**** **Gopi . P**

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## Salesforce Developer

## Experience Summary:

1. Salesforce Certified Professional with 4+ years of IT experience working extensively on configuration, customization, integration, communities, and lightning migration from classic, lightning component development using lightning design system.
2. Live Agent implementation  for agents can use to chat with customers and improving relationships and discussing each.
3. Creating Salesforce’s Einstein Bots are automated chat bots that can be used for customer support or sales enablement.
4. Remarkable experience in project life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding expertise in troubleshooting and superior communication skills.
5. Extensive Knowledge in building Custom Applications that includes Administration, Configuration and Implementation and Support experience with Salesforce.com platform.
6. Worked Salesforce.com, Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
7. Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and Visual Force pages.
8. Experience in working with various deployment tools like Change sets, ANT, Eclipse IDE.
9. Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and Executing queries in SOSL/SOQL.
10. Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and External systems.
11. Worked with Apex Data Loader tool to migrate and update the data from External data base.
12. Worked with APTTUS CPQ on Product Configuration, Pricing Configuration with some advanced functionality of SFDC.
13. Implementing Wave dashboards for business customers.
14. Capturing BI requirements and designing dashboards.
15. Salesforce Einstein Wave Analytics development experience.
16. Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plug-in, system and user discounts and filter rule.
17. Good knowledge in automating business with Lead and Case Assignment rules based on different criteria.
18. Experience with Salesforce.com Reports, Dashboards, Workflows.
19. Experience in Force.com platform, Sales Cloud, Eclipse Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
20. Extensive experience working on custom objects, custom fields, Pick list, and role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.
21. Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships
22. Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
23. Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.
24. Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.
25. Gathering information from various sources and evaluates them according to the client's needs.
26. Excellent inter-personal skills, accustomed to working in both small and large team environments.
27. Ability to work in a fast-paced environment with changing priorities.
28. Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum.

**Technical skills**:

CRM : Salesforce CRM

SFDC Technologies : Apex Classes, Apex Triggers, Visual Force Pages,

Workflows, Approvals, Sandbox Testing, Lightning.

Programming Languages : Apex, Java, C, C++, C#

Sales Force Tools : Eclipse, Force.com IDE, Apex Data Loader, Workbench,

Visual studio code, Ant Migration Tool.

Web Technologies : HTML, CSS, Java Script, jQuery

Data Base : SOQL, SOSL

**Professional Experience**:

1. Currently working as a Salesforce Developer in **Mphasis Ltd**.
2. Previously worked as a Salesforce Developer in Tech Mahindra.

**Certifications:**

1. Salesforce Certified Platform APP Builder (21266576)
2. Salesforce Certified Platform Developer I (20980889)

**Educational qualifications:**

B. tech from JNTUK (Jawaharlal Nehru Technological University).

**Work Experience:**

**Project #1:**

**Role: Salesforce Developer**

**Project Name: Global Salesforce (CBRE)**

**Period: From July 2019 to till**.

**Description:**  Global Workplace Solutions (GWS) works with clients to make real estate a meaningful contributor to organizational productivity and performance. Our account management model is at the heart of our client-centric approach. Each client is entrusted with a dedicated leader and is supported by regional and global resources, leveraging the industry's most robust platform. We deliver consistent, measurably superior outcomes for our clients at every stage of the lifecycle, and across industries and geographies.

**Responsibilities:**

• Responsible for customizing custom fields, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules, Report Types

• Responsible for loading data into Salesforce.com using apex Data loader

• Responsible for migrating data from one Sandbox environment to another Sandbox environment using Force.com IDE tool and Changesets

• Responsible for writing Validation Rules in Salesforce

• Involved in writing SOQL, SOSL queries in Salesforce

• Responsible for writing Test Scripts for various scenarios

• Worked on Apex Triggers and Apex Classes for custom logic

• Responsible for building UI by using Visual force pages

• Customization that includes setting up Roles, Profiles, Sharing Rules, Reports, Dashboards.

• Created Process Builders in place of workflows using.

• Refreshed sandbox by erase the unused data by using package with apex code.

• Involved in daily scrum calls and updated the work done as per client requirement.

• Status reports are preparing and submitting daily and weekly wised.

**Project #2:**

**Role: Salesforce Developer**

**Project Name: Florida Blue/BCBS**

**Description:**  Florida Blue, now a part of the Guide well Group of companies, is a leading health insurance provider in the state of Florida. Florida Blue is a big firm that provides healthcare coverage to members, allowing them to live free of worry. Florida Blue is the health insurance and health provider company. Florida Blue provides individual and family plans, Dental Plans, Medicare & State Plans, Group Plans, and other plans.

**Responsibilities:**

• Involved in various activities of the project like Information Gathering and analyzing the Information.

• Involved in Administration and Development of Salesforce.com.

• Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

• Worked on Apex classes, Controllers, Extensions, Triggers for various functional needs of the organization.

• Designed various tabs and web Pages using Visual Force pages and controllers to customize the UI.

• Used SOQL, SOSL and DML's effectively considering all the governor limits for data manipulation needs of the applications.

• Implemented Workflows, Process Builder, and Validations for customization.

• Developed Batch, Schedule jobs for Bulk data processing at scheduled intervals.

• Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.

• Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.

• Experience in modifying Visual Force pages to be supported in Lightning Experience and good understanding of Lightning and its features

• Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.

• Worked on Sales cloud functionality, including Account Management, Sales Forecasting, Opportunity Management and Lead Management.

• Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers.

• Performed data management using ETL tools like Data Loader.

• Involved in Deployment of Components using Change Sets and Eclipse.

• Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.

• Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.

**Project#3:**

**Role: Salesforce Developer**

**Project Name: Route One**

**Description:** Route One is a leading automotive financial services company powered by a top direct banking franchise. Route One automotive services business offers a full spectrum of financial products and services, including new and used vehicle inventory and consumer financing, leasing, vehicle service contracts, commercial loans and vehicle remarketing services, as well as a variety of insurance offerings, including inventory insurance, insurance consultative services for dealers and other ancillary products. Route One Corporate Finance unit provides financing to middle-market companies across a broad range of industries.

**Responsibilities:**

• Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

• Closely worked with other Salesforce.com consultants while implementing the solutions for the need of organization.

• Created custom objects and defined lookup and master-detail relationships on the objects.

• Also created junction objects to establish connectivity among objects. Created workflow rules and defined related tasks, custom.

• Implemented Salesforce Lightning Components for small set of users within the organization.

• Developed various Apex Classes, Controller classes and apex triggers for various functional needs in the application.

• Used Force.com, Eclipse IDE for developing Apex pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments.

• Worked on Sharing Rules based on Role Hierarchies and created manual sharing for accessing records.

• Worked on different things like Components, Custom Settings, Site and Static Resources, Debug logs, system log and Implemented Service Cloud Console.

• Worked on various Salesforce Objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.

• Experience in developing Salesforce.com custom objects and work-flow business rules.

• Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.

• Developed and configured various custom reports and report different user profiles.

• Developed and implements both the time dependent and time independent workflows as per the requirement.

• Managed Licenses set hierarchies and defined roles.

• Monitored objects for duplicates and data Integrity.

• Used the change sets to deploy code between the sandbox and production environments for final implementations and prepared Deployment documents.

• Designed various Web 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.

• Designed various HTML Email templates for Auto-response to customers.

• Hands on experience with Steel brick CPQ to ensure pricing and quoting accuracy.

• Developed and deployed Workflows and approval process wherever necessary.

• Created profiles, roles and implemented object level, field level and record level security.

• Evaluated Data entry, import processes and ensure proper Data Quality standards exist for the Salesforce.com application.

• Created multiple Visual force pages for various requirement needs.

• Used the sandbox for testing and migrated the code to the deployment instance after testing.

• Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.

**Project #4:**

**Role: Salesforce Developer**

**Project Name: Cummins**

**Description:**

Cummins Inc., a global power leader that designs, manufactures, distributes and services diesel & natural gas engines & engine-related component products, including filtration, after treatment, turbochargers, fuel systems, controls systems, air handling systems and electric power generation systems. Cummins Inc. selected Salesforce Cloud base CRM solution for their Sales team operating across the region to manage their Sales Process. Cummins Inc. expecting solution should support their Sales process and it should be flexible enough to manage the different Sales process from across Business verticals.

**Responsibilities:**

• Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

• Used SOQL&SOSL for data manipulation needs of the application using platform database objects.

• Performed the detailed analysis of functional and technical requirements, designed and deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects.

• Demonstrated ability to translate customer requirements into specification.

• Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.

• Worked closely with sales team and business analysts and performed detailed analysis of business and user Requirement, designed the solution by customizing various standard objects ofSalesforce.com (SFDC).

• Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.

• Create page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.

•Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dash boards.

• Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.

• Involved in Business Requirement meetings like gathering information for IT team and also analyzing the information provided by Business users.

• Architected solutions to meet business needs mostly within Salesforce.com Service Cloud, Sales Cloud.

• Involved in creation and maintenance of custom objects, tabs, fields, Record types, page layout as per business requirements.

• Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

• Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.

• Developed UI using CSS3, HTML5 tags, Visual Force components and used JavaScript for front-end validation.

• Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.

• Worked with Salesforce.com Reports, Dashboards and deployed several Reports using Salesforce.com platform.

• Experience on Apex Soap API, Apex Rest API and Bulk API, building classes for synchronous/asynchronous integrations.

• Involved in customization of various Visual Force Pages for Salesforce users as per requirements.

• Created Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.

• Developed triggers to support business process and Custom Buttons.

• Worked in Agile environment, as of solving the issues within deadlines.

Thank You,

Gopi P.