Summary

* + - * Having around 9+ years of IT experience with ample exposure on Salesforce CRM development, Configuration and Service Cloud Implementation.
      * 6x Salesforce Certified developer with strong knowledge on Technical aspects.
      * Having customer interaction skills to discuss the use cases and provide solutions.
      * Having strong knowledge on service cloud implementation and development.
* Extensive expertise in Salesforce.com (SFDC), on-demand CRM tool.
* Experience in translating the customer’s requirements using SFDC best practices and crafting a solution that support their process and functional requirements.
* Expert in generating and analyzing Custom reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Experience in proactive planning, strategy, testing, implementing and maintaining mission critical CRM, Sales and marketing systems.
* Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Have in depth Knowledge and understanding of CRM business processes like Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management.
* Expertise in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Ability to work with business analyst team to become familiar with the application requirement to analyze and recommend efficient solution within Sales force configuration changes in support of enhancement requests.

Skills and Competencies

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| --- | --- | --- |
| * Salesforce Service cloud * Apex * Lightning Overview * Java Script * Contract Lifecycle Management | * Salesforce Development * Visualforce * Data Loader/Data Loader.io * Angular JS | * Salesforce Configuration * Salesforce CPQ * Triggers * HTML * Configure-Price-Quote |

Certifications / Affiliations

|  |  |  |
| --- | --- | --- |
| * Salesforce CRM Administrator * Apttus CPQ Certification * Salesforce Certified CPQ Expert | * Salesforce App Builder * Apttus Quote-To-Cash | * Salesforce Platform Developer I * Salesforce Platform Developer II |

Publications / Awards

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| --- | --- | --- |
| CPQ Expert award |  |  |

Career History

**Title** : IBM Salesforce Service Cloud Implementation (Present)

**Environment** : Force.com IDE, Salesforce.com, Salesforce CPQ, Service Cloud

**Skills Used** : Salesforce service cloud, CPQ Functionalities, Apex Classes, Apex Triggers, Visualforce,

Java Script ,CSS, SFDC Configuration.

**Description**: Sales service cloud implementation streamlined sales process guides customers, sales teams, call center representatives, and partners in selecting and validating the right products and services through web self-service or through an integration with salesforce.com.

**Roles**:

* Wrote triggers in SOQL to make complex validation process.
* 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.
* Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
* 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.
* Customized reports and dashboards according to the users hierarchy and access level
* Customized Websites and created email templates to enable Web-to-lead and Email-to-lead process.
* Used sandbox for testing and migrated the code to the production instance in installments.
* Expert in Validation Rules, workflows and Visualforce pages.
* Extensively involved in deploying application to various environments.
* Responsible for dealing with Profiles and system administrator activities.
* Responsible for Mobile, Content & Chatter configuration management
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

**Title** : GE Healthcare Salesforce service cloud Implementation

**Environment** : Force.com IDE, Salesforce.com, Service Cloud.

**Skills Used** : Salesforce service cloud, Apex Classes, Apex Triggers, Visualforce, Data Loader,

Java Script ,CSS, SFDC Configuration, HTML, Integration(REST API).

**Description**: Salesforce Service Cloud solutions optimize pricing, contracting and channel revenue processes across the healthcare landscape with powerful tools for biopharma and medical technology (life sciences) manufacturers, health payers and providers. This results in shared outcomes driving customer satisfaction, pricing accuracy and eliminating contract revenue leakage and compliance risk that otherwise multiplies cost across the value chain.

**Roles**:

* Responsible for all the salesforce development and technical designs.
* Implemented complex salesforce development related use cases.
* Implemented Service Cloud solutions, to meet the GE’s complex use cases.
* Interacting with customer and onshore team to discuss use cases and providing solutions.
* Involved in technical designs and helping dev team to follow the best practices and technical aspects.
* Created complex Visual Force pages, apex classes and triggers to achieve business scenarios.
* Involving in requirement gathering and solutioning with customer.
* Involved in analyzing and designing the Technical Spec.
* Analyzing customer's data structure and creating rules into system.

**Title** : ABB Salesforce Implementation.

**Environment** : Force.com IDE, Salesforce.com, Service Cloud

**Skills Used** : Salesforce Apex Classes, Apex Triggers, Visualforce, Data Loader, Java Script, HTML, CSS,

Salesforce Configuration, Integration(REST API).

**Description**: Implementation of Service Cloud solutions for ABB FACE (Future ABB Customer Experience) program. ABB is a global leader in power and automation technologies & manufacturing having leading market positions in main businesses across the globe.

**Key Features:**

* + - Single platform for quote to cash solutions for different ABB business units.
    - Consolidation of product configuration process to a single system which was spread over 60 configurators.
    - Project started recently and moving towards their first Go-Live.

**Roles**:

* Worked on complex development activities using Salesforce service cloud.
* Implemented Service cloud features to meet the ABB’s complex use cases.
* Interacting with customer and onshore team to discuss use cases and providing solutions.
* Created complex Visual Force pages and salesforce development.
* Involving in requirement gathering and solutioning with customer.
* Playing a major role in implementing SAP integration with salesforce.
* Created business logics using triggers and workflow actions.
* Involved in analyzing and designing the Technical Spec.
* Worked on Apex Classes.
* Analyzing customer's data structure and creating rules into system.
* Implementing batch jobs.

**Title** : Akamai Lead to Cash – Service Cloud

**Environment** : Force.com IDE, Service Cloud ,Salesforce.com CRM, Apex, Visualforce, Triggers,JavaScript, Data Loader.

**Skills Used** : Apex Classes, Apex Triggers, Visualforce, Java Script, HTML, CSS, SFDC Configuration.

**Description**:

Akamai provides content delivery and cloud infrastructure services for the delivery of content and applications over the Internet. The Company’s solutions range from delivery of conventional content on Websites, to tools that support the delivery and operation of cloud-based applications, to live and on-demand streaming video capabilities all designed to help its customers interact with people accessing the Internet from myriad devices and locations around the world. The Company offers five solutions designed to meet the online business needs of its customers: Terra, Aqua, Sola, Kona and Aura.

**Responsibilities**:

* Implementing business logic using Salesforce Development, configuration and Service Cloud like Apex Classes and Visualforce pages
* Worked with customer closely to provide solutions and help their team to implement solutions.
* Closely worked with customer for requirement gathering and implementation.
* Played a major role and acted as MVP in project.
* Created complex visualforce pages and back end logic.
* Created work flow rules and validation rules.
* Implemented Approval process.
* Implemented excel output generation during quoting process.
* Involved in analyzing and designing the Technical Spec.
* Involved in data clean-up activities and data management.
* Implemented complex triggers for the business requirement.
* Preparing test cases, following best practices and enforcing team to follow these.
* Involved in code migration and sandbox data management.
* Leading local team and guiding them to follow best practices.

**Title** : McKesson Cloud Force

**Environment** : Service Cloud, Force.com IDE, Force.com, Apex, Visualforce, Triggers

**Description**:

McKesson is an American company distributing pharmaceuticals at a retail sale level and providing health information technology, medical supplies, and care management tools. In this project we implemented a complex system where users can configure products and apply negotiations, process the negotiations using advanced approvals.

**Roles**:

* Developed custom tabs, triggers, visual force pages
* Interacting with offshore team to discuss the use cases and solutions.
* Used Data loader for data clean up, worked on whole data migration end to end. Analysis of raw data, deduplication and importing data successfully to Salesforce.
* Created work flow rules and validation rules.
* Implemented Approval process.
* Created custom reports and dashboards.
* Worked on scheduler apex, batch apex and test classes preparation.
* Involving in deployment, giving support to onsite team while the project on live.

**Title** : IMS Health Service Cloud Pilot.

**Technology** : Service Cloud, Salesforce configuration and development including workflow rules, Apex, Triggers, Visual force.

**Tools** : Force.com IDE, Data Loader.

**Description** :

Manage relationships with Physicians, Hospitals and Medical Practices and track referrals by practice, procedure or payers using Salesforce.

* Manage relationship with Medical Providers like Physicians, Hospitals and Medical Practices
* Increase and track referrals by practice type, procedures, payor types and others.

**Roles & Responsibilities:**

* Involving in technical document spec.
* Customizing and developing the applications as per requirements.
* Creating various Reports and Dashboards.
* Appling Validation rules, workflows, Roll-up Summary fields, Formula fields.
* Creating Apex classes and Triggers for Validations and some Functionality.
* Data migration using Data Loader.
* Preparing test classes.

**Title** : Conoco Philips (P66)

**Technology** : Salesforce configuration and development including apex, visual force pages etc.

**Tools** : Eclipse, Data Loader, Dataloader.io.

**Description** :

This project is to allow users to configure the products and process their pricing using Service Cloud. We also implemented a functionality where users can configure multiple attributes for each product. Pricing should be driven based on attributes. Once the quoting process is done it will go under approvals and finalization.

**Roles**:

* Delivered solutions on Service Cloud and salesforce platform functionalities.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created custom objects, tabs, fields, page layout as per business requirements.
* Created and deployed Several Reports in salesforce.com platform.
* Worked with field & page layout customization for the standard objects like Account, contact and Leads.
* Developed and deployed workflows and approval processes.
* Utilized Apex data loader in handling massive amounts of user data.
* Preparing test cases.

**Other Projects:**

|  |  |
| --- | --- |
| **Project Name** | **Description** |
| Adobe : | Adobe is one of the world’s leading project management companies. I have involved as a developer in implementation of CPQ system to sell their products. |
| SunGard: | Implemented a Quote To Cash system to accelerate their business using Salesforce CRM. |
| BMC: | Built a system for BMC Remedy Force. |
|  |  |

Persistent Systems Salesforce Developer 2010 – 2012

**Responsibilities**:

* Worked on developing Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked with field & page layout customization for the standard objects like Account, contacts and Opportunities.
* Created Data Validation rules and Formulas as per business requirement.
* Created visual force reports to track daily reports on Account, Quote and Purchased products.
* Designed various 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.
* Created custom home page component and gave accessibility to it for authorized people.
* Developed and scheduled various Batch Apex classes using Apex Schedulable classes on hourly basis.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in Salesforce integration and planning strategy.
* Worked on enhancements in application production requested by business users from time to time.
* Developed custom SOAP and REST Web Services in Salesforce and published for External applications
* Developed apex classes as custom REST API.
* Built OAuth 2.0 connection with BRM system from salesforce.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and insured that critical requirements are not missed.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.