**Pavan Kumar**

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**Salesforce Developer/Admin**

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**Professional summary:**

* Around **5**+ years of extensive experience in **Salesforce.com CRM** and **Force.com** platform with proficiency as Salesforce Administrator.
* Analyze business requirements for system changes and enhancements.
* Involved in multiple teams to develop more robust and comprehensive Salesforce solutions.
* Experience in **Salesforce Service Cloud**, **Sales Cloud** and **Salesforce.com CRM** with proficiency as **developer and administrator.**
* Experience in developing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects**, creating the **relationships/ junction objects** like **Master-Child,** lookups**, Entity Relationship data model,** Pages, Classes, Interfaces**, Workflows & Workflow rules,** triggers, Email alerts and **Business Logic.**
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Excellent **written and verbal communication skills** to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Develop and maintain custom reports and dashboards in Salesforce to provide business intelligence for management team.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Manage dashboards, reports, forms, templates, page layouts, workflows and approvals.
* Customize **Reports** and **Dashboards** for various teams.
* Manage the user community on the system (e.g. set up user profiles, security roles and views.
* Using **Git, Bitbucket** for version controlling and for team-based development.
* Generated Custom Reports in various formats with specified fields and time frames.
* **Functional Testing** - Sprint CR / Unit Testing, Smoke Testing, Regression Testing and UAT Testing
* **Migration Testing** – Validation of Data Load Count, Data Accuracy and Data Fallouts
* **Integration Testing** - Data Flow (Inbound / Outbound) between SFDC and MDM, EAM, AUM, Workday, PRD and Touchpoint
* **Release Testing** - Data Migration Testing, System Integration Testing, E2E System Testing and Regression
* Strong in writing SQL queries to perform backend data validations.
* Excellent experience with source **version control tools** such as Subversion (SVN) &amp; Git.
* Well versed in configuring test environments for specific test cases, creating test data and executing automated or manual tests, document results, update defect-tracking systems and finally update Test execution log
* Tested both salesforce configuration changes and custom changes in Salesforce Lightning
* Good knowledge on Junit, TestNG framework for **Unit testing**, **Maven** and **Ant** for Project building tool, **Jenkins for Continuous Integration**.
* Using AppExchange, integrated third party tools to make work easier and done migrations and integrations on

**Education details:**

* Bachelor’s in Computer Science Engineering (Hyderabad, INDIA)
* Master’s in Information Systems (Salt Lake City, USA)

**Technical skills:**

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| **Salesforce Technologies** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Force.com Migration Tool |
| **Integration Tools** | Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports, MuleSoft |
| **Languages** | Apex, C, Java |
| **IDE and Editors** | Eclipse, My Eclipse and Force.com Eclipse IDE |
| **Office Tools** | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office |
| **Database** | SQL Server and MYSQL |
| **Platforms** | UNIX/Linux, Windows NT / 2000 / XP Pro / Vista / 2003 / 2008 |

**Professional experience:**

**Client: CGI, SC, US Sep 2020 - Present**

**Role: Salesforce Developer**

**Responsibilities:**

* A highly motivated and energetic professional, dedicated to understanding and meeting clients' needs. Highly knowledgeable in project management tools, processes and techniques.
* As well as Scrum Master in current projects. Effectively managed the product backlogs in line with corporate strategies and goals, optimized team velocities, improved the teams' capacity by removing impediments, created high level budgets, and coordinated the release management activities.
* Customized existing Visualforce to align with salesforce new Lightning UI experience.
* Converted the product vision into user stories, prioritized the product backlog based on the corporate strategy, and worked with the **SCRUM** teams to convert the stories into product features.
* Developed lightning Experiences using custom and standard lightning components, styling using CSS if required and, we Implemented using LDS (lightning design systems) in the lightning component to reduce styling from CSS.
* Designed, developed and deployed Apex Classes Extension Classes to support Visual Force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Has an excellent track record of successfully managing small to large projects from conception to completion with strong leadership and managerial.
* Created Processes to automate different tasks using Salesforce lightning process builder and Created Custom Labels and Custom Meta data to insert in the Aura Component Bundle.
* Has extensive experience in managing offshore teams for clients. Addressed issues of quality, cost, communication, culture and other issues that arise from a typical offshore establishment.
* Have experience as Business Analyst, communicating with customers, creating prioritized list of requirements and converting those requirements in to user stories.
* Working UI/UX team for designing wireframes according to user stories.
* **Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, Cloud Craze, Eclipse IDE Plug-in.

**Client: Facebook, California. Nov 2019 - Aug 2020**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information,
* documenting the functional and non-functional requirements.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, and Campaigns etc.
* Developed various custom objects, tabs, components and Visual Force pages. Customized page layouts for

standard/custom objects and assigned record types.

* Created data validation rules and formulas as per business requirement. Created workflow rules to automate
* tasks, email alerts, field updates and time-dependent actions.
* Developed and configured various custom reports and report folders for different user profiles based on the
* need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and
* Dashboards.
* Worked on lightning components, event registration, handlers for performing business logics and actions.
* Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created lightning app for the user to create order and add line items.
* Designed, and developed **Apex classes**, Controller classes, Extensions and **Apex triggers** for various
* functional needs in the application.
* 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.
* Integrated the web services by generating the necessary stubs from the **WSDL** files for extracting the data
* from the home-grown applications by using the home-grown web services.
* Used **SOQL** &amp; **SOSL** with consideration to Governor Limits for data manipulation needs of the application
* using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in **CSV** files
* intosalesforce.com, checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Help users with Chatter teams/groups and follow application as well. Provided ongoing salesforce.com
* maintenance and administration services including periodic data cleansing, custom objects, workflows.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component &amp; Controllers), Apex (Classes,

Controllers &amp; Triggers), Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer.

**Client: MetLife, Hyderabad, IND Feb 2017– July 2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality
* Managed different cases on the console using **Service Cloud**.
* Responsible for the creation of custom Apps, and Reports using the **Salesforce CRM cloud computing** model.
* Created page layouts, search layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
* **Managed users, Public Groups, Profiles** and Roles within the Salesforce CRM designating access to the applicable user within the user hierarchy.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Responsible for writing test class for classes related to the project, and made a safe deployment for every major release.
* Enforced security by implementing object and field level security, sharing rules, permission sets, organization wide defaults and roles.
* Performed code migration between the **sand box & production platforms** via eclipse force.com IDE plug-in.
* Worked in agile methodology and participated in daily meetings and presentations in the organization.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, Approval Processes and Auto-Response for automating business logic.
* Used Picklists, Dependent Picklists, and Record Types to enforce data quality
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows and Approval Processes for automated alerts, field updates, and Email generation leading to effective communication with customers and partner portals.

**Environment**: Apex, Visual Force, Apex Classes, SOQL, Lightning Components, Apex triggers, Visual Force Pages, Batch Apex, Schedule Apex, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, test.SalesForce.com, S-Controls, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, Ant script.

**Client: Panel Coder Technologies, IND Oct 2015 – Jan 2017**

**Role: Jr.Salesforce Admin**

**Responsibilities:**

* Managed multiple user setups, profiles, roles and multiple custom objects.
* Designed and deployed workflows, approval process, and validation rules for various business process.
* Developed and created customized reports and dashboards.
* Developed and maintained computer applications for internal users and also listed documentation of application requirements
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from **comma separated values** (CSV) files.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used **Salesforce Automation Process**, created workflow rules and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.

**Environment:** Saleforce.com platform, Visualforce Pages, Data Loader, HTML, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Workflows, Validation rule.