|  |  |
| --- | --- |
| **Bhanu Chander**  502-509-7073 | [bhanuchander419@gmail.com](mailto:bhanuchander419@gmail.com)  **Salesforce Administrator and Developer.** | Image result for salesforce developer logoImage result for salesforce admin logo |

**Professional Summary**

* Over 6 plus years of professional IT experience in the areas of Design and Development of high scalable Applications as a SalesForce.com Administrator and Developer for 5 Years and as Java Developer for 2 Years.
* Worked on Visualforce pages and having experience with CSS and Java Script
* Experience in XML, JavaScript, HTML, Eclipse and SVN.
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Expert in developing User Interface (UI) applications and professional web applications using JavaScript, JSP, XML, HTML5 /DHTML, DOM, XHTML, jQuery, CSS3, and Ajax.
* Worked with Apex Triggers for automation process.
* Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Having experience with partner WSDL, Enterprise WSDL and Metadata API.
* Having experience with Apex Classes and Wrapper Classes as mentioned in the business requirement.
* Worked on Soap API and Rest API to design and support web services platform.
* Created multiple Lightning Components, added CSS and Design Parameters that make the Lightning component look and feel better.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Having experience on Sales cloud in opportunity management, account management.
* Strong working Knowledge in MVC Architecture.
* Implemented security and sharing rules at object, field and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on Web services using REST API exclusively on obtaining the needed information using the URL approach.
* Having experience on live support activities providing solutions to end users on Production environment
* Done Performance testing and worked with performance optimization.
* Designed various Webpages in Visual Force for functional needs within Salesforce.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Created Custom Controllers and Standard Controllers in Visual Force.
* Gathering requirements from functional consultants and developments based on client requirement.
* Proficient in Configuration, Customization, Programming with Apex API (Controllers & Triggers), Visual force Pages, Visual force Components using up-to-date technology & implementing new instances of Sales force
* Defined assignment rules to route case request to appropriate case support queues.
* Worked on Visual Flows and Process Builder to automate workflow actions based on the functional requirement.
* Hands on experience with Sales force Lightning Builder, Sales force lightning components.
* Experience working with Data Loader, import wizard, salesforce.com and Sandbox environments.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Designed and developed Apex Triggers for various functional needs in the application.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Provided administration support to create new users, deactivate users, modify security and sharing settings for users.
* Experience in Administration, Configuration, Implementation (Soap API, Rest API and Meta data API as Call in and callout services) and Support of Salesforce CRM and Salesforce SFA applications.

**Professional Experience**

**GenWorth Financial July 2020 – Current**

**Salesforce Lightning Developer/Administrator**

**Description:** GenWorth was using Salesforce service for large group of users. They wanted to implement Salesforce Sales cloud and Financial Service Cloud for Sales, Broker and certification users. The main scope of this project was to cover Small group and Large group users.

**Responsibilities:**

* Wrote test classes to maintain the test coverage for code deployment.
* Worked on various Salesforce.com Standard and Custom Objects including Accounts, Contacts, Loads, Opportunities, Reports, Dashboards, Events and Tasks.
* Application has ability to send email to Customers and case owner and enabled the email to case generation.
* Created Custom Email Templates using HTML and CSS.
* Designed and developed various Visualforce Pages, Apex Classes, Controller Classes, Extensions and Apex Triggers for functional needs in the various applications.
* Used JavaScript for Out of Box functionalities in salesforce.
* Worked on complete Deadline-driven environment progressively with hands on experience on Salesforce lightning
* Created various Record Types, Support Processes, Assignment Rules, Public Groups, Queues, Custom Settings, Sites, and Time-Based Workflows etc.
* Involved in setting up field level access for each custom object created based on the user's role within the organization.
* Created Workflow rules to update a unique field to avoid duplicate cases.
* Created Custom Objects in the Org and defined lookup and master-detail relationships between the objects.
* Worked on Profiles, Permission Sets, Roles, Groups, and Sharing Rules to maintain security.
* Experienced in data migration from legacy CRM to Salesforce.com
* Proficient creating custom user interfaces with Visualforce, developing custom business logic in APEX, writing test classes
* Created Various Validation Rules & Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.

**Environment:** *Saleforce.com platform, Informatics Cloud, Apex Coding, Visualforce (Pages, Component & Controllers), HTML, JavaScript, CSS, Workflow & Approvals, Custom Objects, Custom Tabs.*

**Ryder Systems, FL Nov 2019 – July 2020**

**Salesforce Lightning Developer/Administrator**

**Description:** Ryder Systems was using Salesforce service for Small group of users. They wanted to implement Salesforce Sales Cloud for Sales. The main scope of this project was to cover Small group.

**Responsibilities:**

* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various Salesforce.com standard objects like Case Management, Lead Management, Accounts, Contacts, Content, Custom Reports and Workspaces.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Custom Reports and Workspaces.
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Developed Custom Validations to override the Salesforce default validation rules.
* Complete bulk imports of data using Apex Data Loader.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

**Environment:** *Saleforce.com platform, Lightning, Sales cloud, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Agile.*

**Wells Fargo, San Francisco, CA Feb 2019 – Sep 2019**

**Salesforce Lightning Developer/Administrator**

**Description:** Wells Fargo was using Salesforce for large group of users. They wanted to implement Salesforce Financial Service Cloud for Sales, Service. The main scope of this project was to cover Large group users.

**Responsibilities:**

* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created Lightning Component tabs and visual force tabs.
* Created and Debugged Lightning Components, building with Lightning App Builder and Visual force with the new Lightning Design System.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to 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.
* Building of custom lightning components to display the list view of orders and an order detail page to handle the business logic.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend, Visual Force pages and Salesforce Lightning Experience as user interface.
* Configured Sales Force Automation (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Developed complex workflows and approval processes for automating business logic.
* 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.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Created Custom Objects and fields for transactional and contractual information.
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** *Saleforce.com platform, Informatics Cloud, Apex Coding, Visualforce (Pages, Component & Controllers), HTML, JavaScript, CSS, Workflow & Approvals, Custom Objects, Custom Tabs.*

**Blue Cross Blue Shield, Chicago IL Jul 2017 – Feb2019**

**Salesforce Lightning Developer/Administrator**

**Description:** BCBS was using Salesforce service for small group of users. They wanted to implement Salesforce Sales cloud and Service Cloud for Sales, Broker and certification users. The main scope of this project was to cover Small group and Large group users.

**Responsibilities:**

* Worked on a Large-scale & complex Salesforce development projects along with integrating data from other systems.
* Wrote test classes to maintain the test coverage for code deployment.
* Application has ability to send email to Customers and case owner and enabled the email to case generation.
* Created Custom Email Templates using HTML and CSS.
* Used to migrate data from net suite CRM to salesforce CRM
* Designed and developed various Visualforce Pages, Apex Classes, Controller Classes, Extensions and Apex Triggers for functional needs in the various applications.
* Used JavaScript for Out of Box functionalities in salesforce.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Loads, Opportunities, Reports, Dashboards, Events and Tasks.
* Worked on complete Deadline-driven environment progressively with hands on experience on Salesforce lightning
* Created Visualforce pages that uses the lightning components.
* Created various Record Types, Support Processes, Assignment Rules, Public Groups, Queues, Custom Settings, Sites, and Time-Based Workflows etc.
* Involved in setting up field level access for each custom object created based on the user's role within the organization.
* Created Workflow rules to update a unique field to avoid duplicate cases.
* Created many Custom Objects in the Org and defined lookup and master-detail relationships between the objects.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured sharing settings.
* Worked on Profiles, Permission Sets, Roles, Groups, and Sharing Rules to maintain security.
* Built Email-to-Case Routing addresses and Assignment rules, Auto-response rules and Escalation rules on Cases.
* Experienced in data migration from legacy CRM to Salesforce.com
* Strong experience in UI/UX development using Salesforce Lightning components.
* Developed APEX Trigger to Purge Campaign Data uploaded through CSV file when campaigns are closed.
* Proficient creating custom user interfaces with Visualforce, developing custom business logic in APEX, writing test classes
* Created Various Validation Rules & Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.

**Environment:** *Saleforce.com platform, Informatics Cloud, Apex Coding, Visualforce (Pages, Component & Controllers), HTML, JavaScript, CSS, Workflow & Approvals, Custom Objects, Custom Tabs.*

**Morgan Stanley – New York, NY Jan 2016 to Jul 2017**

**Java/Salesforce developer**

**Description:** The project deals with the roll out of the native CRM Application called Nimbus with the Salesforce.com service Cloud offerings which includes Salesforce.com application for Sales Management, Ideas portal and Solution Certification Portal (Includes Workspaces/ Libraries), User Conference Application, Content Quality Evaluation Application.

**Responsibilities:**

* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records. Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device
* Performed data cleanup and/or Data migration to/from salesforce.com
* Created relationships among objects using Lookup and Master-detail relationships.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Created and maintained the documentation for Design, Migration and Integration.
* Agile Development Methodology was followed for the implementation
* Deployed applications from Sandbox to Production
* Developed visual Force pages with JavaScript and Apex classes.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Configured Chatter for the Users in the Organization for collaboration.
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Interacted with various Business users for requirements gathering.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.

**Environment:** *Saleforce.com platform, Lightning, Sales cloud, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP, Agile.*

**Technical Skills**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Standard objects, Workflow & Approvals, Apex Language, Apex Classes/Controllers, Apex Triggers, Visual Force Pages using CSS Layout according to the organization profile, Data Loader, Offline Edition, Integration, migration, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls |
| **Salesforce Integration Tools** | Integration REST API, SOAP API using JSON and WSDL formats. |
| **Salesforce API Tools** | Apex Explorer, Offline Edition, App Exchange, Data Loader, Connect Offline, Salesforce-to-Salesforce |
| **Web Technologies** | HTML5, CSS3, XHTML, XML, JavaScript, AJAX, JSP, UI Concept Modeling/Wire framing, Toad |
| **IDEs** | HTML Editor Eclipse IDE, Notepad++, Adobe Dreamweaver, Edit Plus, JSfiddle, Webstrom, Tatastrom, Sublime text |
| **Wire Frame Tools** | Adobe Illustrator CS3 |
| **Methodologies** | Agile, Waterfall Model, TDD. |

**Education**

Bachelors: Computers Science, JNTU, India.