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**OBJECTIVE:**  
 *To acquire a position that utilizes my Salesforce software development & administration skills, also contribute to the overall productivity of the organization. Aspired for a challenging career in Salesforce development and administration. To use my learned skills and experience to produce the best results.  
  
 An experienced team player with excellent communication and interpersonal skills who has ability work independently, to lead, motivate and influence others and mentor subordinates. Excellent communications skills. Adept at building strong working relationships with coworkers and management.*

**SUMMARY:**

* Over **8+ years** of **professional IT** experience in application design, customization, development, and support which includes **6+ years** of experience in **Salesforce.com** and **Force.com platform developer and administrator.**
* Worked in all stages of **Software Development Life Cycle** (SDLC).
* Hands-on experience in developing salesforce **Lightning Apps**, **Components**, **Controllers and Events**.
* Experience in SFDC development using **Apex classes** and **Triggers**, **Visual Force, Force.com IDE, SOQL, SOSL.**
* Experienced in developing **lightning web components** & salesforce **integration** with 3rd party applications.
* Experience in **SFDC integration** using Web service & Apex programming, App-Exchange packages & custom applications.
* Hands on experience in Salesforce.com **Integration, Developing and Deploying** custom integration solutions.
* Experience **in Administration, Configuration, Implementation**, and Support of Salesforce CRM based on Apex Language and leveraging Force.com Platform.
* Proficient in dealing with functionalities related to **sales cloud & service cloud, Marketing cloud, Community Cloud**, Custom Cloud and Analytics Cloud.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer **communities** and service account man
* Experience in designing and developing **Force.com based Apps** / Products using **Apex, Data Loader**, Apex Explorer, and Salesforce.com **Sandbox** environments.
* Good experience in working on **Eclipse IDE** with Force.com Plug-in for writing business logic in Apex programming language.
* Ability to translate complex business requirements into technical specifications
* Proficient knowledge of **Governor limits**. Experienced in optimization of existing code in according to the governor limits.
* Extensive experience in designing of custom objects, custom fields, custom page layouts, workflows, relationships, look - ups, dependent pick lists, and role-based page layouts, workflow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing **Visual Force pages**, record types, formula fields and email generation according to application requirements.
* Experience in **Steel brick CPQ** related configuration for product setup, approval matrices, approval rules, **process builders** and flows.
* Experience in using **Apttus CPQ** for boosting sales effectiveness.
* Experience in web technologies like **HTML, XML, and JavaScript** and experienced on working with data structures to manage large amount of data efficiently.
* Hands on experience in implementing 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.
* Involved **in data migration** and integration using **Apex Data Loader**.
* Hands on experience in building processes using Process Builder in Salesforce.
* Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in use of **Standard and Custom controllers of Visualforce** in development of custom Salesforce pages as required by business requirements and Customized existing **Visualforce** to align with salesforce new Lightning UI experience.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce **support communities and Chatter groups**.
* Experienced in coding, building java applications using **Core java, Multithreading, JSP and Servlet**.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication, and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader,  S-Controls, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Steelbrick CPQ, Workbench, Informatica Cloud Connector. |
| **Programming Languages** | C, C++, JAVA, J2EE, Apex, C, SQL, HTM,Python. |
| **Web Technologies** | XML, HTML, AJAX, Java script, Web Logic, Apache Tomcat. |
| **Operating Systems** | MS Windows, UNIX, LINUX, Mac OS-9/10. |
| **Databases** | Oracle, Microsoft SQL Server, SQL & PL/SQL |
| **Methodologies** | Agile, SDLC. |
| **Tools** | Eclipse, Data loader, MS Visio, Force.com IDE, Net Beans, Visual Studio |

**PROFESSIONAL EXPERIENCE:**

**USAA, San Antonio, TX July 2019 to Present**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Currently working in **agile methodology** and experience in working in complete Software development Lifecycle
* Worked in **creating custom dashboards** and **work queues** with **lightning web components** that connected multiple parts of the organization.
* Upgraded some Apps from Salesforce **Classic to Lightning** Experience to develop rich **user interface** and better interaction of pages.
* Developed **lightning components** and **lightning apps** to provide better and more interactive interfaces to end users.
* Responsible for building the complex **Data Model** within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.
* Responsible for Salesforce.com **System Integration** with external applications and systems using Apex Web services and Apex Callouts with both **REST API and SOAP API.**
* Worked on analyzing the complete **Apex classes, Apex Triggers, Visualforce Pages** in the Salesforce.com instance in the design phase. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
* Added **lightning components to lightning pages** and record 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
* Maintenance of installed **Managed Packages** in Lightning using Apex. Experienced in using Data Migration tool called **Data Loader**.
* Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the design phase. This includes the documentation of use, Decisions of field migration and many other tasks.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Manage and monitored templates in **marketing cloud** and trouble shoot, as necessary.
* Used **Journey builder** in running more than 20 different campaigns along with Automation Studio and Contact Builder.
* Used **HTML, CSS, AmpScript, SSJS**, and other technologies to build customized solutions that support critical business functions.
* Created and maintained **email reporting dashboards**, A/B testing, and provide results to Marketing team to drive segmentation, delivery, and content decisions.
* Designed complex **Visual force pages & web forms** using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.
* Implemented the requirements on Salesforce.com platform and Force.com **IDE Plug-in using Eclipse**.
* Deployed the code developed in the **Dev Sandbox** to the **Test Sandbox** and the **Production sandbox**.
* Used **SOQL & SOSL** with in **Governor Limits** for data manipulation needs of the application using Force.com Explorer.
* Used **Mulesoft** for **integration** with salesforce helps to build some applications on CRM and ERP platforms
* Managed **API integrations** and web services.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash**.
* Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* Followed **CI/CD process** for deployments using Force.com **Migration Tool and Snapshot.**
* Gathering the requirement, analyze the requirement and attending the day-to-day business meetings.

**Environment:** Eclipse Force.com IDE, Force.com migration Tool (ANT), Apex Classes and Controllers, Data Loader, Developer  Console, Jira, Integration, Mulesoft, Sales cloud, Marketing cloud, Journey Builder, AMPscript, Lightning Experience, Lightning Components, and Force.com Sandboxes, Web Services, Agile methodologies, and AppExchange.

**Centene Corporation, St Louis, MO August 2017 to June 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Managed and participated in all phases of the project including Project Plans, **Configuration** and **Documentation**.
* Demonstrated expertise in **Sales cloud, Service cloud, Health Cloud,** Partner portal and Customer portal.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience**.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for **migrating cases** to different queues based on the type of customer enquiry.
* Designed custom visual force pages for **Customer Support**, Sales, and Professional Services department.
* Embedded **lightning components** in Visual force pages by using **new Lightning out feature** by event driven programming
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Worked on **Health Cloud** to optimize the communications and workflows between patients & providers, Members & Payers and Consumers & Healthcare companies.
* Worked on to **prioritize tasks** across all their patients’ needs with **health cloud**.
* Mapped personal and professional caregiver networks with **salesforce health cloud**
* Used **health cloud** to **integrate** data from EHRs, wearables and more.
* Created and used Email templates in HTML and VisualForce.
* Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in **Case Management**.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security, and configured their sharing settings.
* Created various custom **Reports and Dashboards** as per the customer requirements.
* Experience with Managing the complex data Experience in Integrating **App Exchange** Applications with Salesforce, Informatica On Demand, **Mass E-Mail Management**, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP,REST) & web integration with SDFC.
* Provided support for Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflows, and approvals.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Experienced in lead case management (**Web-to-Lead, Email-to-Case**).
* Performed **Steel brick CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Driving business requirement related meetings to capture the technical requirements for the **CPQ implementation**.
* Worked on **Apttus CPQ configuration** and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Designed junction objects and implemented various advanced fields like **Pick list**, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved with   Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Implemented **Service Cloud** including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.).

**Environment:** Agile, Salesforce Unlimited Edition, Service Cloud, Sales Cloud, Health Cloud, Apex, Lightning web components, VisualForce (Pages, Component & Controllers), JQuery, JSON, XML, HTML5, CSS3, JS, Bootstrap, Angular JS,Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, Sql Server.

**Empower Retirement, Greenwood Village, CO November 2015 to July 2017**

**Salesforce Developer**

**Responsibilities:**

* Responsible for supporting day to day SFMC operations and **cross-channel** digital **marketing campaigns** including email and SMS
* Implement marketing campaigns using tools like **Journey Builder**, Email Studio, and Automation Studio and **used AMP script** language to create **Email Campaigns**.
* Provide sales and marketing data analysis and reporting including **metrics** and results for the marketing campaigns ROI.
* 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.
* Develop **VisualForce** pages, VisualForce Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Written numerous SOQL and SOSL queries using with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Experience with working on **AppExchange** platform.
* Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.
* Worked on Eclipse IDE with Force.com plug-in for writing business logic in Apex programming language.
* Customized **dashboards** to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Maintained **data cleanliness** and accuracy by adding custom validation rules, custom formulas.
* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Involved in the entire SDLC using **agile methodologies**.
* High End Process and Application Customization using **Apex & Visualforce**.
* Involved in authorizing Test strategy and Test plan.
* Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation, and formula fields.
* Migrated data and integrated using **Apex data loader**.
* Designed solution and configured Salesforce.com Case, Solution & **Customer portal Modules**.
* Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into   Salesforce.
* Created test scenarios on **Sandbox environment**, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Developed the web front end layer using **JSP, JavaScript** for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.

**Environment:** Salesforce.com platform, Apex Language, REST API, Journey Builder, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, JavaScript, JSP, AMP, Ajax, Sandbox Environment, data loader, Eclipse IDE Plug-in.

**Avon Technologies Pvt Ltd, Hyd, India Jan 2014 to August 2015**

**Salesforce Developer/ Administrator**

**Responsibilities:**

* Work collaboratively with internal departments in the planning and analysis of business systems requirements, system changes or enhancements
* Streamline existing **business processes** using Salesforce and add-on
* Gather requirements and conduct analysis using Agile technique
* Responsible for the resolution of Level 2 application issues/ bugs as part of Application support in relation to Salesforce and associated integrations
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Opportunities, Campaigns and Reports.
* Perform Salesforce configurations including maintenance of security for user roles and profiles, and security/access settings (user profiles, role hierarchies, sharing rules)
* Experience in analyzing organization processes, converting business workflows into Salesforce.com workflows
* Experience in **Data management** like Data Cleansing, Data Migration and Integration using various tools like Import Wizard, Data Loader etc.
* Managed project to migrate existing support functions to Service Cloud.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on case management in service cloud including assignment rules, escalation rules, auto-response, email to case and web-to-case.
* Created and used Email templates in HTML and Visualforce.
* Developed **Apex Classes & Triggers** to implement the business logic as per the requirements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Updated and Modified Company and Sales Users Dashboard according to the requirements to analyze the growth of Sales.
* Developed **comparison dashboards** for Sales users to Compare the Previous Fiscal year and Current Fiscal year sales graph.
* Present current Salesforce capabilities and feasibility of future projects to Management.
* Experience in creating of business processes and test risk documents.
* Work with Salesforce premier support to troubleshoot and apply upgrades, patches period
* Train other support resources on Salesforce configuration.
* Work closely with our Salesforce.com developers on managing ongoing development requests and bug fixes required in the system.

**Environment:** Salesforce.com, CRM, Sales Cloud, Service Cloud, workflow, validation rules, report, dashboard, Email services, Custom objects, process builders, Data loader, SOSL, SOQLs.

**Couth Infotech Pvt. Ltd, Hyderabad, India June 2012 to Dec 2013**

**Java App Developer**

**Responsibilities:**

* Designed and coded application components in an agile environment.
* Implemented Model View Controller (MVC-2) Architecture using Jakarta Struts framework at presentation tier.
* Used Struts frameworks and MVC design patterns to complete several projects on complex areas of development including user interface design, batch processing, stored procedure development, XML, data exchange and integration.
* Extensive use of Struts Framework for Controller components and view components.
* Implemented Spring IOC for inter connection between modules in our application.
* Designed and Developed UI using JSP by following MVC architecture.
* Developed the application using Struts framework. The views are programmed using JSP pages with the struts tag library, Model is the combination of EJB's and Java classes and web implementation controllers are Servlets.
* The Java Message Service (JMS) API used to allow application components to create, send, receive, and read messages.
* Expertise in coding optimized SQL queries on databases like Oracle.
* Developed back-end PL/SQL packages, UNIX shell scripts for data migration and batch processing.
* Created and customized UNIX shell scripts for automating regular maintenance and batch jobs.
* Implemented core java Multithreading, Collections, Exception Handling, and OOP's concepts.
* Involved in coding, building java applications using Core java, Multithreading, JSP and Servlet.
* Involved in performing Unit and Integration testing Junit.

**Environment:** Core Java, J2EE 1.3, JSP 1.2, Structs, Spring IOC, EJB 2.0, Struts 1.1, JDBC 2.1, Oracle 8i, UML, JMS,XML, Web Logic 7.0, MVC Design Pattern, Eclipse 2.1, Log4j and Junit.