Graphical user interface, text, application

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**Sr. Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY:**

* Over 8**+** Years of IT experience in **Salesforce.com CRM Platform** with proficiency as a Salesforce Developer & Administrator. Involved in various stages of SFDC life cycle including Development, Review, Support and Maintenance and **SFA applications based on Apex Language and leveraging Force.com Platform.**
* Hands on experience with Apex Language, **Apex Trigger**, **Apex Class**, **Apex Test Methods**, **Apex Web Service, Visualforce Pages, Visualforce Components & Controllers, SOQL, SOSL, Lightning Components, Lightning Controllers.**
* Experience in creating **Lightning Web Components (LWC**) created lot of custom components.
* used salesforce Lightning Design System (SLDS) to convert existing Visual Force pages to lightning components.
* Experience in **Administration**, **Configuration**, **Customization**, **Development** and **Support Experience** on Salesforce.com Platform.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, and Validation Rules.**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, and dashboards**) and Report Folders.
* Experience working across various SFDC implementations covering such as **Sales, Customer Service, Marketing** and Salesforce validation and configuring Administrative Setup on Salesforce.com platform.
* Proficient in CRM business processes like **Campaign management, Lead Management, Case management and support automation.**
* Experience using Sales force Web services API like **REST and SOAP**.
* Ability to configure Product, Price book, Quotes and Proposal, Approval Process and key **Apptus** functionalities.
* Managed the Contract Management and Order Management (Quote to Cash process) using the **Apptus CPQ** and **CLM Application AppExchange** tool which plays lead role in the sales life cycle.
* Designed and Implemented **Complex Integration Patterns** for Client.
* Designed complete automated Case management on **service cloud platform**.
* Working on Integration Salesforce with many **external systems like Oracle, SDR, Mastero etc**.
* Working closely with Salesforce Product Team - to identify the **bugs in Service Cloud Platform**.
* Working on complete Dispatch Management by **integrating Salesforce with DELTA**.
* Working on Integrating External System with **Salesforce using Canvas**.
* Working with Client to implement - **Salesforce DX.**
* Working on **Lightning - Service Cloud** and **Deve**l**oped** **Complex Lightning Components.**
* Expertisein **Lightning app builder** andImplemented new application based on **Lightning** that have mobile, tab and desktop compatibility.
* Developed **Lightning Component Framework** and also built **Lightning Component** using **aura** framework
* Working on **Lightning Data Services** and **Lightning Design Systems**.
* Working on **Salesforce Lightning** configurations, AppExchange deployment and Salesforce **Field Service Lightning**
* Created Apex methods for the **lightning controller** and helper methods to perform DML operations.
* Expertise in **Apttus - CPQ** and CLM Managed Packages. Worked on Apttus CPQ **configuration** and **integration**.
* Good with **Configure Price Quote (APTTUS-CPQ)** Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* The experience of **Web-to-lead, Web-to-case, Email-to-case functionality.** Expertise in developing web-based GUI using **HTML, JavaScript, REACT and CSS.**
* Experienced in **building custom objects, fields, role-based page layouts, workflow alerts and actions, approval process, custom tabs, custom reports, Dashboards** in accord with application requirements.
* Excellent Working knowledge on web technologies like **JavaScript, HTML5, CSS, REACT** and **Angular.**
* Experience in understanding business requirement to design the required entities like custom objects and then creating **the junction objects, Master Detail Relationship, Lookups, Pick lists**.
* Expertise in using **Field Level Security, Record Level Security, Object Level Security, and Permission sets.**
* Endured in SFDC administrative work like **Approval** and **Tasks, Dashboards, Data Loader, Email Services, Escalation rules, Roles, Profile, Creating Users, Page Layouts, Reports, Validation Rules, Workflow Rules and Sharing Rules Automation** for satisfying complex business process automation.
* Experience in **migrating and integrating data from legacy systems** to Sales force using **Apex Data Loader and Work Bench**.
* Experience in reviewing **Test Plans, Test Scenarios, and Test Cases and performed testing for various applications at Unit testing and Integration Testing**.
* Experienced working with **salesforce.com sandbox** and **production environments,** also with **Eclipse IDE,Force.com Plug-in environments.**
* Extensive experience in gathering Business/Functional user requirements, creating Use Cases as per **Agile/Scrum environment**.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, SOQL, SOSL, Visualforce (Page, Controllers), Lightning Web Components, Aura. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector |
| **Web Technologies** | HTML 5, SQL server, CSS, JavaScript, React, Angular. |
| **Databases** | MS SQL Server, RDBMS, MySQL, MS Access |
| **Platforms** | Windows (NT/2000/XP/Vista/7) |

**CERTIFICATIONS**

* **Certified Salesforce Administrator**
* **Certified Salesforce Platform Developer 1**

**EDUCATION:**

* **Bachelor of Technology**: JNTU Hyderabad.

**PROFESSIONAL EXPERIENCE**

**Company: Nutrien, Loveland, CO. August 19 - Till Date**

**Role: Salesforce Lightning Developer/Administrator**

**Responsibilities:**

* Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements into action plan with milestones and deliverables.
* Organized **Profiles, Role hierarchy, Permission sets, Organization-wide-defaults, and sharing rules to apply appropriate security controls**.
* Knowledge on Salesforce Lightning Process Builder, **Lightning UI/UX**, app builder and creating Visual Workflows, Flows, Salesforce Support, Live Chat, **Communities** and Chatter groups.
* Built Lightning applications using **Lightning Web Components,** Controllersand Eventscreated many custom components as per user needs.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Developed and implemented Wizard for **APTTUS CLM** to handle conditionality over Tabs, Sections, and Cross Section Conditionality Questions to generate the Agreement.
* Worked on Design, Development and Implementing a **Lightning Application** to replace a Legacy Payments system.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and **Visualforce** Pages.
* Created **profiles and implemented Object and field level security to hide critical information** on the profile users.
* Effectively communicate between technical, operational and strategy groups. Created many Data extensions to accommodate custom scenarios. Configured and designed Journeys using Journey builder.
* Customized**Page layouts** for Standard/Custom objects and assigned Record Types.
* Worked with various salesforce.com Standard**objects** like **Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.**
* Created **Workflow Rules** to automate **Tasks, Email Alerts, time-dependent actions and Outbound API Messages**.
* Used third party apps like CPQ (SteelBrick) Marketo, DocuSign and **Apttus**
* Conceptualized, presented and implemented the CPQ Configurator, Pricing rules for Fortinet for all their flows
* Used refined global search in Lightning by developing Apex classes and Controllers
* Created **Reports**and **Dashboards** to track **Opportunity** pipeline/Stages for Management visibility.
* Designed **Visualforce pages with XML, HTML** along with custom controllers and controller extensions.
* Written **Apex Classes, Controller**, **Extension Controllers** and **Triggers** in the application for various Businesses, functional requirements.
* Used **Data Loader** for insert, update, and **bulk** import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Worked with **SF Chatter** which helps the users to communicate with the organization easily and quickly.
* Worked with **Integration and web services**. **Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.**
* Worked extensively with **Sales cloud sharing model**, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Implemented Salesforce web services like **SOAP and REST API, Java, XML.**
* Used asynchronous Metadata API to manage setup and customization information.
* Customized several **Workflows, validation rules, Triggers, Apex class**.

**Environment:** Saleforce.com Service cloud, Force.com platform, Lightning, Apex Classes, **APTTUS CLM**, Chatter, Visual Force Pages, Controllers, Custom Objects, Sandbox Data loading, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows, **Lightning Web Components**.

**Company: Clorox, Sunrise, FL. June 17-July19**

**Role: Salesforce.com Lightning Developer/Admin**

**Responsibilities:**

* Interacted with business users/analyst and prepared technical design documents based out of the requirements.
* Followed **Agile Scrum methodology** that included iterative application development, weekly Sprints and

stand-up meetings.

* Designed, developed and deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application and Used Bitbucket for code repository.
* Worked in converting existing Application to force.com applications and used the Debug Log and System Log Console to catch exceptions.
* Expertise in creating Salesforce Lightning components and worked on LWC (**Lightning web components**).
* Developed new functionalities by writing Apex Controllers and visual force pages.
* Created custom labels and list views.
* Deployments through Change Sets and Force.com IDE.
* Successfully migrated the existing visual force pages to lightning by building advanced lightning components
* Hands on experience on Sales Force Lightning for Customizing Reports and Dashboards for business use
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing **Apex SOAP** and **REST Web Services** and Apex Callouts.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed UAT cleanup using some scripts and Data Loader.
* Integrated PokitDok with Salesforce instance through DataPower by making Asynchronous Calls using REST API.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Used **Apex Data Loader** mapped data sources and loaded data into Call Center application.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Created a re-usable user interface component with the lightning component framework using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages.
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Designed and developed Apex Program, **Apex Triggers** for various functional needs in the application.
* Designed various Webpages in **Visual Force** for functional needs within **Salesforce**.
* Involved in Unit Testing and Test Coverage for **Triggers**.
* Written several **SOQL& SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.
* Involved in Apttus X-author tool for building the proposal and agreement templates per the business needs and involved in configuring and customizing the Apttus CLM tool.
* Migrated code from Sandbox to QA and QA to Production using cascade tool.
* Used JIRA Agile for project management and bug tracking.

**Environment**: Salesforce Unlimited Edition, Apex, Visualforce Pages, BitBucket, JIRA, Sandbox Data loading ,Eclipse IDE, Dream Factory Utilities (Cascade), Workbench, DataLoader, SOAP, WSDL, REST, PokitDok, Process Builder, JIRA, Workflow, Health Cloud, **Lightning web components**.

**Company: Honeywell – Phoenix, AZ. April 2014 – OCT 2017**

**Salesforce.com Developer/Administrator**

**Responsibilities:**

* Created several tables (Objects) and established **relationship** between them **(Lookup and Master-Detail Relationships).**
* Worked on **Customer Portal** and Salesforce Sites to develop a public facing **portal** to be used by several thousands of users.
* Configured customer portal to meet the business requirements
* SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Record Types**, **Reports**, Analytic Snapshots, **Dashboards**, Tasks and Events
* Created Custom **Profiles** and **Permission Sets** to manage security and **data access**.
* Created several **Validation rules** and **Workflow rules** to meet the business requirements.
* Created several **Visual force Pages** to customize the portal. **JavaScrip**t and HTML was also used in building the **visual force pages.**
* Written Several **Apex classes**, **triggers** and **batch** classes to write the business logic.
* Scheduled Apex Jobs.
* Created the **Custom fields** for sales force **CRM** content management
* Created Custom Components which will be used in the **visual force pages**.
* Worked with several **record types** and **page layouts**.
* Used **Workbench**, **Data loader** and **data import wizard** to import the data.
* Used both eclipse and change sets to deploy the code to different sandboxes (QA, UAT etc.).
* Used **SOQL** to retrieve the appropriate data.
* Writing and optimizing SQL code and stored procedures.
* Review and analyze the **ETL** requirements.
* Extensive knowledge of data integration and processing including extraction, transformation, and loading **(ETL).**
* Written Code such that governor limits are not hit.
* Implementing **CRM** with other technologies stacks such as Microsoft
* Written test classes for code coverage.
* Worked on reports and dashboards
* Maintained coding standards and achieved positive results from the Force.com Security Scanner.

**Environment:** Sales force CRM, Apex Language, Visual Force Pages, S-Controls, Data Loader, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, and Sandbox Data loading.

**CENTILLION NETWORKS – India April 2012 – OCT 2014**

**Salesforce.com Developer/Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Designed and implemented custom Employee Communities which was used amongst various employee groups within the company to access records, cases, claims, accounts info and reports.
* Designed and implemented a user-friendly Customer Community used to check many features such as healthcare coverage, benefits, packages etc.
* Integrated SFDC with Oracle ERP for order management system using Informatica.
* Managing multiple user setups, profiles and roles, record types, customization of objects, fields, page layouts and validations
* Developed Validation rules on various objects. Also created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers based on functional needs.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Constantly participated in code reviews which built a strong foundation to efficiently handle bugs fixes.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Experience with Business Requirements, Functional Requirements and Non-Functional Requirements gathering
* Experience in writing user stories, develop workflows and schemes in JIRA
* Configuring the layout & design, managing user & group management, project management, configuring fields & screens, workflows & server administration in JIRA
* Supporting BAT and UAT with testers
* Identifying Business rules and documenting application requirements.
* Coordinated with team members and conducted departmental meetings to ensure project safety

**Environment:** Sales force CRM, Apex Language, SFA, JIRA, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs.