**Name: Sharat** 

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**Professional Summary:**

* **Certified Administrator and Salesforce.com Developer** around Seven years of IT experience. Salesforce.com CRM platform as both **Administrator and Developer** and one year of experience as **Java Developer**.
* Good Understanding of **Salesforce.com**, **Sales Cloud, Service Cloud**, **Marketing** **Cloud,** **Community** and **AppExchange**.
* Hands on Experience in designing and developing **Apex Classes**, **Batch Apex, Apex Triggers, Controller Classes f**or various functional needs in the application.
* Good experience in writing **SOQL, SOSL**, Aggregate, Relationship queries in **apex classes, triggers** and **batch classes** and customized queries to avoid **governor limits**.
* Experience in designing **Visualforce pages, HTML and JavaScript, Process Builder, Workflow**, **Visual workflow** and **Approval process**, **Reporting and Dashboard**s to support process automation.
* Good working knowledge in **Querying** Salesforce.com database using **SOQL & SOSL queries** using Force.com Explorer.
* Experience in using **Aura framework** for developing UI using **Aura tags in Lighting components** and Rollout to **Lightning experience**.
* Integrated Salesforce with external systems using both inbound and outbound using **SOAP & REST** Apex web service classes.
* Worked on **Service Cloud** and **Sales Cloud** implementations. Experience in developing and maintaining email templates within **Marketing Cloud**.
* Experience in developing solutions for the Apttus Contract Life cycle management (CLM) and **Configure price quote (CPQ)** systems including X-Author for word and excel
* Expertise at **Administrative tasks** such as **User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboards.**
* Good Experience in developing **Custom Page Layouts, Workflows, Relationships, lookups and Dependent pick lists.**
* Hands on Experience in **Data Management, Data Security, Data Modeling, Workflow Automation, Formulas and Validations, Chatter**.
* Created modern Enterprise **Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.**
* Worked on **Salesforce Platform** to build **Mobile App** by enabling **Lightning Components** for use in Salesforce1 mobile platform to make **Lightning Application mobile**.
* Experience in **Migrating** Applications from **Salesforce Classic to Lightning** to develop rich User interface and better interaction of pages.
* Hands on experience in implementing **security and sharing rules and Apex Language**.
* Experience in creating the **Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.**
* Experience in using Force.com **Web services API** for implementing web services in the application for access to data from different users.
* Experienced in **Sandbox Management** (Like **Refreshing Sandbox**, **Creating New Sandbox** and **Migrating code from one sandbox to the other**).
* Experience in **deployment** and working on version control tools like **GIT, GitHub, Jenkins**.
* Strong knowledge and working experience in software Development Life Cycle (SDLC) methodologies such as **Agile, Waterfall and Scrum model.**

**Technical Skills:**

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| Salesforce technologies | Apex, visual force, CPQ, SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, sales force.com IDE, Apex data loader, web services. Dashboards, Analytic Snapshots, Custom Objects, Lightning, REST and SOAP Web Services. |
| Salesforce Tools | Eclipse, Force.com, Eclipse IDE plug-in, Force.com Explorer,Force.com Data Loader, Force.com Platform (Sandbox, and Production) QTP and Sandbox Testing |
| Lightning Experience Development | Salesforce Lightning Design System and Lightning Components, field service lightning, LWC, Aura Framework, JavaScript Controllers, Server-side Controllers. |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Migration, Data Loader |
| Databases | SQL Server, Oracle, MS Access |
| Programming Languages | JavaScript, Apex, SQL |
| Configuration Skills | Workflow: time-dependent actions, field updates, email alerts, Field Level and Object level security, role hierarchies, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Documentation, templates, Security and Sharing Model, Salesforce Lighting. |

**Professional Experience:**

**Client: Citi bank, Dallas, TX March 2020-Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the business requirements.
* Developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
* Executed SOQL queries in workbench and Data loader to verify Product/Pricing staging data in SFDC.
* Administrated SFDC communities, created Case Management Process including creating support process, record types.
* Assigned workflows for Lead conversion, transfers, merging duplicates,managing web-to-lead to track responses to online campaigns.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Managed user accounts and security - including new user account creation, profile and role management, sharing rules and security controls.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Cloud.
* Developing Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Involved in deploying the AppExchange applications and integrating with third-party applications.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Designed and developed Service cloud and integration.
* Using Apex Data Loader and Import Wizard for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Customized different page layouts and assigned them for different profile users.
* Used Salesforce Lightning to delivers a modern, smart experience across every device.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:** Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Salesforce Lightning, Custom objects, Tabs, Roles, Pick lists, Dashboards, Data Loader, Data Migration, Sandbox, Windows.

**Client: Express-Scripts, Franklin lakes, NJ Sept 2018- Feb 2020**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upset, export operations on millions of records.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Migrated Applications from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Created Visualforce pages with custom CSS and Used in Salesforce communities for customers.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Designed Visualforce pages with custom controllers and controller extensions to build custom UI’s for mobile and web apps, integrated Apex with External services in JAVA using Rest API.
* Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using Apex Scheduler.
* Worked on building and embed Lightning Components in Visualforce Page by using new Lightning Out feature by event-driven programming, using handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked on Salesforce Platform to build Mobile App by enabling Lightning Components for use in Salesforce mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Involved in deploying the AppExchange applications and integrating with third-party applications.
* Worked with Dynamic Apex to access Objects and Field values based on user inputs, execute dynamic SOQL, SOSL and DML queries.
* Created many reusable Lightning Components with SLDS framework - like Spinner, Time Input, Date Input & Custom lookup Components etc.
* Performed Bulk Data Migration from Legacy Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Backupify, Apex Data Loader utility and ETL tools.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Worked on Git repository and Jenkins for building applications, also experience with Force.com Migration tool, change sets for deployments.
* Prepared technical documentation, test scripts and deployment documents to support team.
* Deployment of code from sandbox to DEV, QA and Staging using GIT Hub (Package).

**Environment:** Saleforce.com platform, Salesforce Lightning, Marketing Cloud, Apex, Visual Force, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Agile, Jira.

**Client: State Farm Insurance, Bloomington, IL**

**Role: Salesforce Developer May 2017-Aug 2018**

**Responsibilities:**

* Worked with the business community to gather requirements and converted them into Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
* Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Created various Custom Objects as per requirement, worked on various standard Objects like Accounts, Case, and Contact.
* Worked on different Salesforce implementations using applications like Sales Cloud and Service Cloud.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Managed Service Cloud components including Service Console, Partner portal, Call Center, CTI integration, Customer Portal, Live agent, Knowledge Base and Entitlements.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application.
* Implemented Development tasks by using Batch Apex, Apex Classes, Controller class, Visualforce Pages, Triggers, SOQL and SOSL for various functional needs in application.
* Worked on Salesforce community cloud to provide access to employees, customers and partners to salesforce data.
* Developed Visual Force Pages and used standard, Custom Controllers and controller extension Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Developed the Quote-cash mechanism leveraging the salesforce CPQ package for providing the quotes for different sales and transaction purposes (Sales Cloud).
* Created Security Settings for Roles and Profiles and managed Security Sharing Settings.
* Developed Validation Rules for the Custom Objects, Workflow rules and Approvals for some fields.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Manage re-architecture of Jenkins and integration with Confluence for release management and documentation assets. Re architect a Maven based system reducing build times.
* Integrated REST API web services to extract data from external applications.
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign-On (SSO) setup.
* Followed Agile Methodology, created user stories based on the product backlogs items and added to different sprint cycles depending on the severity by utilizing JIRA tool
* Imported and exported large volume of data using Data Loader.
* Identify and validate the Master data required for Data Migration and test cycles activities
* Used Sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Apptus, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL/SOSL Queries.

**Client: Dell, Austin,TX**

**Role: Salesforce Admin/Developer Feb 2016-April 2017**

**Responsibilities:**

* Worked as an enhancement team member and performed the role of Salesforce Administrator in the organization
* Created and usage of Custom Labels, Custom Settings and Field Sets.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Being the Administrator in the organization created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Built the organization's role hierarchy by adding the Roles as per the organization structure and created Custom Profiles to satisfy the organization's hierarchy.
* Worked on Salesforce community cloud to provide access to employees, customers and partners to salesforce data.
* Worked on Case Management, Escalation Rules, Assignment Rules, Auto Response Rules.
* Defined Lookup and Master-Detail Relationships on the objects and created junction objects to establish connectivity among objects. Performed Role of Salesforce.Com, Design, Development, Administration and Operational Support.
* Created various Roles, Profiles and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization.
* Worked on Triggers, Batch Apex and Scheduling jobs.
* Created Custom Objects, Tabs, Custom Fields, Record Types, Page Layouts according to application requirements.
* Developed several Custom Reports and Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Resolved customer complaints and offered suggestions for improvements and enhancements.
* Created Workflow Rules, Approval Process and defining their actions.
* Designed and deployed Validation rules, Approval Processes, Custom tabs and Auto-Response for automating business logic.
* Handling data management inclusive of data loading and data migration using Apex Data Loader.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.

**Environment:** Saleforce.com CRM, Force.com platform, Chatter, Custom Objects, Custom Tabs, Email Services, Workflow and Approvals, Security Controls, Reports, Change sets, Windows, Data Loader.

**Client: Ethinic IT Soutions, Hyderabad, India**

**Role: Associate Developer (Java) May 2014- Dec 2015**

**Responsibilities:**

* Involved in various stages of the project life cycle mainly analysis, design, implementation and testing of the application.
* Developed the GUI using Struts Framework, JSP, Servlets, HTML and JavaScript.
* Server-Side using JSP/ EJB/ JDBC/ SQL. Created various JSPs for presentation layer.
* The front-end JSP pages were developed using the Struts framework and were hosted in a J2EE environment on an Apache tomcat server.
* Developed EJBS (Session and Message-Driven Beans) in (RAD) for handling business processing, database access and asynchronous messaging.
* Implemented MVC architecture using spring and Strut’s frameworks combined with EJB 3.0 JPA for database persistence.
* Developed UI using HTML5, JavaScript, and JSP, and developed Business Logic and Interfacing components using Business Objects, XML, and JDBC.
* Created Action Forms and Action classes for the modules. Implemented Action Errors a feature of Struts for error reporting.
* Developed web services SOAP, WSDL and web services clients using JAXB and XML, implemented SOA architecture.
* Wrote various stored procedures in PL/SQL and JDBC routines to update tables
* Configured struts-config.xml and web.xml and properties file provided by Strut’s framework for the implemented modules.
* Co-ordinate with the QA lead for development of test plan, test cases, test code and actual testing responsible for defects allocation and those defects are resolved.
* Developed using simple Strut’s validation for validation of user input as per the business logic and initial data loading.
* Extensively wrote Java Scripts to enforce client-side validations.
* Extensively used the struts application resources properties file for error codes, views labels.

**Environment:** JSP, Servlets, JDBC, HTML, DHTML, XML, JDBC, Spring, Apache Tomcat Server, Struts, SOAP, Java Scripts, J2EE.