******Bhakti**

**SFDC Developer and Administrator**

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SUMMARY

* Having **8+ years** of IT professional Experience in application software Designing, Development, Testing and Implementation into **Salesforce CRM** platform both as **Developer** and as **Administrator.**
* Good understanding of **Salesforce setup menu**, **Configuration**, **custom** **application** **development**, **administration**, and **deployment** of applications to **Force**.**com** **platform**.
* Experienced in full life cycle of project development especially with **SDLC** (**Software** **Development** Life **Cycle**) methodology and Handled project through all the phases of the **Agile** and SDLC's and **Change** **Release**, and **Source** **Code** **Version** **Control** to ensure a thorough and **Waterfall** smooth implementation.
* Experience in designing of **custom Tabs, custom Objects, custom Fields, Page Layouts, Case Management, Workflow Actions and Approvals**, **custom** **reports**, **Dashboards, Visual Force Pages, Apex Classes, Controllers Triggers, and various components** as per the client and application requirement.
* Extensively worked on **Salesforce schema builder** for development and analysis of several cloud applications.
* Experience in working across various SFDC implementations covering **Sales Cloud, Service Cloud, Commercial Cloud, Marketing Cloud, Salesforce1Mobile Administration** and **Chatter** applications.
* Responsible for **Business Analysis** and **requirement** **understanding**, **development** and **data** **modeling**.
* Implemented the requirements on **Salesforce.com platform** and **Force**.**com** plug-in using **Eclipse**.
* Good Experience in building Custom Applications that includes **administration**, **configuration** and **implementation** and **support** experience on Salesforce.com platform.
* Experience with **SFDC Service Console, SFDC Communities, SFDC Case Management, SFDC Knowledge Management.**
* Implemented **security** and **sharing** **rules** at **object, field and record level** for different users based on Organizational hierarchy.
* Worked on customization of Visualforce to have lightning experience for desktop and mobile applications.
* Expertise in **Service Cloud console** with exposure to **CTI adapters** and **mobile** **application** **integrations**
* Major role in Designing and implementing **Continuous** **Integration** and **Continuous** **Deployment** Process Using **SVN**, **GIT**, **Flosum** and **AutoRabit** **CI - CD Tool.**
* Developed **Apex REST web services** **classes** for external applications accessing salesforce.com data with restricted access.
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Worked with **Conga** **Composer** to generate **Word, Excel, and PowerPoint documents** for various purposes like client documentation for product guidelines to presentation and data representation
* Extensive experience in creating **lookup relationships and master-detail relationships** on the objects and creation of **junction objects** to establish connectivity among other objects.
* Written **apex REST web service classes** for inbound calls to salesforce.
* Strong experienced in **writing/manipulating salesforce.com** platform data using **SOQL, SOSL queries** and worked with large data volume manipulations.
* Proficiency in analyzing business requirements, entity relationships and converting them to **Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.**
* Implemented **Salesforce.com web services** client using Salesforce **web services API, Java, XML and partner WSDL**.
* Worked on **Salesforce1, Partner Portal and Communities**.
* Good Experience in **data migration** using **Data Loader and integrations using web services**
* Experience in doing **Salesforce** **deployments** using **Change Sets, Eclipse and Apache ant scripts**.
* Experience in using **ETL tools** for handling large volumes of data.
* Experience in wide range of languages and technologies such as **Java, J2EE, Apex, HTML and JavaScript.**
* Experience in **MS SQL Server, Oracle, and MySQL Databases.**
* Involved in **Unit testing, Integration testing, Regression testing, System testing**.
* Involved in the **Build & Release Management** (giving builds, branching code, deploying code at client side, scheduling releases).
* Worked with **Jitterbit, Copado tools and Heroku** **connect** to migrate data and metadata from one organization to another organization.
* Exposure to modern **RPA tools** and approaches or closely related technologies and techniques for automating of human tasks with a willingness/ability to learn new tools
* Proficient in designing **Test suites using C#.net.**
* Excellent Interpersonal and Communication Skills with Strong Problem-Solving capability.

Certifications:

* Salesforce Certified Administrator.
* Salesforce Certified Platform developer 1
* Business Administration Super badge on Trailhead by Salesforce.
* PMI Certified Associate in Project Management.
* Post Baccalaureate Certificate in Business Analytics –University of North Carolina at Greensboro.
* Completed the extensive Tech Mahindra training program for technical associate - The program included technologies such as C, Java, Unix, SQL, PL SQL

TECHNICAL SKILLS:

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| --- | --- |
| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers,  Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Lightning Experience Development** | Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers, Lightning Web Components. |
| **Build/ Version Control Systems** | Ant, Maven, SVN, GIT, GIT HUB. |
| **Scripting Languages** | JavaScript, Shell, Python. |
| **J2EE Technologies** | Java Beans, Servlets, JSP, JDBC, JSF 2.x, REST Web-Services |
| **Frameworks** | Struts 2.x, Spring 4.x, Spring MVC, Spring IOC, Spring Boot, Hibernate 4.x, Junit, Tiles. |
| **DBMS/RDBMS** | Oracle 9i/10g, SAP, MySQL 5.x, Toad, SQL Developer, MongoDB, Cassandra. |
| **Design Patterns** | Singleton, MVC, Front Controller, Business Delegator, Session Factory, Data Access Objects (DAO), Data Transfer Objects (DTO). |
| **Web Technologies** | HTML, AJAX, JSON, jQuery, CSS, Bootstrap, XML, XSL, XPATH, Prime Faces. |
| **Servers** | JBOSS Application Server 4.0, Apache Tomcat 7. x. |
| **IDE’s** | Eclipse, Net-beans IDE. |
| **Operating System** | Window2000/XP/Vista/7, Ubuntu, CentOS. |
| **Tools& Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production), Log4j, JIRA. |

Proffessional Experience:

**Client:** CF Industries. **Feb 2020 to Till Date**

**Location:** Deerfield, IL.

**Role:** Salesforce Developer

**Responsibilities: -**

* Designed/Implemented ‘Design & Assign’ custom case management application in lightning to facilitate sales managers to view and manage subordinates of their sales team. This application is driven from custom internal ‘Territory Carving Tool and Workforce Modeling tool’
* Created Complex Orgs for Pardot, Pipeline Experience and CPQ- Billing teams.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash generated Revenue Recognition status automatically with Steel Brick CPQ.
* Performed Steel brick CPQ related configuration for product setup, approval processes and process builders.
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within bundle, price list for products. Involved in end-to-end QA testing for validation of CPQ including products, pricing, Quoting…etc.
* Designed and implemented business portal using sales cloud for customers to create and manage quotes, deals, opportunities etc.
* Designed/Implemented and enhanced functionalities of internal application ‘Territory Carving Tool’ at salesforce to efficiently assign 4 plus million accounts to members of sales team based on complex criteria and rules.
* Implemented Quote-to-Cash solution using APTTUS CPQ.
* Depth understanding of the APTTUS CPQ, APTTUS CLM data model and functionality.
* Implemented ‘Gold Standard’ application using sales cloud to sell partner’s comprehensive insurance premiums depending on the region and industry size
* Designed/Implemented and enhanced functionalities of internal application ‘Workforce modeling tool’ (CWMT) at salesforce which is an employee management system to create/manage employee accounts integrated to Workday.
* Implemented integration between Salesforce and several external applications like Workday to retrieve and process enormous amount of data.
* Designed and implemented Java server application to host and run on Heroku platform leveraging multithread processing to handle 4 million plus accounts on daily basis.
* Developed UI automation using selenium to perform daily scheduled application testing on multiple internal applications.
* Participated in Production and UAT releases to promote and deployment of code/configuration.
* Played key role in committing ‘Employee Success’ data back to Workday from WMT application every fiscal year.
* Lead the team as scrum master on everyday stand ups and participated in stakeholder meeting to gather business requirements and assist BA to draft user stories.
* Prepared/updated technical documentation of all out internal applications as part of tech debt user stories.
* Prepared critical business documentations with flow charts and UI diagrams.
* Played key role in configuring GIT repository and migrating codebase from ‘perforce’ an internal repository.
* Played role of QA for manual testing critical functionalities along with writing detailed test cases.
* Performed code reviews, aided in knowledge transfer to team members/ internal teams, assisted in setting up orgs and data migration.

**Environment:** SalesForce.com Platform, Salesforce.com Custom Objects, Apex Language, Visual Force (Pages, Component & Controllers), Data loader, HTML, JavaScript, Workflows & Approval process, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Client:** JPMC. **Oct 2018 to Dec 2019**

**Location:** Plano, TX.

**Role:** Salesforce Developer

**Responsibilities: -**

* Worked on design, develop and deploy Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the BIT Bucket.
* Worked on Salesforce standard objects like Accounts and also enhanced them according to user requirements.
* Maintenance of data entry standards & data integrity process.
* Experience with maintaining user roles, security and profiles.
* Create and manage workflow rules, field updates, and email alerts.
* Involved in Mass imports and exports of data
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Worked on Salesforce.com sales and service cloud implementation on business process delivery framework consists of B2B, B2C Salesforce.com and Selects platform.
* Working Experience on a Salesforce Org having 3000+ users and campaign managers from 5 different regions US, Canada, EMEA, JAPA and LAC.
* Technical Lead- Onsite, key member of MDT-AGILE SCRUM Development Team.
* Experienced in mapping of business requirements into various Salesforce modules
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Involved in Development and Configuration of Various Custom Reports (Tabular Report, Joined Report and Summary Reports).
* Customized page layouts for Accounts, Events and Private Activities depending upon user roles and groups.
* Designed and developed the custom Objects, Formula fields, Validation rules, Page layouts, Components, Visual force pages to suit the needs of the application.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse

**Client:** Zurich North America. **June’ 2016 to Aug 2018.**

**Location:** Chicago, IL.

**Role:** Salesforce Developer/ Administrator

**Responsibilities: -**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* 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 Visualforce, Force.com API, and Web Services.
* Worked on design, develop and deploy Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Extended SF and its native applications on the Sales cloud by developing and customizing the interfaces.
* Worked on creating multiple custom objects and VF pages with multiple sections and Apex logic in developing a custom requirement which creates a new record for a custom object based on highly complicated conditions and dynamically querying through three stages of selecting Accounts, Contacts and Products to create a record using DML operations.
* Worked on creating Custom Survey Methodology involving time dependent triggering which involves changing of Record Types based on fulfillment of certain requirements by using Apex code.
* Wrote Apex classes, triggers to route the escalations to different queues and levels, assigned it to different users according to the business logic.
* Wrote batch classes, which can be invoked programmatically at runtime using APEX.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on Components in Lighting UI framework in web apps for mobile and desktop devices.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on Salesforce standard objects like Accounts, Contacts, Opportunities, Products, Price books, and Opportunity LineItems etc.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Involved in design, development and testing of web services to integrate with external systems.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Created Workflow Rules, Page Layouts, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.

**Environment:** Salesforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow and Approvals, Reports, Apex Triggers, HTML, JavaScript, Web services, Sandbox, Eclipse.

**Client:** American International Group **June’ 2015 to May 2016**

**Location:** Houston, TX

**Role:** Salesforce Developer/ Administrator.

**Responsibilities: -**

* Performed the roles of Salesforce.com Developer and Admin in the organization
* Assisted in Development and supported customer support portal to support eservices, CRM Customer Support.
* Created Tabs using Lightning components
* Analyzed and performed some lightning transition orgs and made required changes like Email templates, Hardcoded URLs across org’s, Overrides, Custom JavaScript buttons and links.
* Created lightning components using Napli template for communities
* Queried Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Also, worked in integrating force.com application on mobile platform like iPhone, blackberry and Android.
* Designed, Developed and deployed Apex classes, Triggers, packages for various functional needs in the application.
* Worked on the UI layer coding JSP with HTML, DHTML, CSS Java Script, jQuery.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Used VisualForce, Apex to develop the methodology. Also developed custom Email Notifications to users by using Custom Component in visual force email template and adding logic to the custom component to query the necessary variables from Case Object.
* Created Workflow Rules, Approval Process, Validation Rules and Manage page layouts, fields, and system interface/capabilities.
* Worked on Customer Communities and formulated and developed the entire user interface using VisualForce and Apex.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields
* Used Data Loader for performing mass transfer of data by using Insert, Upsert, Delete, Update functionalities from CSV files.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Used Sales Force Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Worked closely with both external and internal clients, cross-functional teams on projects assisting senior developers and Architects.

**Environment:** Force.com IDE, Custom objects, Triggers, Batch Jobs, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, SQL Server 2008, Workflow & Approvals, Apex Classes and Visualforce.

**Client:** Reliance Pvt. LTD **Feb’ 2012 to Nov’2013**

**Location:** Mumbai, India

**Role:** Salesforce Administrator

**Responsibilities: -**

* Deployed the data and code with the help of data loader.
* Created workflow rules and defined related tasks, validation rules, Auto-response rules, approval process, email alerts and templates and filed updates.
* Customized page layouts for campaigns, leads, opportunity, contacts and accounts.
* Customized tab worked with various standard objects including accounts, contacts, leads, campaigns and cases.
* Designed, Implemented and deployed the custom objects, page layouts, custom tabs, and components to suit to the needs of the application.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Develop visual force pages, visual force custom controller’s components, advanced search functionality, custom objects, analytic snapshots, tabs, tags and components.
* Created formula fields, validation rules, workflow and approvals for the flexibility and functionality of force platform application.
* Worked with Security Controls like sharing settings, field accessibility and data accessibility to restrict data access
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed Several Reports using salesforce.com platform.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse IDE Plug-in, Sublime Mavens Mate Plug-in, Developer Console, Force.com Beta Explorer