues** and worked on **developing Visualforce pages** and **Apex controller** classes.
* **Created Custom Reports** to track the Cases, assets to be available to different levels in the organization based on their Profiles.
* Created mash up between **Salesforce CRM** and **Gmail** through Force.com, **AppExchange’s Email integration engine**.
* Developed lighting components framework and some tools for developer’s males it easier to build responsive applications for the force.com platform.
* **Developed Lightning App Builder** can help you build responsive apps that display on any device, as well as custom pages for **Lightning Experience**.
* Implementation of a custom partner community using visual force and **lighting components projects**.
* Created **Workbench web-based** suite of tools designed for administrators and developers to interact with **Salesforce.com organizations** via **the Force.com APIs**.
* **Integrated salesforce.com** with External .Net Applications to capture Custom Objects and using **REST API** by configuring Connected App.
* **Developed Apex REST web service** classes for inbound calls to Salesforce to retrieve and save data in Salesforce.
* **Workbench** includes robust support for the **Force.Com partner, bulk, REST, and Apex API**.
* Used Force.com web services **API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Expertise in using **Eclipse IDE**, **Force.com** and **site.com**, communities. **Implementation of Salesforce.com Sales Cloud** and **Marketing Cloud**.
* Customized **Marketing Cloud Objects** and Scheduled and managed **marketing email** sends with **Salesforce Marketing Cloud**.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using **APPTUS CPQ** within the exclusively **developed framework**.
* Implemented the **Web-to-Lead** functionality for the **Marketing Campaign**.
* Executed workbench and data loader to verify **Product/Pricing** staging data in **SFDC/CPQ.**
* Implemented Web service using **Visualforce** framework to promote the quotes from external systems to **CPQ**.
* Design solutions using the **CPQ Cloud’s,** **standard APIs** to integrate with **CRM, ERP** or any backend system.
* Involved in data cleanup and **mapping** in data migration project.
* Experienced **Data loader user** with knowledge on complex and large **CSV** files for faster data Integration into the Salesforce.
* Worked with **ETL** Tools to interface data from the **SFDC platform**.
* Performed data migrations using **Salesforce.com Data Loader**.
* Worked on Sales and **Service Cloud communities** sharing business process extend them across offices and departments, and outward to customers and partners.
* Used the Sandbox for **testing** and **migrated** the code to the deployment instances after testing using change sets.
* Worked on **Agile/Scrum Methodology** using Version One and **SDLC**.
* API Integration through middleware like Informatica, Tibco.

**Environment:** Salesforce.com Platform, Apex Language, Visualforce (Pages, Components and Controllers), Workflow & Approvals, Reports, Data Loader, Data Migration, Rest API, SOAP API, Visual flows, Custom Objects, Custom Tabs, Email Services, Java Script, Web Services, Eclipse IDE plug-in.

**Lululemon, Seattle, Washington**  **AUG 2016 – DEC 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with User **Accounts** and assigned **Profiled** as per their role in role hierarchy.
* **Defined Organization** Wide Default to restrict access from users.
* Customized Page Layouts for **Standard/Custom objects** and assigned record types.
* Created Data **Validations rules** and **Formulas** as per **business** **requirements**.
* Worked with various **Salesforce**.**com** **standard Objects** like **Accounts, Contacts, Leads, Cases, Campaigns, reports, and Dashboard.**
* Created **Workflow Rules** to **automate Tasks, Email Alerts, Field Updates**, time dependent actions **Outbound API** messages.
* Created **Reports** and **Dashboard** to track Opportunity pipeline/stages for management visibility.
* Defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Designed and developed **Apex Classes, Controller Classes, Extensions** and **Apex Triggers** for various functional needs in the application.
* Designed various **Webpages** in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used **Email templates in HTML and Visualforce**.
* **Territory management** is an account sharing system that grants access to accounts based on the characteristics of the accounts.
* 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 considerations to **Governor Limits** for data manipulations needs of the application using platform database objects.
* Executed **SOQL** queries in workbench and data loader to verify **Product/Pricing** staging data in **SFDC/CPQ**.
* **Implemented SFDC** **Integration** using **REST/SOAP** **Web Service API'S**. Integrated the **SOAP/REST API** based Web Services on Demand for extracting the data from external systems
* 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.
* Worked with **Salesforce.com** team male application certified.
* Packaged and deployed customizations from Sandbox to other environments using **Force.com IDES.**
* Help users with Chatter **teams/Groups** and follow application as well.

**Environment:** Saleforce.com platform, APEX Language, Marketo, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, REST API, SOAP API, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Force.com IDE.

**Cybagae, Pune, Hyderabad JUNE 2010 – SEPT 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Interact extensively with various **business groups**, **stakeholders** and **users** to develop the **Vision** Document that is aligned with corporate strategic objectives
* **Communicated extensively** with **clients** and different levels of management to identify requirements, create use cases and to develop functional specifications.
* Extensively worked with Project Manager to determine the best practices for requirement gathering.
* Designed and developed project document templates based on **SDLC methodology**.
* **Gathered, documented** and managed business requirements.
* Conducted user interviews, one to one sessions with the managers and **critical users**, and **organized** **JAD** Session at both in-house and client locations
* Worked with UI analysis team to create prototypes to be presented to the Business team.
* Assisted in building business analysis process model using **MS Visio**.
* Developed timelines for project delivery and managed projects and resources for successful completion. **Constructed, developed, and deployed, created functional and technical specifications (mid-level), highlighting chief actors, process flows, and exception errors**.
* Interacted with Onsite **development** **team**, and incorporated the analysis and requirements in the final detailed design documentation.
* Provided **AS-IS** and to be documentation for doing Impact analysis on all the components.
* Reviewed and provided critical document feedback to team members, communicated document analyses to team lead and stake holders.
* Chaired and participated in project conferences for coordinating group efforts leading to the development and testing phase.
* Worked with product owners to create documents for all the enhancements on the Online gaming products
* **Developed activity, sequence and Use Case Diagrams Using MS Visio**.
* Used **MS Project** to **develop project** schedules and tasks.

**Environment:**Agile, Jira, SharePoint, MS Visio, UML, MS Project, MS Office.