**Amar K**

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### **Professional Summary:**

* **Salesforce Certified professional** with **5+years** of overall professional Software Development Experience with strong Object-Oriented Analysis, Designing and Programming skills including **Salesforce.com CRM** and **Force Platform**
  + **Salesforce Certified Force.com Developer**
  + **Salesforce Certified Administrator**
* Experience in large user base CRM implementations involving in Requirement gathering, Analysis, Design, Development, Configuration, Customization, Administration, Testing and application Support of **Salesforce CRM**, and **Salesforce SFA** applications based on **Apex language** and leveraging Force.com Platform—world’s first commercial Software as a Service (SaaS) application running in Cloud Computing environment
* Experience in implementing **Sales cloud,** **Service cloud**, **Chatter** and **AppExchange** applications
* Strong experience in Developing client specific solutions using **Apex classes**, **Triggers**, **Controllers &** **Controller Extensions, Components, Test methods, Batch Apex and Schedule Apex**
* Excellent skills in creating/debugging/modifying **Apex code** and **Visualforce pages** and expertise in querying Salesforce database using **SOQL & SOSL queries using Force.com Explorer**
* Experience in Apex coding to implement the complex business logic within the **Governor Limits** enforced by Salesforce
* Experienced in working with variousSalesforce.com Standard objects like **Accounts, Contacts**, **Opportunities, Products and Price books, Leads, Campaigns, Forecasting, Reports and Dashboards**
* Experience in Salesforce.com Configuration in creating the Custom Objects, Custom Fields, Custom Tabs, buttons, Links, Record types, Page Layouts, User Profiles, Permission sets, Roles, Custom Labels, Custom Settings, Static resources, Assignment and Validation Rules and Email generation according to application requirements
* Experience in creating **Workflow Rules, Approval Processes** to automate business process
* Hands on experience in implementing Security and Sharing rules at object, field, and record level for different users at different levels of organization
* Implemented Pick lists, dependent Pick lists, Lookups, Junction Objects, Master detail relationships, Rollup Summary and Formula fields to the custom objects
* Experience in Data migration from Legacy Systems using **Apex Data Loader, Import Wizard, and Informatica cloud Data Loader**
* Good hands on practice with the new **Lightning System Design** which helps to quickly and easily create modern enterprise apps using Lightning App Builder and **Lightning Components** Performed
* Implemented **Web-to-Lead and Web-to-Case automation.** Contributed for lower level design of functional system interface diagrams
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements and testing
* Experience in Web technologies like **HTML, XML, CSS, JSP, JavaScript**
* Used Force.com **SOAP API Web services** and outbound messaging for implementing web services to integrate External systems and websites
* Extensively worked on Salesforce.com sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Sandboxes to Production using Change Sets, **Force.com IDE tool, Migration tool kit**
* Experience in deploying the **AppExchange** applications and integrating with third party applications
* Ability to independently perform implementation, documentation, testing and updating as it relates to the SalesForce.com business requirements
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments

### **Technical Skills:**

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| **Salesforce Technologies:** | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, Dashboards, Analytic Snapshots, Custom Objects |
| **Salesforce Tools:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| **Programming Languages:** | Java, Apex, C, C++ |
| **Web Technologies:** | XML, HTML, JavaScript, AJAX, jQuery, WSDL, SOAP, Applets and Servlets |
| **Operating Systems:** | MS Windows, UNIX, Linux |
| **Methodologies:** | Agile, Scrum, SDLC, Waterfall |
| **Tools:** | Eclipse IDE, SQL Enterprise Manager, SQL Query Analyzer, JIRA, MS Office Suite |

### **Experience Summary:**

**Fresenius Medical Care, Lexington,MA May 2019 – Till Date**

**Salesforce Developer**

Responsibilities:

* Implemented the Salesforce application using **AGILE** SCRUM Methodology that involves iterative development methodology.
* Interacted with Product, Sales and Order processing teams for gathering the requirements.
* Created the data structure and planned the security for various profiles.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Integrated the API and Web Services for extracting the data from external systems to display in the pages of Salesforce.com using the SOAP and REST services.
* Created business rules to ensure the data integrity and built the approval processes.
* Integrating salesforce with oracle by using REST/SOAP API for pushing bulk amount of data.
* Analyzed and imported thousands of account and contact records using Data Loader.
* Achieved import and export operations to load customer data and other master data adopting data loader.
* Created triggers and classes to automate the Opportunity and Quote integration process.
* Created Visual Force Pages to override the standard functionality of Edit and Delete buttons.
* Provided technical assistance and guided the developers in the team.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Customized profiles and implemented Object and field level security to hide / restrict data access.
* Used XML serialization for interacting with the database.
* Enabled territories for better forecasting. Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Release Management (Managing different Salesforce instances and Releases) and involved in Data Migration and Deployment activities.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Service Cloud enhancements - Portal entitlement wizard changes
* Built Lightning components on the developer console
* Worked with Lightning Components in the Eclipse Force.com IDE.
* Accessed Custom Object & displayed its record using Lightning Components.
* Created a component that loads contacts data and interacts with Salesforce1 and Lightning Experience.
* Developed multiple Custom Objects to the needs of the project.
* Implemented multiple discounts and finance charge calculations on the Opportunity.
* Built the deployment planning document and did the production migration.
* Created a custom order object to the extensive order processing needs of the business.
* Provided the sales teams the option of generating multiple quotes and automated the Quote acceptance process
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers
* Created various Reports (summary reports, matrix reports, pie charts) and represented it in the form of graphical using dashboards to assist managers to better utilize Sales force as a sales tool.
* Used multiple sandboxes for development of various components of the project. Deployed the code to the UAT Environment for testing.
* Helped the Product managers to define the products and cleaning up the data.

**Environment**: Agile/Scrum methodology, Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Batch Apex, Apex Scheduler, Outbound Messages, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Data Migration

**Prudential, Newark, NJ Oct 2017 – April 2019**

**Salesforce Developer**

Responsibilities:

* Implemented the Salesforce application using **AGILE** SCRUM Methodology that involves iterative development methodology.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales
* Experienced using **Salesforce Lightning UI**, created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Retrieved some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using Eclipse.
* Worked on **Validation Rules**, **Workflows** and **approval processes** & developer UI through Lightning Component.
* Created Users, **Roles**, **Profiles**, **Fields**, **Reports**, prioritize features based on needs.
* Configured Page layouts based on Users and Profiles.
* Configured **Sharing settings** and Delegated Admin to specify the level of access the users have to

each other's data. Provided record level and field level security.

* Created customized reports and Dashboards and created Queues, Public Groups and Email Templates.
* Configured Single Sign-On (SSO) for user authentication using SAML 2.0 and using my domains.
* Used **SOQL** & **SOSL** for data manipulation needs of the application by preprocessing records and generating Sets to avoid hitting the Governor Limits.
* Worked on Integrating 3rd party application and Salesforce systems using **REST API's.**
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Created Batch jobs and schedule jobs to run at scheduled times and created bulk jobs to handle large records
* Created Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application
* Used Lightning process builder for visualizing and creating automated business processes.
* Responsible for Implementing **Salesforce.com** for the Help Desk and Change Management Group.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and using other Platform based technologies like **Visualforce**, **Force.com API**, and **Web Services**.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment
* **Provided** support ongoing salesforce.com maintenance and administration services including custom objects, workflows, campaign management and triggers

**Environment**: Agile/Scrum methodology, Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Batch Apex, Apex Scheduler, Outbound Messages, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Data Migration

**Integra Life Sciences Corporation, Plainsboro, NJ April 2016 – Oct 2017**

**Salesforce Developer**

Responsibilities:

* Responsible for gathering the requirements by coordinating with the business analysts and project managers
* Performed the detailed analysis of functional and technical requirements; designed &deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects. Demonstrated ability to translate customer requirements into specification
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, **Opportunity Management, Account and Contact Management**
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers
* Worked with system analysts & engineers through JAD routines on Salesforce’s Marketing Cloud (ExactTarget) to outline requirements, prepare test use cases & dynamic reporting & create a landscape for a business modeling process through custom triggers & Also Customized connector (v 5.0) between Salesforce to Salesforce’s Marketing Cloud (ExactTarget) to obtain sync between sync to Unit Testing, Test Coverage & Code Review. Used Import Activity to pull data from Salesforce & automate the sync process using Data Extensions. Created custom paths for users using Journey Builder, and created custom email templates using Email Studio & Contact Builder to send automated emails using Automation Studio to customer base and track user activity such as clicks, rebounds & unsubscribe requests
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Created profiles and implemented Object and field level security to hide critical information on the profile users
* Created Workflow rules and defined email alerts, related tasks and field updates
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need
* Customize the Dashboards to track the usage for Productivity and performance of business centers and their sales teams
* Had done integration with Oracle by using Outbound Message
* 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
* Developed business documents for all the standard SOP’s for configuration, deploying and unit testing of the application

**Environment**: Agile/Scrum methodology, Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Batch Apex, Apex Scheduler, Outbound Messages, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Data Migration

**Merkle Inc., Columbia, MD August 2015** - **March 2016**

**Salesforce Developer**

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Developed Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages
* Created Custom Objects and fields for transactional and contractual information
* Designed and deployed Custom Tabs, Validation Rules, Approval Processes and Auto-Response Rules for automating business logic
* Created the Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to establish the connectivity among custom objects
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
* Created Templates, Approval Page Layouts and defined Approval Actions on them to automate the processes
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Used field level security along with Page Layouts to manage access to certain fields
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic
* Created test scenarios on Sandbox environment and migrated the code to deployment upon successful testing
* Created custom dashboards for manager’s home page and gave accessibility to dashboards for authorized people Used Data loader to load the records on to the force.com platform
* Made new feature enhancements on Service cloud console view and developed some Visualforce components
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility
* **Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support**
* **Provided** support ongoing salesforce.com maintenance and administration services including custom objects, workflows, campaign management and triggers

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, SOQL, SOSL, Workflow & Approvals, Java, ANT, Custom Reports, Dashboards.

**DealerTrack, Inc., Long Island, NJ Oct 2014 – July 2015**

**Salesforce Developer**

**Responsibilities**:

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization
* Interacted with various business team members, gathered and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
* Closely worked with Salesforce.com teammates while implementing the solutions for the requirements
* Developed several Triggers, Apex classes and Visual force pages as part of the application development
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Customized tabs for different business user’s groups and business centers.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans
* Used Data Loader and scheduled timely data backup operations using Apex scheduler
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient
* 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
* Customized the entire Salesforce.com applications to incorporate the business requirements which involved creating Web Forms and processing the data in Salesforce.com with the extensive usage of Web services API
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment
* Provided the training to the internal business users to use the application and develop their own custom report

**Environment**: Salesforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Agile methodology, Workflow and Approvals, Reports, Apex Triggers, HTML, JavaScript, SOAP, REST Web services, Sandbox, Eclipse IDE plug-in, Oracle 10g.