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# CAREER OBJECTIVE:

A vehemently vivacious IT professional with 6+ years of experience and colossal skill set in Salesforce Development & Administration experience with strong analysis, designing and programming skills with Salesforce.com, Force.com tools and Web Technologies.

# PROFESSIONAL SUMMARY:

* Experience in working across various SFDC implementations like **Sales cloud, Service Cloud, Chatter, SDLC process in Agile Scrum methodology.**
* Experience in working with **Salesforce Developer toolkit** (Apex, Visualforce, force.com IDE, SOSL, SOQL and Webservices/ REST, SOAP APIs).
* Created modern Enterprise Lightning Apps combining **Lightning Design System (LDS), Lightning App Builder and Lightning Component features.**
* Experience in Design and Solution CRM **Customization and Integration**. Following best procedures in keeping up the quality code coverage with Salesforce **Governor Limits** and Patterns.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Developed new custom Salesforce **Lightning UI** using **Lightning Components**.
* Updated the **APEX Controller** and **Helper functions** regularly making the Component Context Aware as per business requirement.
* Worked on different data migration tools like **Apex Data Loader, Salesforce Import** and **Export Wizard.**
* **Visualforce Pages** for Lightning Experience, Alternates for **Java Script Codes**, Sharing Visualforce pages between Classic and Lightning.
* Develops **Integration** process using salesforce Web Services. Worked with end to end Service cloud Implementation like **Case Management** and **CTI Integration.**
* Experience in Working with Visual Force Pages using **Standard Controller, Custom Controller** and **Extension Controllers**.
* Experience in working with **Apex Triggers** using **Trigger Handlers**.
* Strong in working with **Apex Classes** and **Test Classes** synchronous and asynchronous apex.
* Efficient in monitoring **Apex asynchronous processing** using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Good knowledge in **Apex Data Loader** to perform the actions like uploading Quota Amount into the Forecast category.
* Experienced in integrating SFDC with third party systems using **REST** and **SOAP API**.
* Worked on Exposing REST services using **Apex REST**, used 2 factor Authentication using Connected App. Good knowledge on setting up **Single Sign On** using federation Id.
* Worked on Consuming **SOAP API** by generating apex classes from **WSDL**.
* Worked in various business CRM processes like Campaign Management, Lead Management, Case Management, Opportunity Management and Contact Management.
* Hands on experience with Salesforce out-of-the-box custom configuration including data model design and setup including creation of **Custom Objects, Custom Tabs, Custom fields, Page** **Layouts** and other components.
* Helping user automation processes by **Approval Process**, **Validation Rules** and **Workflows rules** to trigger field updates, task creation and **generate email alerts** with custom email templates and **Chatter Posts** to the users.
* Extensive experience using Salesforce Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards**.
* Implemented **security** and **sharing rules** at object, fieldand record levelfor different users based on Organizational hierarchy.
* Intensive knowledge in solving the Troubleshoot problem in the Salesforce Org.
* Good experience in **deploying code** using Sandbox to Production using **change sets** along with **IntelliJ IDE** and DevOps Integration tool like **Jenkins**.
* Good Experience in deployment settings in both outbound and inbound change sets on the deployment connection page.
* Expertise in Web Technologies like **HTML, XML, CSS,** **JavaScript** and **JQuery**.
* Experience in customizing Sales force CRM for generating **Web-to-leads**, **Web-to-cases** and **Email-to-case**.
* Experienced in **Data Migration** from traditional applications to Salesforce using **Apex Data** **Loader, Import Wizard, SFDC Data Export, Mass Delete**.
* Worked on Data Migration and updates through the tool App Exchange Data Loader, **Informatica** Data Loader in salesforce.com
* Experience in **Salesforce security** for ensuring authentication and authorization of data using user Role hierarchies, Profiles, Permission sets, sharing settings, sharing rules and user access privileges.
* Strong hands-on experience with **Workbench** – importing and exporting data, testing, and troubleshooting the Force.com APIs.
* Worked efficiently on Object Oriented Languages like **Java, J2EE, JSP** and other Java Technologies. Hand’s on experience working on GitHub Repository.
* Excellent experience in using **Oracle, SQL Server** and **SQL databases** and familiar with Stored Procedures **Triggers** and Functions using **PL/SQL** and **AJAX.**

# TECHNICAL SKILLS:

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| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approval Processes, Process Builder, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects.  |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production), Informatica, Workbench. |
| Web Technologies | SOAP, REST, Apache 2.2, HTML, CSS, AJAX, jQuery, JavaScript, JSON, XML, SOAP, WSDL, Web Services. |
| Programming Languages | APEX, JAVA, HTML, CSS, JavaScript, SQL, XML |
| Databases | MS SQL Server, Oracle |
| Custom Integration | Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy. |

# CERTIFICATIONS:

**1.PLATFORM DEVELOPER I 2. ADMINISTRATOR 3. Advance Administrator  **** 

# Education:

* Bachelor of Technology from JNTUH, India.

# PROFESSIONAL SUMMARY:

***Salesforce Lightning Developer***

***Client: United Healthcare Group*** **2020 Feb -Present**

**Responsibilities:**

* Designed and developed Application on Force.com Platform in salesforce.com environment with Apex programming language at backend and various lightning pages as User interface.
* Developed different Lightning pages to suit to the needs of the application using different lightning components.
* Developed a **Lightning** app with App builder and salesforce **Lightning** **UI** using **Lightning** **Components.** Created modern Enterprise Lightning Apps Combining **Lightning Design System (LDS), Lightning App Builder** and **Lightning** **Component features.**
* Enabled Aura Framework by adding **Aura Attributes**and**Aura Handlers** for Events to focus on Logic and Interactions in **Lightning Applications**.
* Involved in Implementation, Developed and Design of an application that User can create a case within less than 30sec which helped the business.
* Developed custom UI using CSS, HTML, Visualforce Components and used JQuery, JavaScript for front-end validation.
* Worked extensively on service cloud by embedding lightning pages in custom console components, highlight panel and Interaction log.
* Developed an **ATTACHMENT** Lightning component which can upload different types of files directly up to 25mb and email2case attachment files to involve in the file archiving process.
* Involved in **File Archiving** integration process to move the files from salesforce to 3rd party application.
* Developed Apex Batch Job to run monthly that files can permanently deleted from salesforce after the file archiving batch job runs successfully.
* Experience in REST API which involves in integration with the third-party application **“Federated Data Services”** to store the files from salesforce to FDS.
* Involved in **SOLARIS** integration webservice to store the group info, member info, employee info to retrieve the information whenever we search for the details to create a case.
* Involved on **RMS** Integration to connect with the different environment org to retrieve the case details of their particular profile.
* Designed, and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
* Created various **Profiles, Roles,** and **Page Layouts** and configured the **Permissions** based on the Organization **hierarchy** requirements.
* Involved in developing the custom dashboard which have ability to filter the users and business units. According the filters we are showing up the different types of cases and interactions.
* Built several lightning action buttons that user can modify and update the cases for parent and child cases according to my business requirement.

***Environment:*** ***Saleforce.com platform, Apex Language, Lightning (Pages, Component & Controllers), JavaScript, Apex Data Loader, Apex Triggers, Apex Classes, Validation Rules, Components, REST Web Services.***

***Salesforce Developer***

***Client: Fidelity Investments, Durham, NC*** **2018 Nov – 2020 Jan**

**Responsibilities:**

* Using Force.com developer toolkit including **Apex Classes** and Visual force pages to develop custom business logic.
* Created Lightning Apps combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
* Interacted with various business user groups for gathering the requirements.
* Experience in developing client-specific solutions on force.com platform using **Apex classes** and **Triggers, Visual Force, SOQL, SOSL.**
* Updated the **APEX Controller** and Helper functions regularly making the Component Context Aware as per business requirement.
* Worked on various standard modules of salesforce.com such as Force.com IDE, **Sales Cloud, Service Cloud** & App-exchange applications.
* Experience in consuming **REST API** using two-factor Authentication.
* Designed and Developed custom Visualforce pages Created **workflow rules** and defined related tasks, email alerts, and field updates.
* Implemented SFDC Integration using **REST** Web Service API'S. Integrated the **REST API** based Web Services on Demand for extracting the data from external systems.
* Implemented **Pick list**, **dependent Pick list, lookup, master-detail relationships**, **validation** and **formula fields** to the custom objects.
* Worked on Gathering and Analyzing business requirement by communicating with various Sales and Revenue management teams and its implementation feasibility in salesforce platform.
* Used **field level security** along with page layouts to manage access to certain fields.
* Developed several **Custom Reports** & **Dashboards** to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in the deployment of many components into various Sandboxes using change sets and **ANT migration** tool.
* Developed custom **Workflows** and **Assignment Rules** for case escalation.
* Implemented **Field Level security** for sensitive data holder fields.
* Hands-on Experience with **SQL Queries.**
* Created different **Record Types, Page Layouts, Formula fields, Workflows**.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized **workflow** processes.

***Environment: Salesforce.com platform, Apex Language, Sales Cloud, Visual force, Lightning Components, REST API’s, Data Loader, HTML, SOQL, SOSL, Java Script, Apex Triggers, Apex Classes, Web Services, Reports, custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.***

***Role: Salesforce Developer***

***Client: Abbott, San Francisco, CA*  2017 March - 2018 Oct Responsibilities:**

* Involved in Salesforce.com Application **Setup activities** and customized the apps to match the functional needs of the organization.
* Involved in gathering all the requirements from the stake holders.
* Designed various report folders, extracting reports to various formats, designing **Visualforce Pages** and **Chatter** notifications.
* Developed process builders that triggers the **time dependent email alerts** and **Chatter posts.**
* Created and Customized **Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.**
* Create **complex workflows and Approval processes.**
* Implemented Data segregation through **Record Types** and **Field level security**.
* Worked on various salesforce.com standard objects including **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards**.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* Coordinating the Evaluation, Scope and Completion of new development requests to integrate into SFDC.
* Designed, and deployed the **Custom objects, Custom tabs, Entity-Relationship data model**, **validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages** to suit to the needs of the application.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* **Integrated** the Web services by generating the necessary stubs from the **WSDL** files for extracting the data from the homegrown applications by using the homegrown web services.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse**.
* Used SOQL with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Worked on new **acquisitions data**, **Data mapping** and **Integration** into our database.
* **Integrated** the web services for extracting the data from external systems to display in the pages of salesforce.

***Environment:*** ***Saleforce.com platform, Sales Cloud, Service Cloud, Apex Language, Data Loader, HTML, JavaScript, Governor Limits, S-Controls, Workflow & Approvals, Integrating App Exchange Reports, Custom Objects, Custom Tabs, REST API’S, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.***

***Role: Salesforce Developer***

***Client: Whole Foods Market, Pasadena, CA* 2016 Jan – 2017 Mar**

**Responsibilities:**

* Experienced in performing the role of Salesforce.com **Developer** in the organization.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Developed **APEX Triggers, Classes** based on the requirement.
* Performed **Integration** using **Call Outs, Triggers and Out bounding messages**.
* Implemented SFDC **Integration** using **REST** Web Service API'S. Integrated the **REST** **API**based Web Services on Demand for extracting the data from external systems.
* Used the **sandbox** for testing and **migrated** the code to the deployment instance after testing.
* Supported the application for the new internal requests from the users.
* Primary responsibilities included **custom application development** and **integration.**
* Developed web services for **Integration** using Salesforce.com Webservices API to provide data for third-party clients.
* Implemented **SOAP** based Web Services using **SAP** and **Informatica Power Exchange.**
* Performed data migration using **Informatica** on demand and data loading using Data Loader.
* Created **Error Framework** Custom Object to track the backend errors by creating records in the error framework object.
* Experience in **Unit Testing, Test Coverage and Code Review, Test Automation** framework.
* Designed, and developed the **Custom objects, validation rules, Custom tabs, Components**, **Visualforce Pages** to suit the needs of the application.
* Configured and developed **custom objects, layouts, reports**, in SFDC platform.

***Environment:*** ***Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Apex Triggers, Apex Classes, Validation Rules, Components, SOAP Web Services, Sandbox, Eclipse IDE Plug-in, Windows XP.***

***Role: Salesforce Developer***

***Client: Marks and Spencer Plc, Hyderabad, India.* 2014 July-2015 Aug Responsibilities:**

* Worked extensively on **Accounts, Contacts, Opportunities** and other **Standard Objects** and customized Objects for **Additional Fields, Layouts, and Record Types and Validation rules**.
* Performed 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 **Visualforce, force.com API**, and web services.
* Developed and created various **Custom Objects, Tabs, Entity-Relationship data model**, Reports types for **custom reports, reports and dashboards**, **validation rules** on the objects and **tabs, Components and Visualforce Pages.**
* Created **workflow rules** and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created Profiles and implemented Object-level, Field-level and Record-level security.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with **Apex** programming language at backend and **Visual-Force** pages as user interface.
* Created test scenarios on **Sandbox** environment, created **packages** and moved it between **Sandboxes** and **Production** environments to place final implementations.
* Used **SOQL & SOSL** 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.
* Resolved major issues in previously existing integrations between SAP and Salesforce in the **Jenkins** environment and used REST and **SOAP APIs** to create, retrieve, Update, delete the records.

***Environment: Saleforce.com platform, Apex Language, Visual Force, SOAP API’s, REST API’s, SOSL, SOQL, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Integrating App Exchange Reports.***

***Role: Java Intern***

***Client: Wide Business Solutions, Hyderabad, India* 2014 Feb - 2014 May**

**Responsibilities:**

* Development of front-end screens with **JSP** Using **Eclipse**.
* Responsible for writing environment setup guide for our new system.
* **XML** and **XSDs** are used to define data formats.
* Coding for **DAO** Objects using **JDBC** (using DAO pattern).
* Implemented **MVC** architecture (Struts framework) for Web tier.
* Implemented **J2EE** design patterns value object singleton, **DAO** for the presentation tier, business tier layers of the project.
* Designed and developed excellent Logging Mechanism for each order process using Log4J.
* Involved in writing **Oracle SQL** Queries.
* Tested the components individually using component test explorer and **SOAP UI.**
* Involved in Check-in and Checkout process using **CVS.**

***Environment: Core Java, J2EE, JSP, Oracle SQL, SOAP UI, DAO.***