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## Sai

## Salesforce Developer/Administrator

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**Professional Summary**

* An accomplished professional with over 8 years of experience in the Salesforce.com CRM platform
* Certified Salesforce Administrator/Developer with extensive experience and passionate Salesforce consultant with proficient in all phases of Software Development Life Cycle (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of project in SalesForce.com
* Worked on various SFDC implementations covering Sales Cloud & Service Cloud
* Experience in working with Visualforce pages, Apex Classes
* Involved in developing Salesforce Lightning Apps, Components
* Have good experience in implementing Apex classes and Triggers, APIs, Visual Force, Batch Apex, SOQL, and SOSL
* Experience in development of Salesfore.com Applications, designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for Automated alerts, Field updates and Email generation according to application requirements
* Proficiency in SFDC administrative tasks like creating Profiles, Permission Sets, Roles, Sharing Rules, Users, Page Layouts, Search layouts, Email Services, Approval process, Workflows rules, Workflow Actions, Validation rules, Reports and Dashboards
* Knowledge of Salesforce setup menu, Configuration, Custom Application Development, Administration, Deployment of applications to Force.com platform
* Experience with Lightning Flows and Process Builder
* Worked on the integration using REST, to exchange data between the system with the external system using Batch Apex
* Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries within Governor Limits
* Experience with Agile development methodology and participating in PI Planning, Sprint Planning and Daily Scrum meetings.
* Experience in creating Custom Apps, Custom Objects, Custom fields, Sharing Rules (Criteria and Owner based), Page Layout assignment, Search Layouts, Related List and defining Field Dependencies, custom buttons
* Experience in bulk data migration and management using Import wizard, Data Loader
* Experience in Salesforce.com Sandbox and Production environments and deployed the configuration from sandbox to production
* Strong personal skills including focused listening, logical thinking and working in a team-oriented environment
* Ability to learn and adapt quickly in a dynamic environment.
* Ability to work on multiple projects against aggressive deadlines.

**Certifications**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator
* Flosum Certified Professional

**Technical Skills**

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| --- | --- |
| **SFDC Technologies** | Apex Classes, Apex Trigger, Apex Scheduler, SOQL, SOSL, VisualForce (Pages, Components & Controllers), Apex Web Services, Aura Framework, Salesforce CRM, Service Cloud, Sales Cloud, Lightning Web Component (LWC), CPQ, |
| **Tools** | Workflows and Approval, Custom Objects, Custom Setting, Label and Tabs, Roles, Security, Field updates, Reports & Dashboards, AppExchange package & Custom Application & Sandbox Data Loading |
| **Force.com** | Force.com Eclipse IDE plug-in, Apex Data Loader, Force.com migration tool, Force.com explorer |
| **Languages** | Java, HTML, SOAP, jQuery, HTML/JavaScript, XML, JSON, Apex, Lightning. |
| **Database** | MySQL, Oracle SQL, MS Access |
| **Configuration Tools** | Bitbucket, Gitlab, Jenkins, git. |

**Professional Experience**

**Client: ADP, Atlanta GA Aug 2020 - Present**

**Role: Salesforce Developer**

**Roles & Responsibilities**:

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Designed Custom Objects and developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Validation Rules, Workflows and Approval Processes.
* Experience with Lightning UI and the Lightning Component Framework
* Strong proficiency with API Integrations (SOAP & REST), and integrations using middleware tools
* Experience with Salesforce.com Sales Cloud and CRM/Sales business processes
* Familiarity with Salesforce.com best practices, support mechanisms, procedures, and limitations required.
* Experience with web programming including Angular, React JS, HTML, CSS, and Javascript.
* Implemented the CI/CD process using Bitbucket & Jenkins as the toolset. Was also responsible for performing the deployments for a larger team of 20+ members.
* Involved in the Implementation of QA testing Process, and involved in documentation of Test Scenarios, Test Cases, and Test Scripts for Various Applications.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used JIRA agile tool to manage and update issues.

**Environment**: Saleforce.com Platform, Lightning Framework, JIRA, CPQ, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflows & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web Services, WSDL, Chatter .

**Mindray North America, Mahwah, NJ Dec 2018 to July 2020**

**Role: Salesforce Developer/ Admin**

**Roles & Responsibilities:**

* Analyzed customer requirements, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.com like Accounts, Contacts, Properties, Reports, and Dashboards in Sales Cloud.
* Maintained and improved existing salesforce implementation.
* Created Record types and page layouts, updated validation rules, and improvised page layouts.
* Created modern enterprise apps combining Lightning Design System, Lightning App builder and Lightning Web Components
* Worked on Salesforce1 platform to build mobile app by enabling Lightning Web Component for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Developed client specific apps/products using Lightning web components with best security practices.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked on Lightning flows, Connect API, Chatter and quick Action
* Developed Lightning component framework includes an Out-of-the-Box set of components, Event-driven Architecture, and a framework optimized for performance.
* Integrated Salesforce with other internal applications using SOAP and REST services.
* Worked on salesforce.com standard objects like Accounts, Leads, Contacts, Opportunities, Reports, and Dashboards.
* Requirement analysis, Configuration, Customization, Workflows, Validations, Security and profile settings, Communities setup, data load, Apex classes, JavaScript, visual force pages, REST API services,
* Experienced in Service Cloud, Sales cloud, Collaboration Cloud and SFDC Customer Community for All partner portal, customer portal.
* Developed reports and dashboards in the communities.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.
* Designed and developed Apex classes, Apex triggers, Visual Force Pages, and Components as per requirements.
* Involved in development and testing of Web Services to integrate with external system.
* Written SOQL, SOSL query language necessary for the application in Apex classes and triggers.
* Involved in data migration from traditional apps to salesforce using Data loader utility.
* Worked on Sales, Lead Management, Opportunity Management, Account Planning, and Contact Management.
* Designed and Implemented Continuous Integration and Continuous deployment in the company.
* Configured user Accounts, Roles, Profiles, and Sharing Settings by implementing role hierarchies to provide shared access among various users.
* Created Test Scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments.

**Environments:** Salesforce CRM, Force.com, Tableau, Apex, Aura, Visualforce Pages, Lightning Web Components, JavaScript, Eclipse, AWS cloud, Data Loader, Import Wizard, Email Services, Sandbox data loading

**Vonage, Atlanta, GA Apr 2017 – Nov 2018**

**Role: Salesforce Developer/Admin**

**Roles & Responsibilities:**

* Worked on Salesforce.com customizations using Apex (Classes, Triggers and Web Services) and Visual force that consists of several new data integrations and customizations to be done as per business requirements.
* Developed Visual force pages for building public websites using Force.com Sites where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like CSS and JavaScript and used Static Resources when required.
* Created APEX Classes and Triggers for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security and Page Layouts.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in development and testing of web services to integrate with external system.
* Involved in development of Inbound and Outbound web services.
* Implemented Sales cloud like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Implemented Salesforce Service cloud like creating Queues, assigning Cases to Queues or Users and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex test classes for unit testing and achieved at least 85% code coverage for migration.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Experience in working with AppExchange applications like ZUORA for Billing system.
* Worked on JIRA for ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production orgs using Force.com IDE, Change Sets.

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visual force, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Reports, Dashboard, Windows.

**Terumo BCT, Denver, CO Feb 2016 - Mar 2017**

**Role: Salesforce Consultant – Developer/Admin**

**Roles & Responsibilities:**

* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like Visualforce, Force.com and Web Services.
* Worked on Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.
* Actively involved with developers, involved in enhancement of business modules using Standard and Custom Objects, Formula logic, Apex classes, Test Methods and writing SOSL and SOQL queries.
* Designed and developed Apex triggers, Apex classes, Custom Objects, custom layouts, workflows, approval processes, tasks, email alerts, and record types in Salesforce.com.
* Involved in Accounts & Opportunities and the Visualforce Controllers. Actively participated in the design and development of custom Visualforce search pages.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Worked in Salesforce.com Customization, Creation and maintenance of Record Types, Page Layouts, Objects, Tabs, and Fields.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on enhancements to SFDC application required by business users from time to time.
* Worked on Salesforce implementations from inception to delivery.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs.

**Suditisoft Technologies, Hyderabad, IN Aug 2013 - Dec 2015**

**Role: Salesforce Admin/Dev**

**Roles & Responsibilities:**

* Involved in project to understand the business needs and objectives of the system.
* Interacted with the end users and stakeholders, involved and gathered technical requirements for the integrated system.
* Worked on various Salesforce.com Standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed Visualforce Pages to include extra functionality.
* Interacted with users and different teams, involved in the application development for better development, understanding of the business, and IT process.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members
* Developed Workflow rules, Tasks, Emails and alerts to track customer related tasks and activities
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better to assist managers and report folders to provide report accessibility to appropriate personnel.
* Participated in the training sessions provided by the Salesforce team and support end users.

**Environment**: Salesforce.com, Apex classes, Data Loader, Custom Object, Custom Tabs, Visual Force, Email Templates, Workflow rules.

**Web Transform Technologies, Hyderabad, IN Oct 2012 - May 2013**

**Role: Jr Java Developer**

**Roles & Responsibilities:**

* Involved in design, development phases of the project using Agile.
* Developed web interface using HTML, CSS, JavaScript
* Used multi-threading to make our application efficient and collections to handle the data
* Implemented Client-side Validation using JavaScript

**Environment:** J2EE, Spring, JavaScript, CSS, PLSQL, CSS, Html, JavaScript, UML, Windows, Unix

**Education:**

* Master of Science in Computer Science, BU University, CT
* Bachelor in Technology in Computer Science, BIET , India