**Niroop, Salesforce Consultant** 

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**Professional Summary:**

* Around 6 years of Hands-on experience in all stages of software development life cycle (SDLC), Salesforce Development and Design.
* Expertise in SFDC Development using Lightning Web Components, Lightning Application, Aura Component framework, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Components, Tabs, Apex Web services, Custom Objects, Reports, Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud.
* Implemented security and sharing rules at object level, field level and record level, and system audit trail setup for different users based on Organizational hierarchy.
* Proficient in Data Migration from legacy systems to Sales Force using out of the box Apex Data Loader and Bulk API.
* Worked on Sales, Marketing and Service Cloud.
* Good understanding on Lightning Web Components, Lightning Data Services.
* Administration of the Salesforce environment; responsibilities include customizing and implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, workflow, validation rules, approvals, dashboards, reports, etc
* Strong technical and functional proficiency in Salesforce administrative tasks including, and not limited to: Profiles, roles, security, workflows, validation rules, triggers approvals, advanced formulas, custom objects, reports, and dashboards
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Hands on Experience on Aura Framework.
* Extensive experience working on Integrations using REST and SOAP API.
* Experience on building Lightning components using two programming models: Lightning Web Components (LWC), and the original model, Aura Components
* Co-ordinated with developers and automation manager in working with source code by using continuous Integration tool Jenkins.
* Closely monitor deduplication process by Integration of IBM Initiate that involved web service API calls and future methods.
* Continuous Integration and Continuous Delivery is achieved by Jenkins.
* Worked extensively on various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed Apex Triggers, Apex Classes and Test methods, Controllers & Extensions to support Visualforce pages, Test Classes for Unit testing as per the functional needs in application.
* Customized standard Sales force objects like Accounts, Contacts, Case management and Solutions. Developed and created customized reports and dashboards.
* Developed Test classes for all the Apex classes and Triggers with minimum 92% code coverage for triggers and classes.
* Involved in data mapping activities to import data provided by the internal data warehouse into salesforce.
* Experienced working with various App exchange products or CPQ products like CPQ Confidential sterling CPQ, APPTUS CPQ, Cases, Campaigns, Forecasts, Reports and Dashboards.
* Experience in Lightning Framework, Components, Apps, Events, classic to lightning migration.
* Internal & External systems integration SOAP, REST Web services and Enterprise tools, Apigee, Metadata API, Schema classes.
* Experience in Data Migration using Import wizard, Data Loader using BULK API.
* Experience in SFDC Administrative tasks like creating Objects, Fields, Users, Roles, Profiles, Page Layouts, Approvals, Workflows, Validation rules, Reports, Dashboards, Permission Sets.
* Demonstrated experience in all common configuration tasks in Sales and Service Cloud.
* Experience in moving code from lower Sandboxes to Production environments and addressing issues related to Functionality, Integration, and Deployment.
* Knowledge on Salesforce 1 Mobile Application, APPTUS CPQ, Data Extraction tools, and Data migration tools.
* Understanding of how to integrate data from multiple external sources and leverage it within the CRM environment.
* Experience with Data Manipulation, Cleaning, and de-Duplication.
* Worked extensively on Data Migration from other applications to Salesforce using Apex Data Loader.
* Strong in SFDC Functional areas – Accounts and Sales.
* Expertise in diverse facets of business analysis including Requirement gathering, Project Management, Change Management, Release Management and Configuration Management.

**EDUCATION:**

* Master of Science in Computer Science, University of Central Missouri, Warrensburg MO.
* Bachelor of Technology in Electronics and Communication Engineering, JNTU.

**Certifications:**

**Certified Salesforce Platform Developer 1**

**Certified Salesforce Administrator**

**TECHNICAL SKILLS:**

**Salesforce:** Salesforce CRM, Lightning Web Components, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

**Salesforce Tools:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

**Other CRM:** Service Max, APPTUS, CPQ

**Integrating Tools:** Apex Data Loader, Import Wizard, Data Export, Mass Delete

**Languages:** Apex, Java, JavaScript, SQL, SOQL, SOSL.

**J2EE Technologies:**JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, spring, EJB, Web Services, Log4j, Slf4j.

**Web Technologies:** HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API

**Databases:** SQL Server, My SQL, MS Access, DB2

**PROFESSIONAL EXPERIENCE:**

**Client: Bank of America, Charlotte NC Mar’20 Till Date**

**Role: Salesforce Developer**

* Involved in various activities of the project, like conducting review meetings with business and technical team, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud, Marketing Cloud, Community Cloud and Apttus CPQ.
* Worked on custom implementations of community builder lightning components, java script buttons, lightning compatible VF pages, lightning compo
* Worked on Partner Community.
* Experience in developing Validation Rules, Workflows and Approval Processes, process builder, Flows for Automated alerts, new Tasks, field updates, and Email generation according to application requirements
* Developed Lightning Web Components, Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* Extensive Experience in Partner Community and Customer Community.
* Involved in integration of Salesforce.com with external applications by using Web Services API, Metadata API, and SOAP.
* Maintain and customize Community Cloud and Service Cloud Craze applications.
* Extensively worked with Data Loader and Bulk API to import or export the data from Salesforce.com objects in very large volume.
* Troubleshoot the issues with custom merge process and integrations with different applications.
* Developed various Automation Processes.
* Implemented & maintained reports and dashboards
* Many solutions involving apex, aura, visualforce, LWC
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to Salesforce.
* Involved in customizing the Salesforce.com application to match the functional needs of the organization.
* Developed Apex classes, Apex Triggers for various functional needs in the application.
* Implemented Apex Data loader “Command Line Interface (CLI)” to Load data into Salesforce from staging area.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Attended daily meetings, weekly scrum meetings and sprint review meetings.
* Experience in implementing Apex Classes, Controllers & Triggers, Visual force, Force.com
* Implemented Quote-to-Cash solution using APTTUS CPQ. Depth understanding of the APTTUS CPQ, APTTUS CLM data model and functionality.
* Research Salesforce and Apttus CPQ capabilities as needed to suit business requirements.
* Experience in release management, Sandbox creation, Change Sets, Workbench, SVN, Jenkins, and SFDX.
* Experience in aura framework, Lightning Components, Developed lightning actions, components, apps, and flexi pages and data propagation thru events.
* Lightning migration, Visualforce Pages for lightning experience (lightning out), Alternates for Java Script Codes, report filtering, create record events with pre-defined value, LDS, CTI
* Developed Lightning Web Components (LWC), Apex and Visualforce components
* Account Management, Opportunity code refactor, Async context, Governor limits
* Production support

**Accenture, Hyderabad, India Jul’ 18 – Jul’19**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Followed Agile SCRUM methodology that includes iterative Application Development, two-week Sprints and Backlog and Refinement Meetings.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Configuration of reports, dashboards, and processes to continuously monitor data quality and integrity
* Upgraded Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Used Workflows to govern data flow across various objects
* Created modern Enterprise Lightning Apps combining Lightning Design System Lightning App Builder and Lightning component features
* Participate in technical design sessions; develop technical solution documentation aligned with the business objectives.
* Involved in Data migration, Data Imports using Data loader and Bulk API
* Created various Profiles, Roles, Page Layouts and Configured the permissions based on the
* Organization hierarchy requirements.
* Implemented reassignment functionality for opportunities and other objects.
* Designed, developed, and deployed Apex Classes and Apex Triggers.
* Experience using data loader/workbench to delete/import/export data.
* Creating community Portal using customer community
* Working on Salesforce Development including apex classes, triggers, SOQL, SOSL
* Working on UI Development like creating Visualforce page.
* Worked on QA testing and run test scripts in HP ALM.
* Implemented code coverage and Test classes.
* Made Documentation on new functionalities and POC’s which are implemented on project
* Worked on both Salesforce.com Custom and Standard Objects including Accounts, Leads, Opportunities, Cases, Reports, Dashboards and Activities.
* Worked with custom Reports and report generation.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirements.

**Environment:** Force.com Platform, Salesforce DX, Apex, Visualforce, SLDS, Lightning Web Component, Copado, GitHub, JQuery, Bootstrap, Data Loader, MS Visual Studio Code, Salesforce CLI, JIRA

**Logisoft IT Services Aug’14 – May’18**

**Role: Salesforce Developer/Admin,**

**Responsibilities:**

* Created Custom objects, custom fields, Pick list, role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, and Email generation per application requirements.
* Selected and implemented Agile development practices per application requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* 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.
* Developed and configured various Custom Reports and Report Folders for different user Profiles based on the need in the organization
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Interacted with the Salesforce.com premium tech support team on a regular basis.