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**SUMMARY:**

* Around **9+ years** of IT experience in various stages of Software Development Life Cycle with **8+** years of experience in **Salesforce.com** as a **developer, Lightning developer, administrator and analyst.**
* Experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in SalesForce.com
* Experience on Sales features like force.com Sites, **Sales Cloud, Service Cloud, Community Cloud & Marketing Cloud**
* Extensively worked on various SFDC standard objects like **Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards**
* Experience in developing **User** **Interface**, **Page** **Layouts**, **Search** **Layouts** **Tabs**, **Custom** **fields**, **Custom** **objects**, **Validation** **Rules**, **Triggers**.
* Excellent work experience in designing of **custom objects and junction objects**.
* Experience in developing Validation Rules, Workflows and Approval Processes, **Process builder, Flows** for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* Experience in **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications
* Hands-on experience using **HTML, XML, CSS, JavaScript, Ajax**
* Hands on Experience in database development using **SQL/PL-SQL in MySQL, SQL Server 2005, Oracle**, writing SQL scripts for efficient report generation.
* Worked on the **Lightning platform** using **Lightning components, Lightning connect, Lightning App Builder and Lightning Design System**.
* **Experience working under agile environment ,Scrum Methodology.**
* Experience in Force.com sites development using **Visualforce, jQuery, custom labels, AJAX toolkit and CSS**.
* Experience working with **Force.com IDE, data migration** and updates through the tool **App Exchange Data Loader** in Salesforce.com.
* **Experience in deploying Salesforce components across various sandbox and production instances using various migration methods/tools such as Change sets and ANT.**
* Experience on **Data Loader**.
* A practical strategic provider who thrives on new challenges and opportunities in a team environment or can work independently
* Great problem solving and time management skills to meet tight deadlines.

**TECHNICAL SKILLS**:

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| --- | --- |
| **Salesforce Technologies** | Salesforce.com CRM, Apex Language, Apex Classes& Controllers, Apex Triggers, Apex Scheduler, Salesforce1, Lightning (components, apps and system designs), Aura (Framework Handlers, Attributes), Visualforce (Pages, Components & Controllers), Apex Web Services, Batch & Schedule classes, SOAP API, REST API, Bulk API, Metadata API, AJAX |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports & Dashboards, Custom objects, Standard objects, Integration, Migration, Email Services, Security controls, Force.com Sandbox, Force.com IDE, SOQL, SOSL, WSDL. |
| **Salesforce Tools** | Force.com platform, Force.com DataLoader, Force.com Workbench, Eclipse IDE, Developer Console, AppExchange |
| **Languages** | C, C++, Java/J2EE, Servlets, Struts, JSP, Shell |
| **Web Technologies** | XML, HTML, CSS, JavaScript, jQuery, GIT, SVN, Jenkins, SOAP/REST |
| **Database** | SQL, PL/SQL, Oracle 9i/10g |
| **Operating Systems** | LINUX, UNIX, Windows XP/7/10. |

# PROFESSIONAL EXPERIENCE

**Equifax Inc , GA Feb 20 – Feb 21**

**Role: Salesforce Developer**

**Description:**

Equifax, Inc. is a global data, analytics and technology company, the project is mainly focused on the creation and deployment of the new global contract database and billing system for the USIS division.

**Responsibilities:**

* Worked on the Lightning platform using Lightning components, Lightning connect, Lightning App Builder and Lightning Design System.
* Worked on the Develop [salesforce.com](http://salesforce.com/) web services leveraging **REST JSON and SOAP.**
* Worked on the **Unit and Regression testing**.
* Worked with **Maintain infrastructure** and web services developed including

Enabled Aura Framework and added Aura Attributes/**Handlers for Events** / **Logic & Interactions**

* Worked on Lightning components and added Design Parameters from **Lightning Design System** (LDS) Customized Lightning components were built using Java script on client side and Apex on server side.
* Created **Lightning Components**, added CSS and Design Parameters which improves performance
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* **Developed Lightning apps** using Lightning Components and made them compatible with **salesforce1 mobile app**.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Developed **Apex Classes & Triggers** to implement the business logic as per the requirements.
* Upgraded from **Salesforce Classic to Salesforce Lightning**
* Developed **SOQL and SOSL queries** to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Created various reports (**summary, matrix, tabular, pie charts, dashboards and graphics**) and configured various reports and for different user profiles based on the need in the organization.
* Created **Custom Profiles, Public Groups** and **Roles** to distribute user rights and functionality.
* **Created** and **customized** Record types, page layouts, list views managed Role hierarchies and Profiles.
* **Developed Dashboard Reports**, Queries, Templates and more.
* Developed Reports, Dashboards and processes to continuously monitor data quality and integrity.
* Configures **Chatter** for the users in the company for collaboration.
* Used **Data Loader** for **insert, update,** and **bulk** import or export of data from Salesforce.com objects.

**Environment:** Salesforce.com Platform, Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Reports, Email Services, Sharing rules, Security Controls, Eclipse IDE Plug-in

**Client: Silicon Valley Bank, CA Dec 2018 – Jan 2020**

**Role: Salesforce Developer**

**Description:** Silicon Valley Bank, a subsidiary of SVB Financial Group, is a U.S.-based high-tech commercial bank, which provides various financial products and services to consumers, corporations and institutions**.** This project is about building data structure, developing customization using Apex, VisualForce and Lightning components. Resolving technical issues, secure planning and deployments are part of the project.

**Responsibilities:**

* Designed, developed and deployed Apex classes, Controller classes and Apex Trigger for various functional needs in the application.
* Schedules retrieval of report data with analytic snapshots to dump the data on a daily basis.
* Designed Tabular, Summary and Matrix reports on Opportunity, Pipeline, Cases generated, Sales cycles and Accounts.
* Used DataLoader and Import wizard to insert, update and import bulk data of Accounts, Contacts, Leads and Opportunities.
* Maintained and developed Custom objects, Custom fields, Custom Tabs, Validation Rules and S-controls HTML & JavaScript.
* Added Lightning component to Lightning Pages and Record Pages.
* Involved in analyzing implementation gap between Salesforce classic and Lightning.
* Built custom Salesforce1 Lightning Apps for different business groups in the organization and used Salesforce Lightning design system analysis.
* Made use of Aura attributes and Aura Handlers for enabling Aura Framework event in order to focus on Logic and Interactions in Lightning applications.
* Created User Interfaces in Lightning using Aura components to enter case details and submit into Salesforce
* Created Lightning apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Worked on version control of metadata using GIT (GitHub and GitLab) and SVN
* Developed Lightning components and Lightning apps to provide better and more interactive interface to end users to help in Sales enhancements.
* Implemented Users, Roles (hierarchy), Profiles, Permission sets to deny/grant access to Platform features
* Experienced in deployment/packaging effectively using Metadata API, ChangeSet and Jenkins.
* Created many Email templates and Mail Merge Templates and was involved in doing the Mail merge for different standard and custom objects.
* Created a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce.
* Developed JavaScript methods to do two actions on a single button click to overcome the Salesforce limitations.
* Gathered user and functional requirements via workshops, interviews and workflow storyboards. Worked with Stakeholders and projects teams to prioritize collected requirements.
* Designed the custom Visualforce pages for Lead conversion and merging duplicates.
* Created email templated and applied logic for outbound and inbound emails using Visualforce for clients and customers.
* Established constant communication with the Project Manager and the development team during different stages of the agile life cycle.

**Environment:** Salesforce.com platform, Apex language, Apex classes, Apex Triggers, Validation rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Email services, DataLoader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components),Aura(Framework, Handlers, Attributes), CSS, HTML, MS Outlook,GIT, SVN, Jenkins

**Merkle Inc , MD Mar 17 – Nov 18**

**Role: Salesforce Developer**

**Description:** This project is mainly focused on the enhancement and support of the application. New supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Interacted with various business team members to gather the requirements and document them in a test-driven and formal QA Development environment that included development, staging, and production deployment cycles.
* Designed and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Developed and configured various Custom Reports, Report Folders and Dashboards for different user profiles based on the need in the organization.
* Designed and developed VisualForce pages based on the business requirements.
* Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on writing **Apex Triggers** & **Apex Classes**, **Batch Apex** and **Scheduled Apex.**
* Implemented service cloud module which deals with Accounts, contacts, cases, solutions, Assignment rules etc.
* Worked on different relationships between the objects like lookup and master detail relationships.
* Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Worked on complex data migration projects using Data Loader tool.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* **Handled the deployments process using GIT HUB.**
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Used **Data Loader** to transfer the data to production and Full sandboxes, used Eclipse IDE for complete Apex Programming.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Performed **Unit, Integration, Regression and User Acceptance Testing**

**Environment:** Salesforce Unlimited Edition, Salesforce.com / Visual force, Salesforce APIs, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Java script, Workflow & Approvals, Service Cloud, J query, REST, Web Services, SOAP, Reports, Eclipse.

**Royal Bank Of Canada,ON Apr 14-Jul 16**

**Role: Salesforce Admin/Developer**

**Description:** Citigroup is a diversified financial service company which provides various financial products and services to consumers, corporations, governments and institutions all over the world.

**Responsibilities:**

* Participated in requirements grooming sessions with business users, developers and responsible for the administration and ongoing support of the application in cooperation with the business and areas of it.
* Created modern Enterprise **Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component** features**.**
* Worked extensively on financial service cloud and customer support. Configured interaction channels (email to case, web to case, live agent), case assignment rules and Omni channels for routing cases to skilled and available agents
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Worked on prioritizing the workflows, focused mainly on declarative process builder.
* Tested apps by appending multiple components to a **Lightning Application** thereby deployed Applications from Sandbox to Production. Visualforce Pages for **Lightning Experience**, Alternates for Java Script Codes, Sharing Visualforce pages between **Classic and Lightning.**
* Hands on experience on Contract Lifecycle Management (Apttus) for revenue mgmt., Compliance mgmt., Configure Price quote, Quote to cash.
* Worked on **Lightning Process Builder to perform auto processes**.
* Configuration of marketing cloud integration with sales & service cloud, along with other client 3rd party systems.
* Integrated eventbrite with the Salesforce application as per the organizational requirements.
* Performing out of the box configurations, customizations including page/search/compact layouts, record types, dependent pick lists, formula, roll-up summary fields, validation rules, approval process.
* Developed many requirements using metadata and change set.
* Developed enterprise Einstein analytics strategy to replace the tableau dashboards.
* Mass uploading of data into Salesforce using data loader that was previously existing on an excel sheet, cleaned and refined the data using the vlookup and exported data from the legacy system and imported into SFDC through apex data loader.
* Worked on administrative activities like creating products, adjusting product information, data loading for price adjustments inside the cart.
* Designing and developing high level customized Visualforce pages using controller extensions, custom controllers and standard controllers.
* Supports platinum account, and worked collaboratively with the Salesforce marketing cloud team, on the day-to-day administration and exception of email campaign activities including building email campaigns, set-up, scheduling, deployment calendars, customer service, documentation, and training. Developed pre-launch client communication and reviewed post-deployment metrics for accuracy.
* Building package.xml and deploying components to sandbox and production instances using force.com ant migration tool, workbench and change sets.

**Environment**:Force.com API, Controllers, Sharing Rules, Lightning Components, Web Services, Triggers, Controllers, Workflows, Email Updates, Sandbox data loading.

**TFI International, QC Jan 13 – Mar14**

**Role: Salesforce Admin/developer**

**Description:** This application is used by Work scope Engineers for scheduling and tracking Locomotive maintenance schedules. This application will help to create Service Sheets, Service Items, Quality Plans and Maintenance Tasks. Eservices2.0 exposes Restful Web services to integrate with mobile clients and external applications

**Responsibilities:**

* Created user Roles and Profiles, security controls and shared settings.
* 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.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented field level security, profiles and audit trail setup.
* Created workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Delivered project reports using conation of custom objects and standard objects.
* Used Data Loader for Data Management in force.com platform.
* Perform administration tasks as needed, managing custom fields, integration and data clean up.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.

**Environment:** SFDC, Force.com, Sharing Rules, Windows server 2003, Web services, Controllers, Workflows, Email Updates.

**Petro Canada, ON Nov 11-Dec 12**

**Role: Salesforce Admin**

**Description:** This project is mainly focused on the enhancement and support of the application, new supporting policies and procedures were developed to support the new business processes.

**Responsibilities:**

* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created several Visual force pages, **Validation Rules**, **Custom buttons** and links on custom and standard objects.
* Customized page layouts for Case, Accounts, Contacts, Product etc., for different profiles.
* Good understanding on **Roles**/**Sharingrules**/**Record** Types visibility in the application.
* Customized the user interface using Visual force Pages, HTML and JavaScript.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom Object.
* Packaged and Deployed customizations from **Sandbox** to other environments using Eclipse.

**Environment:** Force.com Platform, Sales force Unlimited Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Force.com Web Services API, Workflow & Approvals, Reports, Eclipse IDE, Sandbox, Email Services, HTML, Java Script, JQuery, CSS.

**Intec Infra- Tech Pvt Ltd, India**. **Jun 10 – Jul 11**

**Role: Java/J2EE Programmer**

**Responsibilities:**

* Developed the code using agile methodology with daily meetings to keep track of the progress and Issues pertaining to the project.
* Worked on implementation of GUI module with Struts Framework.
* Used Java Database Connectivity (JDBC) to connect from the Java application to the Database.
* Involved in the Database design like creating tables with constraints and writing SQL queries,Views and functions on Oracle database using TOAD.
* Designed and developed front end using HTML, CSS, JSP’s, Struts (tiles and tag libraries) and user validations using Java Script, JQuery.
* Involved in fixing defects using testing tool known as Mercury Quality Center.
* Worked on My Eclipse and deployed the GTM application using WebLogic Application server.Used Log4j for logging.Used CVS for version control.
* Involved in testing using JUnit.
* Involved in designing sequence and class diagrams with UML and Data flow diagrams using eUML2.

**Environment:** Java, Servlets, JSP, Struts, JavaScript, JQuery, HTML, CSS, XML, JDBC, Oracle, TOAD, JUnit, Log4j,Ant, eUML2, Mercury Quality Center, CVS, WebLogic, MyEclipse.

**Certifications:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**Education:**

* Bachelors in Computer Science - Jawaharlal Nehru Technological University(2006-2010).