

**Krishna**

**Sr. Salesforce Developer**

**Professional Summary:**

Having around 7 years of overall professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills including 6 years of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a Developer & Administrator.

* Experienced in developing Salesforce lightning **Aura Components, Lightning Web Components & Lightning Design System**.
* Experienced in Creating **Custom Objects, Custom Fields, Custom Labels, Custom Settings, Custom Metadata, Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, Approval Workflows, Reports and Dashboards**.
* Created Field Dependencies, Validation Rules, **Flexi pages, Enhanced Related Lists**, Page layouts and search layout.
* Experience in developing Apex **Classes, Apex Triggers, Batch Apex, Visualforce pages, SOQL, SOSL**, Salesforce.com SFA, and Force.com API.
* Good experience in working on **Visual Studio** Code with Force.com, **SFDX, CLI, Lightning, GIT Plug-ins** for writing business logic.
* Experience in software development version control using **GIT** and deployment using **ANT**, Force.com, Change Sets.
* Experience in using GIT tools like Git Bash, Tortoise Git &**CLI**.
* Experience in web technologies including **HTML**, **JavaScript**, **CSS** and **XML**.
* Extensive experience in lead, case management, web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
* Experience in working with Salesforce.com sandbox and production environments.
* Experience in providing production support, analyzing the cause and fixing it.
* Skilled in creating various profiles and assigning to various roles, and configured the permissions based on the organizational hierarchy.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility. Developing and deploying custom integration solutions using Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Migration Tool.
* Experience with working Agile methodology and ability to work with business analysts & Product owners to gather business requirements to analyze and recommend efficient solution within salesforce configuration changes in support of enhancement requests.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Technical Skills:**

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| --- | --- |
| Operating Systems | Windows Server 98, 2000, 2008, 2012, Windows XP, Windows 7,8 & 10. |
| Salesforce Technologies | Apex Language, Apex Classes/Controllers, Apex Triggers, Lightning Web Components, Aura framework, Lightning Process Builder, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Salesforce1. |
| Salesforce Tools | Microsoft Visual Studio Code, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production). |
| Programming Languages | Apex, JAVA and C |
| Web Technologies | HTML, JavaScript, CSS |
| IDE Tools | Microsoft Visual Studio Code, Eclipse3.2 |
| Version Control/Tools | GIT / Git Bash, Tortoise Git, CLI |
| Project Management/Tools | Agile, Waterfall, Scrum / Jira, HP ALM |

**CERTIFICATION:**

* Certified Salesforce Developer 401 Certification
* Certified Salesforce Administrator 201 Certification

**EDUCATION:**

* Bachelor of Technology in Electronics

**Work Experience:**

**Wells Fargo, Charlotte, NC Mar 2018 – Till Date**

**Sr Salesforce Developer**

**Client:** Wells Fargo is a major Financial Company that lends to major business for their equipment needs. CIB Salesforce is an investment banking application with a scope of merging four different LOB's into one single application.

##### **Responsibilities**

* Worked with Business Analysts & Product Owners to understand business requirements.
* Developed various Aura components in the process of migrating Application from Classic to Lightning.
* Developed lightning components in a generic way so that they can be reused across different business needs.
* Worked on setting up the Microsoft Visual Studio code with SFDX, CLI, GIT plugins and developed a couple of lightning web components (LWC) in latest release.
* Developed complex logics in Apex classes to reduce burden on front-end lightning components.
* Limited the apex callouts from lightning components by using wrapper classes.
* Developed Apex triggers, Validation rules, Email Alerts, Lightning Events as per business requirements.
* Created custom objects, fields, global picklists, custom labels, custom settings as per business requirements.
* Used GIT for version control and gained knowledge on tools like Git Bash & Tortoise Git
* Worked on Enhanced Related Lists & flexi pages to limit the custom code.
* Created different Profiles & Roles for assigning to Users related to different LOB’s.
* Used Salesforce ESAPI for Implementing security at object, field, and record level for different users at different levels of an organization.
* Participated in Agile Learning sessions, standups, code refinements, retrospectives and played a good role as a team member in providing “out of box” technical suggestions to business requirements.
* Deployed code to different orgs using ANT, Auto Rabbit and Changesets.
* Developed a Managed package for common functionality around different LOB’s.
* Worked on callouts to an external system.

**SonicWall, San Jose, CA Aug 2017-Mar 2018**

**Salesforce Developer  
About Client:** SonicWall uses Salesforce for sales, marketing and service applications. Implemented partner communities for distributors and resellers.

##### **Responsibilities**

* Focus on the analysis, design and development of solutions for clients in a team environment.
* Worked on displaying particular passage with keyword instead of whole document
* Worked on UI to display the results as per pagination.
* Created lightning components for content, case search.
* Worked on callouts to external system

**Open Table, SFO, CA Apr 2017-Aug 2017**

**Salesforce Developer**

**About Client:** OpenTable is an online restaurant-reservation service. Open table is using Salesforce communities for both diner and restaurant services.

**Responsibilities**

* Collaborate with functional and industry specialists to assist with the strategy and execution of solutions using established processes and methodologies.
* Created Lightning components for IP Detection.

**Nativo Inc, California Dec 2015 – Apr 2017**

**Salesforce Developer**

**About Client:** Nativo is the leader in true native advertising: brand content served within publisher editorial streams, matched to the look and feel of each publication, fully integrated and consumed on the publisher site, across screens to deliver:

* Higher engagement rates for marketers
* Premium monetization for publishers
* Non-interruptive experience for consumers

##### Nativo’s programmatic platform improves native ad performance by 300%.

##### **Responsibilities**

* Developing Salesforce managed packages for deployment on the AppExchange.
* Participating in architectural, design and product discussions.
* Working in an agile environment with an excellent team of engineers.
* Design, configure, and develop custom code/objects.
* Use APEX and Visualforce to create new functionality and extend existing apps.
* Add new functionality to and iterate on existing products
* Maximize software agility, maintainability, and extensibility.
* Minimize the cost of change, feedback time, and time to recover from problems

**Internet Brands, India/CA Mar 2015 - Dec 2015**

**Salesforce Developer**

**About Client:** Internet Brands delivers and integrated approach to consumer media and client web presence in key high value vertical markets. Since launching in 1998 as CarsDirect.com, Internet Brands has grown to become a fully integrated online media and client services organization focused on four high-value vertical categories: Automotive, Health, Legal and Home / Travel.

Edoctors is continuously building new services aimed at [finding, converting, and retaining patients](http://www.edoctors.com/find). Its toolbox is robust and allows us to customize a plan aimed at tackling your practice's specific issues.

IMatrix has a range of marketing solutions designed for acupuncture, chiropractic, dermatology, optometry, urology, veterinary, and yoga businesses. Based in San Diego, California, iMatrix provides a comprehensive array of marketing services crafted to meet the changing needs of a growing business and every type of budget.

##### **Responsibilities**

* Focus on the analysis, design and development of solutions for clients in a team environment
* Collaborate with functional and industry specialists to assist with the strategy and execution of solutions using established processes and methodologies.
* Contribute to client satisfaction by providing value added services and work products by using individual knowledge and insights
* Assortment of projects across our market units, providing you depth and breadth of knowledge and experience
* Create new pages for new portal design integration.
* Work with Salesforce IDP team for Single sign on implementation.
* Handle new Case management workflow.
* Simplify triggers and existing code as part of refresh.
* Create Scrubbing steps and apex classes as part of sandbox refresh.
* Work on integration of Map Anything in Salesforce.
* Architect various design integration with vendors for creating new REST apex classes making Salesforce as backend.
* Implement communities with Single Sign-on.

**Dell, India Jul 2014 - Mar2015**

**Salesforce Developer**

**About Client:** Salesforce.com is Dell’s Customer Relationship Management (CRM) platform and was first introduced in February 2007 as a pilot and later that year rolled out to AMER, EMEA and in 2008 to APJ, finishing in November 2008.

Over the years, a lot of new functionality was added to the application, both “Out of the Box” Salesforce functionality as well as program/function related customization. Both types of functionality require maintenance over time due to changes in business process, priorities, interaction between different pieces of functionality or simply because of the need for “turning on” functionality in the Dell environment.

Traditionally, the focus for implementing change into SFDC has been on deploying new functionality relating to strategic Program asks. This has resulted in a backlog of requested Maintenance asks (which include requirements for Programs, previously funded) and the business users having to come up with (time-consuming) workarounds.

##### **Responsibilities:**

* Work on Salesforce.com configuration, Development.
* Perform application configuration, testing and evaluation to ensure quality and consistency.
* Collaborate with Project Managers and BSA on defects analysis and solution.
* Responsible for UAT hand holding and defects resolution.
* Responsible for providing direct support to users on production issues.
* Support during UAT and Production testing.
* Involved in the complete end to end design of the application, gathering requirements from the Marketing team.
* Work with the Sales operation team in setting up Deal registration process.
* Create and Integrate role/based authenticated partner portal using Salesforce PRM.
* Create various custom objects, tabs, Data Model, Validation Rules on Objects and Visual force pages.
* Work extensively on the Standard Objects like Leads, Account, Contacts, opportunities, Products and Cases.
* Implement web-to-leads to capture the leads from the Ricoh web portal.
* Implement web-to-cases for the internal ticket management system.
* Create Workflows to send emails, update fields and to create tasks for the Business Development Managers. Generated Standard Reports provided by Salesforce and scheduling the delivery through email to the business users
* Implement MVC design pattern in the application.
* Extensively use the Apex Data Loader for data migration purpose.
* Create Test Classes for the Triggers and maximized the Test Coverage.
* Involved in all three stages of testing (unit, Integration and User acceptance).

**GIST, India Jan 2013 - Jun 2014**

**Salesforce Developer**

**About Client:** Global Information Systems Technology Pvt. Ltd. (GIST) is the leading Information Access and Management Solutions provider in India. We simplify access to content from the world’s leading Publishers for all major Academic, Corporate, Government Institutions and Consortiums in India. Gist customers can place the order with GIST website which is custom made utilizing sites technology in Salesforce.com. As the Order/lead is converted into an account and contact customer portal functional process will comes into the process. Once the user qualified as portal, he will be able to login to customer portal and can access the service as per their privileges. Invoice and Quote management also be involved in current business process. Customized quote generation and opportunity model in customer portal.

##### **Responsibilities:**

* Data Cleansing, Data preparation and data loading.
* Data migration using Apex Data loader.
* Configured Reports and Dashboards as per their role Hierarchy.
* Team player.