**Profile Summary**

* Morethan**8+years**ofprofessional**ITexperience**andsolidinvolvementin**Salesforce.com**thisincludesConﬁguration,Customization,Deployment,andIntegrationinSalesforce.comCRMstage.Also,involvedindiﬀerentphasesofSDLCincluding**analysis,design,development,implementation**&**enhancementofprojectsinSalesForce.com.**
* Excellentknowledgein**Force.comApexClasses,Apextriggers,VisualForce,BatchApex,SalesforceIntegration,REST,SOAPbasedWebServices,Force.comAPI,SalesforceAppExchange.**
* Expertisein**administration,lighteningConﬁguration,SalesforceCRM,SAAS(Softwareasservice),andApexlanguage.**
* Proficient in dealing with functionalities related to sales cloud **service cloud, Marketingcloud,Community Cloud**, **Custom Cloud** and **Analytics Cloud.**
* Setting up **Service Cloud Console**, Cases (Web to case, Email to case), Solutions, Case Assignment and **CTI Integration**.
* Outstandingskillsinperformingvariousadministrativetasksincludes**CustomObjects,CustomFields,Roles,Proﬁles,PageLayouts,Workﬂows&Approvals,WorkﬂowTriggers,ValidationRules,CustomTabs,CustomReports,ReportFolders,ReportExtractionstovariousformats,DesignofVisualforcePages,Snapshots,Dashboards,SalesforcelightningProcessbuilderandEmailgenerationaccordingtoapplicationrequirements.**
* Workedonsalesforce.comstandardobjectslike**Campaigns,Leads,Accounts,Contacts,Opportunity,Forecast,Cases,Reports.**

# ExperienceinDataMapping,Cleansing,DataExportandImports,ApplicationSupport,PerformanceTuning,SecurityAdministration,Maintenance,andUserSecurityManagement.

* GoodknowledgeinSFDCtechnologyandsalesforcelightningdesigntechnologywhichincludes**ApexLanguage,LightningdesignSystem,VisualForcepages,Java,Apextrigger,modernenterpriseappsusingLightningAppBuilderandLightningWebComponents.**
* OutstandingknowledgeinObjectOrientedProgrammingConceptsandProgrammingin**ApexandJava.**
* WorkedondiﬀerentCRMmoduleslike**salescloud**,and**servicecloud**,workingknowledgeon

# ApttusCPQ,ApttusCLM,ERPapplications.

* WorkingexperienceinSFDCimplementationincluding**Callcenter,Chatter&App-exchangeapplications.**
* Extraordinaryexperienceon**DebugApex.**
* Excellentknowledgeinqueryingsalesforce.comdatabaseusing**SOQL&SOSL**queriesusing

# Force.comexplorer.

* Experienceinwebserviceslike**HTML**,**XML**,**CSS**,**JSP**,**JavaScript**,**WSDL**,and**SOAP**,**JSON**,**AJAX**,**RestfulAPI’s**
* ExperienceinCustomizedexistingVisualforcetoalignwithsalesforcenew**LightningUIexperience**.
* Handsonexperienceworkingon**datamigrationtools**and**datamanagementtools**like**Apexdataloader,importwizard,Force.com,excelconnecter,andconﬁgurationdataloader.**
* Experienceinsalesforce.comsandboxandproductionenvironmentsfordeploymentandexperienceinmanagingFullSandbox,DeveloperSandboxandConﬁguration-onlySandbox.
* ExperienceinenablingLightningwebcomponentsandextensiveexperiencein**Salesforceconﬁgurationandcustomization.**
* Experienceinworkingwith**EclipseIDEForce.com,ANTmigrationtoolPlug-inenvironments.**
* ExperiencewiththeSalesforce**API(REST/SOAP/Metadata,Heroku,SalesforceWaveAnalyticsandEinsteinanalytics.**
* Workingasapartof**UATteam**to**test**the**APTTUS**implementationprojectbeforegoinglive.

# ExecutedWaveAnalytics,createddatasets,dashboardsandappsforOpportunity,AccountsandCases.

# Works with the Pre Sales Team to drive Sales Growth for the Community Cloud Products.

* Responsibleforthe**datamaintenanceanddataintegritywithintheForce.complatform.AccountsandCases.**
* **Softskills**lovetolearnandsharemyinsightsbybuildingmyownroleandknowwhenthingstogetdone.

**Technical Skills**

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| --- | --- |
| **Salesforce.com** | Apex,ApexTrigger,ApexClass,Visualforce(Pagelayout,Controller).Templates,FormulaFields,Validationrules,workﬂowandapprovals,AppExchange,DataexportandImportwizard |
| **CustomIntegrationandmanagementtools** | Workﬂow&Approvals,Fieldupdates,Outbound/InboundMessages,Reports,CustomObjects,CustomSettings,CustomLabels,andTabs,AccountManagement,ContactManagement,PipelineManagement,EmailServices,SecurityControls&CustomApplicationandSandboxenvironment,LightningExperience,Jenkins |
| **SalesforceIntegrationAPI:** | ApexWebservices,SOAP,REST,BulkAPIandStreamingAPI. |
| **Force.comtools** | ApexAPI,ApexDataLoader,ETLDataExtraction, service cloud, community cloud, marketing cloud, sales cloud,Force.comApexExplorer,Force.comMigrationTool,Force.comExcelConnector,WorkbenchandEclipseIDEwithplug-in,Migrationtool,LightningComponentFramework,LightningAppBuilder. |
| **WebServices** | RESTAPI&SOAPAPI |
| **Methodologies** | SDLC,Agile |

**Education Details**

* Master’s in Business Administration, Osmania University 2008
* Bachelor’s in Commerce from Osmania 2006

**Certification**

* Salesforce Certiﬁcations: Salesforce Certiﬁed Administrator ADM 201 - 21876883
* Salesforce Certiﬁed Platform Developer (PDI) DEV 401

**Work Experience**

**Client: Nike
Location:Oregon**

**Role:Sr. Salesforce Developer/Admin Oct 2018 to till date**

**Roles &Responsibilities:**

* Involvingin**Salesforce.comApplicationSetup**activitiestomatchthefunctionalandtechnicalneedsof**BankofMontreal.**

# Createdcustomobject,customﬁelds,CustomSettings,CustomLabels,Validationrules,Recordtypes,CustomTabs,Workﬂowruleandapprovalprocessincludingﬁeldupdatesandemailalertsinlightningplatform.

# Designed salesforce service cloud console to enhance productivity with dashboard like interface.

* DesignandDevelopthe**ApexClasses,Standard&CustomControllers,Visualforcepages,ApexTriggers**forvariousfunctionalneedsinthe**application.**
* Developed**LightningWebComponents**from**Scratch**byusing**Auraframework**.Also,involvedin**Datamapping**fromexternalsystemutilizedlightningconnecttogetreal-timedatafromexternalsystem.
* Experiencein**aura**framework,**LightningWebComponents**and**SalesforceLightningDesignSystem(SLDS).**
* Develop**LightningWebComponents**,**CSSStylingandUIDesign**toenhancelookandfeeloftheLightingappsandLeveragedServer-side**apex**Controllerstoretrievedatafromvarious**API's**anddisplayonthe**LightningComponents.**
* Renderthe**LightningExperience**fortheClassicuserswith**LightingOut**inthe**Lightningapps.**
* Workedoncustomizationofvisualforcetohave**lightningexperience**fordesktopand**mobileapplications.**
* DevelopedLightningWebComponentFrameworkandbuiltLightningcomponentusingaura

# framework.

* Enabled**AuraFramework**,byadding**AuraAttributes**and**AuraHandlers**forEventstofocusonLogicandInteractionsinLightningApplications.
* Workwith SOQL**,SOSLqueries** in**apextriggers**and**controllers**and followed**salesforce**bestpracticesforquerying**largedatasets**andtomakesurewithconsiderationto**GovernorLimits**intheenvironment.
* Workedwith**Visualforcepages**and**VisualforceComponents**withadding**JavaScript**functionsand**jQueryLibraries**for**ApexSorting**and**Paginations**forbestuserinterface.
* Develop**BatchApexclasses,Queue ableJobs,ScheduleJobs**,**futurecallouts**andrunningthemthrough**Apexjobs**ondailybasis.
* Developandconsume**REST,SOAPAPIwebservices**for**externalapplication**toconsumedataandpostthedatafromIgnitiontoDiscoverDatabase.
* Develop**theEndpoint**using**springframework**toretrievethe**contractdocuments**fromthe**Discover**Applicationusing**RESTAPI.**
* DeveloponTestclassestogivethe**bestcodecoverage**foreveryscenarioand**refactoringtheexistingcode**byfollowing**thebestcodestandards.**
* **DevelopTestclasses**andpreparing**mockoutcalls**for**IntegrationTesting**tomaintainminimumof90%codecoverage.
* HandledMigrationEﬀortofmovingcodefromDevtoProdOrgUsingChange sets.
* AnalyzeProductionticketscreatedon**ServiceNOW**andresolvethemwithintheslatedSLAs.
* Participateinusertrainingsessionsandeducatetheend-userstonavigatethesystemwithnewenhancementsandfeaturesaddedtothesystem.
* Workedon**Jenkins**for**Continuousintegration(CI)**and**Continuousdelivering(CD)**theapplicationand**Jenkins**pluginsaswellastoincreasetheproductivityfor**theapplication.**
* WorkingoninboundandoutboundchangesetsfromsandboxestoPRODwhilecriticaldefectﬁxes.
* Extensivelyworkingon**GITControlversion**forsharingthecodeinRepositorywithTeamMembersfromSourceTree.
* Expertiseinusing**sourcecodecontrolsystems**suchas**GITand**Used**GIT**to**push,pull**andto**resolvemergeconﬂicts**thecodefromtherepo.
* Workwithbusinessstakeholders,Productowner,ScrummasterandotherteamstoidentifyMVPitemsandplanworkforeveryquarteraspartofPIPlanning.
* ParticipateinBackloggroomingtoreﬁnestorieson**Rally**,estimatethestoriesusingstorypoints.
* ParticipateinSprintplanningandidentifydetailedtasksthatneedtobecarriedoutinthe2-weeksprint.
* Participatein**daily SCRUM**andprovideupdatesondone,plannedandimpediments.

**Environment:**Saleforce.comCRM,Apexclasses,Apextriggers,SOQL,SOSL,Visualforcepages,Lightningapps,Lightningcomponents,Sites,LightningDesignSystem,AuraFrameWork,Standard&Custom/ExtensionControllers, WebServices,REST,SOAP, ProcessBuilder,DataLoader,WorkFlows,ImportWizards,ANTMigrationTool,Rally,Copado,Bamboo,Jenkins,SourceTree,GIT, SeleniumUiAutomation.

**Client: North American Bankcard**

**Location: Princeton, NJ**

**Role: Salesforce Admin/DeveloperNov2016 -Sep 2018**

**Roles &Responsibilities:**

* Involvedin**salesforce.comApplicationSetup**activitiesandcustomizedtheappstomatchthefunctional**needsoforganization.**
* Workedoncustomization of **Sales cloud** schemabycustomizingstandardobjectslikeLeads,

Accounts,ContactsandOpportunity,opportunityLineItems,Productslike**NetBackUp&ExeSystemRecoveryforVERITASTechnologies.**

* Madenewfeatureenhancementson**Servicecloud**and**SalesCloud**consoleviewand**developedVisualforceComponents.**
* TechnicalKnowledgeabout**SalesforceLightningSchemabuilder,processbuilder,appbuilder,Components**and**lightningconnect.**
* HandsonExperienceon**SalesforceLightning**forCustomizingReportsandDashboardsfor**businessuse.**
* Involvedinusing**Lightning,processBuilder**and**workﬂows,workedoncustomization**of**visual.**
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, **channel sales community**, **and customer support community**

**force**tohave**LightningExperience**forApplication.

* Implementedcustom**VisualforcePage**and**ControllerExtension**fordiﬀerentsitesandfordiﬀerentApplicationinvolved.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Enabled**AuraFramework**,byadding**AuraAttributes**and**AuraHandlers**forEventstofocusonLogic

andInteractionsinLightningApplications.

* WorkedwithForce.com **IDE** todevelop**CustomApplication**in both**Sales**and**Service** CloudModules.
* Designing and**Developing the Classes,Triggers,StandardControllers,CustomControllers,**

**ControllerExtensions**asaSalesforceSystemDeveloperandDevelopingBatchApexclassesandrunningthemthrough**Apexjobs**ondailybasis.

* Extensivelyworkedin**apextriggers**and**Controllers**andfollowedsalesforcebestpracticesforqueryingthe**largedatasets**andtohaveresultswithinthe**governorlimits.**

# DevelopedtheInterfaceusingRESTWebServicesfromSalesforcetoOracleSalescloudtohandleInbound&OutboundCallstoExternalSystemsusingForce.comWebServicesAPI.

* ExtensivelyWorkedon**Jenkins**for**ContinuousIntegration(CI)**and**ContinuousDelivering(CD)**theApplicationto**increasetheConsistency**ofthecodechangesin**SandboxandPRODenvironments.**
* Worked with business owners to understand **their requirements for Salesforce MarketingCloud application.**
* Co-ordinate the **oﬀshore development,** manage project plan and provide update to all stakeholders.
* Havingworkedon**salesforce.comsandbox**andproductionenvironmentsfordevelopmentandtestingandthento**productionenvironments.**
* Implemented Data Loader to **load data from Marketing Cloud to Service Cloud.**
* Participatedin**2-weekSprintPlan**in**AgileMethodology**andupdatethestatusonday-daybasis

withwhatisdoneandwhatmustbedonein**Stand-upCalls.**

**Environment:**Saleforce.comCRM,Apexclasses,Apextriggers,SOQL,SOSL,Community cloud, Visualforcepages,SalesCloud,Servicecloud,MarketingCloud,Custom/ExtensionControllersBatchJobs,Communities,ProcessBuilder,DataLoader,WebServices, REST,ANTMigrationTool, JIRA,Jenkins,GIT.

**Client:Fannie Mae**

**Location: District of Columbia**

**Role: Salesforce AdministratorJuly 2014 - Dec 2015**

**Roles & Responsibilities:**

* Interactedwithdiﬀerentlinesof**businessusers**forgathering**requirements**andpreparedTechnicalDesignDocumentforthe**businessusecases**.
* Activelyworkedoncustomizationof**Salescloud**byconﬁguring**Web-to-Lead,Assignmentrules,SalesProcess**andAccount Team
* Setup**LiveAgent**aspartof**CaseManagement**implementationinside**ServiceCloud.**
* Implemented**Customerportal**,HighVolumeCustomerportaland**communities.**
* Experiencedin**NewlightningUIInterface**ExperienceinSalesforce.
* Worked on **VisualForce**Components,**VisualForcePages**in Salesforceusing **Lighting**DesignSystem.
* Extendorbuildnewappswiththe**Lightningapp**builderand**lightning**components.

# Experienced onSalesforceLightningProcessBuilder,LightningUIand creating VisualWorkﬂows,Salesforcesupportcommunities,ChattergroupsandPortals.

* Designed,anddeveloped**ApexClasses**and**ApexTriggers**forfunctionalneedsinthe**application**.
* Implemented**bestpractices**and**codingstandards**in developing**ApexControllers**(Custom,Extension)and**Apextriggers**.
* Writtenapex**controllers**forsearchingacross**variousobjects**andcreatingrecordsina**junction** objectbyusingapexextension,wrapperclassesandvisualforcepages.
* Goodexperienceinwriting**SOQL,SOSL,Aggregate,Relationshipqueries**in**apexclasses,triggersandbatchclasses**andcustomizedqueriestoavoid**governorlimits.**
* Implementedbestpracticesinthe**application**for**Triggers**and**webservices**andhavecodefollowsalesforcegovernorlimits.
* Integratedthe**WebServicesREST**using**JSON**forextractingthedatafrom**externalsystems**todisplayinthepagesof**salesforce.com.**
* Co-ordinatewithbothonsiteand**oﬀshoreteams**forthedevelopmentoftheapplications
* Experiencedinwriting/building/integratingcustommodulesfor**JIRA/Conﬂuence.**
* Involvedin**development and execution**of**test plans** with the help of **QA Team to ﬁx the bugs.**
* Participatedin**Scrummeetings**aspartof**Iterationdevelopmentprocess.**

**Environment:**Saleforce.complatform,Apex,VisualForce,Lightning,DataLoader,Workﬂow&Approvals,ProcessBuilders,Salescloud,ServiceCloud,MarketingCloud,Communities,DataMigration,SecurityControls,DataLoader,WebServices,REST,ANTTool,Jitterbit,HTML,CSS,Bootstrap,JavaScript,jQuery,Agilemethodology.

**Client: M&T Bank**

**Location: New York**

**Role: JAVA DeveloperMar 2012-May 2014**

**Roles & Responsibilities:**

* Extensivelyworkedintheanalysis,design, anddevelopmentandtestingphasesofSoftwareDevelopmentLifecycle(SDLC).
* InvolvedinPresentationLayerDevelopmentusingSpringMVCFramework.
* Experienceworkingonserversideformanipulatingthedatabaseusing**StructuredQueryLanguage(SQL)commands.**
* WorkedwithcorejavaconceptslikeCollection,andmultithreading.
* Workedwith**UIteams**todevelopdynamicwebpages.
* DevelopRESTfulwebserviceforenablingapplicationstoconsumeentitlementengineservices.
* Extensivelyused**SpringCore,ORMandTransactionManagementmodules.**
* Used**DesignPatterns**likeSingleton,Factory,Strategy,Façade,DAO,DTOandMVCfollowingtheindustrialstandard.
* Writtenunittestcasesforalltheback-endcodeusingJUnitframeworkandEasyMock.
* DesignedandDevelopedUIscreensusing**JavaScript,jQuery,JSON,CSS3andHTML**
* WrotecomplexSQLqueriesusingjoins,subqueriesandcorrelatedsubqueriestoretrievedatafromthedatabasealongwithcreatingandupdatingdatabaseobjectsliketables,views,storedprocedures,function,andpackages
* DevelopedWebServicestocommunicatetobackendapplicationsusing**XML**basedSOAPandWSDLprotocols
* Used**EclipseIDEandMicrosoft Team FileServer(TFS)**todevelopandmaintainsourcecontrol.
* Used**developmenttoolMaven,Jenkins**fordevelopingandcontinuesintegrationandproﬁcientworkingwitha**Unix/Linux**operatingsystem.

**Environment:**Java,Maven,Springcore,AOP,MVC,Hibernate,Junit,MongoDB,Jenkins,JIRA,HTML,CSS3,JSP,JavaScript,jQuery,JSON,Oracle,Git,SoapUI