**Narasimha P**

**(802) 552 4360 | nsimha567.sfdc@gmail.com Salesforce Platform Developer I (Certification# 21492014) & Salesforce Certified Administrator (Certification# 21601753)**

**SUMMARY**

* Salesforce Certified Professional Offering 7 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration and Supporting the Cloud and Web applications.
* Over 3 years of experience in Lightning Development that includes Building Lightning Components & Events, Creating Lightning Applications and Reusability of custom Components.
* Experience across SFDC implementations with Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter and AppExchange applications.
* Strong experience in Software Development Life Cycle (SDLC), Agile Development Environment, Sprint Planning.
* Expertise in Design, Development, and Customization of Salesforce applications using Apex, Controllers, Triggers, Batch, Schedule, Visualforce Pages, Lightning Components, HTML, CSS, JavaScript, and jQuery.
* Experience with Integrating Salesforce applications with external systems using Web Services and Apex callouts with SOAP and REST APIs.
* Good knowledge on C#, .Net Framework, Classic ASP, ASP.Net, VB.Net and MVC Framework.
* Working knowledge on the Automation jobs through Task scheduler using Power shell scripts.
* Strong knowledge on Journey Builder, contact Builder, Content Builder, Audience Builder and Analytics Builder.
* Good knowledge on DBMS concepts, SQL servers and Visual Studio. Expertise in writing SQL commands, Queries and modifying them based on requirements.
* Working Knowledgeable of email development best practices including design, development & delivery issues. provide customer-oriented support for the issues.
* Experience with data configuration, manipulations, audiences and segmentation.
* Collaborate with business analysts on marketing campaigns and journeys.
* Good knowledge on SFMC implementations like Email development, email and SMS alerts and other notifications.

Have experience with Email Studio, Mobile Studio and Automation.

* Proficiency in SFDC Administrative tasks - Profiles, Roles, Permission Sets, Public Groups, Page Layouts, Record Types, Reports, Dashboards.
* Having Customer service oriented/Help desk experience. Ability to work independently and a team player.
* Strong communication, organizational and interpersonal competencies along with detail oriented, analytical and problem-solving skills in the technology arena.

**TECHNICAL SKILLS**

**Salesforce:** Apex Language (Classes, Triggers, Batch, Schedule), SOQL & SOSL, Visualforce Pages, Web Services (SOAP, WSDL, REST), Sales, Service, Marketing & Community Cloud, Lightning Components, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Email Studio, Journey Builder, Process Builder, Automation, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards.

**Force.com Tools:** Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader.

**Web Technologies:** DHTML, XML, HTML5/4, AMPScript, CSS3/2, JavaScript, SSJS, jQuery, angular JS.

**Languages:** C++, C#, Java, .Net Framework, ASP .Net, Apex and PowerShell

**Operating Systems:** Windows, Mac

**Others:** SQL Server 2016/2012/2008 R2 and Visual Studio 2015/2012/2010

**EDUCATION**

* Master of Science, Computer Science and Information Systems
* Bachelor of Technology, Electronics and Communication Engineering.

**PROFESSIONAL EXPERIENCE**

**Vermont State Treasurer’s office, Montpelier, VT Jan 2017 – Present**

**Salesforce Developer / Administrator**

* Followed Agile SCRUM methodology that includes iterative Application Development, Bi-weekly Sprints and Backlog and Refinement Meetings.
* Participate in Daily Stand-Up to provide updates of the progress being made.
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC.
* Implemented Salesforce Service Cloud and Case Management for business support customers.
* Developed multiple Lightning components, added SLDS to make Lightning components look and feel better.
* Used JIRA to track status of stories and attach any needed document.
* Maintain Automation management and Developed work with data configuration, manipulations, audiences and segmentation.
* Development work with data configuration, manipulations, audiences and segmentation.
* Collaborate with business analysts on marketing campaigns and journeys.
* Created smarter email campaigns using Email Studio and Mobile Studio. Implemented real time campaign performance details and customer engage details using Journey Builder.
* Create complex and dynamic emails using AMP Scripting.
* Implemented Email, SMS and push other notifications using SFMC development platform.
* Collaboratively work with the business partners to confirm accuracy and troubleshoot on campaign functionalities.
* Good knowledge on SFMC implementations like Email development, email and SMS alerts and other notifications.
* Integrated .Net Enterprise applications with Salesforce by composing Apex REST Web Services and Apex Callouts to Upsert the records in Salesforce.
* Developed landing pages, Text emails and HTML emails using SSJS and AMP Scripts.
* Created Lightning pages inside Lightning app Builder.
* Performed administrative tasks like Creating Roles, Profiles, Public Groups, Queues, Sharing rules.
* Implemented Process Builder to perform creating Records, Email Alerts and Invoking an Apex Class actions.
* Upgraded apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked Collaboratively with business analysts on marketing campaigns and journeys. Providing Reports and analytics based on their request.
* Created HTML, Custom and Visualforce Email communication templates for email alerts.
* Implemented Visualforce Pages, Standard and custom Controller classes based on requirements.
* Created Workflow rules on various objects and defined associated actions like Time-Dependent Triggers, Email Alerts, Field updates.
* Implemented Custom Reports (Excel, Pdf) for different Roles based on their Security Permissions.
* Utilized Lightning Connect to get real-time data from external system by using external objects in Salesforce.
* Implemented Apex Batch and Schedule classes to send emails and update records on a regular basis at scheduled intervals.
* Created Custom Settings to store custom sets of data required for an organization and specific profiles.
* Set up Security model, Permission Sets, Record types, configuration of Page layouts and Lightning pages.
* Created Custom Labels to access them from Apex classes, Visualforce pages and Lightning components
* Designed Validation Rules along with Roll-Up Summary fields to maintain data quality and consistency.
* Supported data migration activities from Siebel CRM to Salesforce.
* Found issues in coding, diagnosing, fix the issues and promote the latest code into Environments Using Visual Studio 2015.
* Writing SQL queries, retrieve required data from SQL Server and provide results to users.
* Designed various Web applications using C#, JAVA, HTML, .Net, ASP.Net, MVC Framework and database concepts.
* Write, modify and update SQL queries based on the need.
* Provide technical support on all aspects of Microsoft Exchange email and Active Directory Administration and development.
* Create new PowerShell Jobs and made code changes in existing PowerShell jobs based on the requirements.
* Made modifications and execute automation scripts using PowerShell ISE.
* Co-ordinate with the other Developers, Testing team (QA) and set up test data.
* Customized the Dashboards to track usage for productivity and performance.
* Written Apex Test utility classes which are being referred by various test methods.
* Used Git as a repository to source control in the organization.
* Participate in route cause analysis, debugging, support and fixing analysis for security incidents and service interruptions.
* Update the step by step information in Helpdesk ticketing system to solve the issues.
* Writing documentation and operating manuals.
* Written Apex unit test classes and achieve 90% of code coverage across the organization.
* Used Change Sets to move changes from Sandbox to Production. Address issues and outages reported by users and get them resolved.

**Environment:** Salesforce Unlimited Edition, Apex, SFMC, Service cloud, Email studio, Visualforce Pages, Lightning Components, Aura Framework, Triggers, Change Sets, DataLoader, Journey Builder, Reports, Dashboards, Workflows, Email Services, Process Builder, Visual Studio, .Net Technologies, C#, HTML, CSS, jQuery, SQL Server, PowerShell, Networking.

**Reliable Software Resources, Northville, MI Sep 2016 – Jan 2017**

**Salesforce Developer**

* Interacted with Business Users/Analyst and prepared technical design documents based out of the requirements.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for the functional needs in the application.
* Designed complex Visualforce pages & web forms using JavaScript, CSS3, HTML5, jQuery and Controllers.
* Handled the client-side requests with JavaScript and jQuery without sending the post request to the Salesforce server from Visualforce pages.
* Used @future method to make asynchronous web service callouts to external systems.
* Implemented REST based web service apex classes to integrate with SQL database for accessing the data.
* Created Formula Fields, Workflows and approvals for the functionality of application.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
* Implemented Quotes templates and Agreement templates using managed package called Conga Composer and used EchoSign.
* Created Page Layouts, Search Layouts, organize fields on the layouts, Custom buttons, Custom links, Related lists and List views based on the original requirements, feedback from users.
* Designed Salesforce Custom Objects, Page layouts, Record types.
* Developed and configured various Reports and Report Folders for different User Profiles within the organization.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quality and data consistency.
* Worked on integration of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Written several SOQL& SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes. Created Apex Classes with webservice callouts to the REST services using HTTP Request and HTTP Response model.
* Created Scheduled and Batch apex jobs based on the business requirements.
* Used deployment tools like Force.com Ant Migration tool for deploying metadata components from Sandbox to sandbox and production environments.

**Environment:** Salesforce Enterprise Edition, Apex, Visualforce Pages, Eclipse IDE, Workbench, Data Loader, REST, Process Builder, Workflow, JavaScript, Reports, Dashboards.

**e-Nexus, Novi, MI May 2015 – Aug 2015**

**Salesforce Developer**

* Implemented Salesforce applications using Agile SCRUM Methodology that involves the iterative development methodology.
* Worked closely with Business analysts and performed detailed analysis of business and technical requirements.
* Developed Apex classes along with Enabling Aura to make them available to Lightning components.
* Created Lightning components and used them in Community builder as per the requirement.
* Developed the test plans, test conditions and testcases for testing of the application.
* Developed Reports and Dashboards on custom objects for different business groups in the organization.
* Hand on experience in Salesforce Lightning feature and used GitHub for code versioning.
* Developed Communities to provide better service by enabling users to find information and assist each other.
* Used Salesforce Lightning Inspector to debug the Lightning components during the development process.
* Involved in setting up Environment by enabling My Domain, Decompose the App in Components and build the Lightning App.
* Used JIRA for Project Management and Bug Tracking.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors Limits.
* Performed components migration from Sandbox to Production instances using Force.com Migration tool.

**Environment:** Salesforce Enterprise Edition, Community Cloud, Apex, Lightning Components, JavaScript, Windows 7.

**Techmagix IT Solutions, Hyderabad, India Jun 2012 – Jul 2014**

**Salesforce Developer/Administrator**

* Interacted with Business team members to gather and document the requirements.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from requirements gathering and design.
* Followed Salesforce best practices, designed, developed, and deployed Apex Classes, Controller Classes, Batch Apex, Apex Scheduler and Apex Triggers for functional needs in the application.
* Assisted Email to Case, Web to Case, customized case page layouts and case assignment rules.
* Worked on Salesforce standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented the requirements on Salesforce.com platform using Eclipse Force.com IDE Plug-in.
* Written Triggers to process incoming requests from customers and create new cases automatically.
* Implemented Service Cloud and incorporated the enhanced features as required to streamline the business process.
* Created Batch Apex classes for batch execution and updating related field.
* Created and custom Fields, Page layouts, Record types, Search layouts, Custom Buttons, Links, Related lists, Record types and Validation rules.
* Customized email templates to send emails depending on the requirement.
* Designed, Implemented and deployed the Page layouts, Custom Tabs, Record types to suit to the business needs.
* Developed Visualforce pages, Components using components Page Block, PageBlockSection, PageBlockButtons, Input Field, PageBlockTable, Output Panel and Ajax components Action Function & Action Support to refresh a region of the page.
* Customized the Dashboards to track usage for productivity and performance of business centers.
* Implemented Apex test methods and test cases with code coverage of more than 75%.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Responsible for creating Queues, Workflow rules and tasks to share and automate work to the users in the Queue.
* Worked on creating Users, Profiles, Roles and Permission Sets.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce objects.
* Worked on creating Reports, Dashboards, Report Types on standard and Custom objects.
* Prepared package.xml and build.XML script to deploy Salesforce components across another sandbox to production instances using Force.com Ant Migration tool.

**Environment:** Salesforce Enterprise edition, Service Cloud, Apex, Workflow & Approvals, Reports, Dashboards, Email Services, Data Loader, JavaScript, Eclipse IDE.