**Name: Harish**

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**PROFESSIONAL SUMMARY**

* 6 years of experience in IT industry, includes 4 years of extensive knowledge on Salesforce.com CRM and its Development Life Cycle as a Developer / Administrator and 2 years on .Net technologies.
* Salesforce CRM platform & environment of SFDC such as: **Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Force.com and Chatter**.
* Experience in Administration, Configuration, Implementation, Lighting and support experience with Salesforce platform.
* Creating **Custom Objects** and **Tabs, designing Custom Fields, assigning Validation Rules** and **Field-Level Dependencies, Approval Processes**.
* Translating business process into Custom Objects and creating **Lookup Relationships** & **Master-Detail Relationships**.
* Implementing **Apex Classes, Visual Force Pages, Apex Components, Controllers, Triggers, Scheduler, Batch Apex, Lightning Components**, and working **with Force.com IDE**.
* Worked on **Lightning Process builder flow, Connect API, Chatter**and **quick Action**.
* Experience in writing **Trigger, Test Methods** and writing **SOQL** and **SOSL** queries.
* Implement **Security/Sharing Rules, Configure Permission sets, Field Level Security, Record Level Security, Profiles, Roles & Resource** monitoring at different **Hierarchical Levels** of the organization.
* Develop User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules.
* Administrative tasks like **User Management, Creating Profiles, Roles & Permission Sets, Workflow, Tasks & Events, Email notification & Templates, Reports & Dashboard, Metadata & Metadata API**
* Experience in lead**, case management, web-to-lead, Web-to case, Email-to-case,Set-upLoggingHistory, Set-up Audit Trail & Data Migration**. Working experience on creation of **Profiles, Roles, Users, OWD, FLS, Sharing Rules** etc.
* Understanding the functionality of Web Services namely **SOAP** and **REST**.
* Strong understanding of **Microsoft .NET framework** of **4.7, 4.6, 4.5** and **4.0**.
* Experience in ASP.NET MVC in implementing Model, View and Controllers with State Management, Security, Action methods etc.
* Knowledge of ORM and its related components: Entity Framework, Language-Integrated Query (LINQ) query and retrieve data from different data sources (LINQ to Objects, LINQ to XML, and LINQ to SQL), ASP.NET Providers and Typed Datasets.
* Experience with different **ADO.NET** objects to interact with database and good experience in using **ADO.Net** objects such as **SQL Connection Object, SQL Command Object, Data** Reader, Dataset and Data Adapter.

**Education**

* Bachelor’s of Technology in Computer Science Engineering from JNTUH(May 2014)

**Certifications**

* Salesforce Certified Administrator (SU20)

**TECHNICAL SKILLS**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Lightning Components, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Custom Objects. |
| .Net Technologies | .NET Framework 3.5, 4.0, 4.5, 5.0, ASP.NET, ADO.Net, C#, Window forms, AJAX, Web Services, ADO.NET, XML, LINQ. |
| Databases | MySql, Oracle, SQL Server |
| Operating Systems | Windows XP, Windows 7 |
| Project Methodologies | Waterfall, Agile. |

**PROFESSIONAL EXPERIENCE**

**Be The Match – Minneapolis, MN Jan 2020–Till Date**

## Salesforce Developer/Admin

**Responsibilities:**

* Involved in **SDLC** including Analysis, Requirement gathering, Designing, Development, Enhancements and Testing.
* Designed, developed and deployed **Apex Classes**, **Controller Classes, Visual Force Pages** and **Apex Triggers** for various functional needs in the application.
* **Visualforce Pages** using front-end technologies like **JavaScript, AngularJS, HTML & CSS** and included **Apex Triggers** for extra functionality and wrote **Apex Classes** and controllers to provide functionality to the **Visual Force pages**.
* Created **UI** in **Lightning** using **Aura components**, **CSS**, **Bootstrap** for a user to enter case details and submit to Salesforce.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Created custom objects, **workflow rules** and defined related tasks, **time triggered tasks**, **email alerts**, filed updates to implement business logic. Created a **Permission Set** and assigned to marketing profile to give access to objects to execute the functionality.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Profiles, Roles, OWD, Field Dependencies, Objects, Page Layouts, Validation Rules, Approvals, Workflow Rules, Security & Sharing Rules, Delegated Administration, Tasks and actions, Public Groups, Queues, Reports & Dashboards.
* Designed and deployed **Custom tabs, Validation rules, Approval Processes and Auto-Response** Rules for automating business logic. Specified user **Support** and bug fixing actions.
* Created various **Reports** (**Summary** reports, **Matrix** reports, **Pie charts** and **Dashboards**) 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 need in the organization.
* Experience in deploying between the Production and Sandboxes by using **change sets.**

**Grainger-Lake Forest, IL Jan 2019 to Dec 2019**

## Salesforce Developer/Admin

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Worked on Custom objects, Page layouts, Validation rules, Custom settings, Custom meta-data.
* Create Visualforce pages, custom/extension controllers.
* Worked **on Approval Process, Email-to-Case, Workflows, Process Builder**.
* Developed Apex triggers, classes, Controller classes and Apex Batch classes to handle bulk logic.
* Designed Roles, Profiles, Permission-sets based on Organizational role hierarchy. Implemented Record-Level security, Field-Level security and configured their sharing settings.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* **Case Management** by Configuring **Email-to-Case** for the end user to submit a case through Outlook.
* Used **Apex Data Loader** to Insert, Update and Import data from **Microsoft Excel** into Salesforce.com.
* Worked on different **Sandboxes** for development & testing; Involved in migrating the code to production instance in installments using **Change Set**.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Customized **Dashboards** and **Reports** as per the business needs.
* Designed workflow rules and specify related tasks, time triggered tasks, email alerts, filed updates to enable business logic.
* Worked on optimization of test classes and increased code coverage for complex classes.

**Exilant Technologies- Bangalore, India April 2016 – July 2018**

**Salesforce Admin**

**Responsibilities:**

* Experience in Salesforce administration, Configuration, maintenance and implementation.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Created **Profiles, Permission Sets** and implemented **Object level, Field level** and **Record Level Security** and **managed Roles**
* Developed **Workflow Rules, Approval Process** and defined related **tasks, email alerts, field updates** to **implement business logic**.
* Automated Business processes by using **Process Builder** to meet the requirements of the organization.
* Designed and developed Page **Layouts, Components, Custom objects, Custom tabs** to reach the needs of organization.
* Created and Implemented **Picklists, Junction Objects, Master-detail and Look up relationships, Validation Rules** and **Formula fields** to **the Custom objects**.
* Migrated data using different tools like **Data Loader** and **Data Import Wizard**. Created CSV files for importing and exporting data from Salesforce.
* Created **Users, Roles, Public Groups** and implemented **Role hierarchies, sharing rules** and **record level permissions** to provide shared access among different users.
* Created and Maintained **user Queues** and **Assignment Criteria** for new cases.
* Worked on various standard objects including **Accounts*,* Contacts, Cases, Reports** and **Dashboards***.*

**News Portal (AP7AM.com)- Hyderabad, India August 2014 – Mar 2016**

**Software Engineer**

**Roles & Responsibilities:**

* Involved in understanding user requirements, designed and developed web UI and back end applications.
* Built numerous **C# UI components** and business modules using **MVC 4.0 framework**.
* Designed applications based on MVC and developed web pages using **ASP.NET, C#**.
* Used LINQ to create data entry web apps with LINQ to SQL to perform CRUD operations.
* Used N-tier architecture for presentation layer, Business and Data Access Layers using C#.
* Involved Coding and debugging using **ASP.NET and C#.**
* In front end used **ASP.NET, CSS, HTML controls** and for business logic used **C#.Net**.
* Created web services like **REST full services** to make business transactions secure.