

NAME: SYAM PRASAD

# PROFESSIONAL SUMMARY

* 8 years of IT experience with 6 years Salesforce Development/Administration including analysis, design, coding, testing, maintenance.
* Implemented Apex classes, Triggers, Visual Force, Lightning, SOQL, SOSL, HTML, XML, CSS, jQuery, JavaScript, MuleSoft, integrated web services using REST and SOAP.
* Experience using automating complex business processes using declarative features such as workflows, approval process, process builder, validation rules, security and sharing rules.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Experience in using ETL data tools like Apex Data Loader, Import Wizard, and Workbench.
* Experience in Salesforce Configuration using Roles, Profiles, User Creation, Email Services, and Page Layouts, Reports, Dashboards, and Analytic Snapshots.
* Experience evaluating and integrating Salesforce AppExchange solutions within overall implementation and Having good knowledge on Salesforce governor limits.
* Experience with SF Service console, Partner portal and Customer Community Portals
* Extensively wrote the test classes for complex business logic covering all scenarios and Accomplished the code coverage requirements. Worked on test classes to achieve deployment at 90%.
* Will conduct the Code review and test case review before push to the other sandbox.
* Interacted with customer operations managers to identify issues and potential areas for improvements to existing applications.
* Performed analysis, design, solution and development of user functional requirements and prepared technical design document.
* Co-ordinate with the testing team and provide the application flow demo before the test team starts Testing.
* Strong experience with source control tools Git, Bit bucket, Source tree, built salesforce code from the repository.

# SKILLS:

Eclipse, Visual studio, Force.com Developer console, Data Loader, Sublime Text, Excel Connector, SFDX, and Force Connect for Outlook. Sales cloud, Service cloud , Marketing cloud , Health cloud ,Finance cloud, Community cloud, .Apex Classes/Controllers, Triggers, SOQL, SOSL, HTML, XML, Visual Force (Pages, Components & Controllers), Einstein Analytics, Omni Channel, Global SMS, Email, Studio, Journey Builder, automation studios- Controls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Workflow rule, Process Builder Approvals, Case Management, Automation, Apex Batch, Agile, Strong Multi- Tasking Skills, Time Management.

# CERTIFICATIONS

* Salesforce Certified Developer. (Dev 401).
* Salesforce Certified Administrator. (Adm 201).
* Certified Service Cloud Consultant.
* Certified Sales Cloud Consultant.
* Certified Marketing Cloud Consultant

# FINANCIAL PARTNERS INC. WA July 2019 - Current

# Sr. Salesforce Developer

* Worked on Finance & Service clouds, nCino, Field Service Lightning.
* Developed Lightning App pages, home pages integrating custom components for salesforce Lightning and salesforce mobile app.
* Developed Salesforce.com custom application using Apex, Visual force, Lightning Components and AppExchange.
* Developed customer management app for customer services team to track client databases and financial transactions by collecting requirement for application of Salesforce CRM with the Customer Portal.
* Implemented Salesforce Shield for encrypting data and Optimized release management processes.
* Maintained custom nCino-Salesforce objects, setup records specific to nCino.
* Work with nCino project management team to ready client for Data Configuration stage of implementation.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Worked on Field Service Lightning Set up for multi-level service territories that represent regions where agents and technician can work.
* Track location and status of product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Installed the Field Service Lightning managed package, Field Service Lightning mobile app and service crews that represent your field service technicians in app and add details about their skills, service territories, and availability.
* Setup Live Agent as part of Case Management implementation inside Service Cloud.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Configured Cases object for varies business users which includes Email-to-Case, Assignment Rules, Escalation Rules with email alerts, Auto-Response rules and Support Process.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus logic and Interactions in Lightning Applications.
* Involved in Data Mapping and Data Migration from varies database to Salesforce Objects and fields using Informatica On-Demand.
* Created Workflow Rules, Approval Process, Process Flows and related actions Tasks, Email Alerts, Field updates and Outbound messages to automate the business process
* Implemented Single Sign-On (SSO) in multiple Salesforce instances using SAML 2.0
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Maintenance of installed Managed Packages in Lightning using Apex.

# UNITED HEALTH GROUP MN Mar 2018 - Jun 2019

**Sr.Salesforce Developer**

* Worked in Health, Sales and Service clouds.
* Implemented Lead Generation and Conversion, supporting cases, developed workflows and triggers for automated case resolutions.
* Implemented Web-to-lead, Web-to-Case and Email-to-Case to generate new Leads and Cases.
* Created Service report using Apex which include work orders, work order line items, and service appointments.
* Created Welcome Screen and Provider Portal Registration/Authentication.
* Worked on Visualforce Pages for community portal In EPIC Project.
* Implemented Business flow on Medical Oncology patient care.
* Developed Complex Business logics for processing referrals, Insurance Eligibility check and Acceptance criteria.
* Created Data integrations to retrieve and post the Referral information in third party Application.
* Created Automated process for sending prior and after Email notifications to costumers.
* Developed Security and sharing rules for different kind of users like Providers, Medical Assistants, Referral Coordinator and Contractors incompliance with HPAA protocols.
* Implemented web-based case management automation-Web to Case (on Case Object) to track and solve customer's issues.
* Experience in deploying AppExchange applications and integrating with third party applications.
* Used SOQL & SOSL for data manipulation needs of application by preprocessing records and generating Sets and maps to avoid hitting the Governor Limits.
* Migrated data from legacy system to Salesforce.com using Data loader & SQL server.
* Involved in Data validations and Data migration from its legacy systems by mapping company information using backed database SQL Server.
* Created workflows for automated lead routing, lead escalation, alerts and action items.
* Worked on Migrating from Classic to Lightning, migrated custom Buttons, restyled visual force pages for Lightning and created quick actions.

# MONI SMART SECURITY TX FEB 2017 - JAN 2018

**Salesforce Developer**

* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user Interface and better interaction of pages.
* Involved in Steel Brick CPQ implementation and customizations around app exchange.
* Maintained the Products sync with external application.
* Prepared custom reports by running SQL queries on the back-end data views of the marketing cloud.
* Successfully configuring the Marketing Cloud to connect with digital marketing capabilities of the Salesforce Marketing Cloud with the data management, campaign management tools and segmentation.
* Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Created journeys and implemented marketing campaigns using marketing cloud tools like Journey builder, Email Studio and Automation Studio.
* Used Sales Wave analytics app with salesforce to perform other integrations and customizations.
* Automated data import process through marketing cloud FTP.
* Created Wave datasets from using internal Salesforce data and external data sources.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Custom Settings and Email Services for automation using Apex Classes.

# SELECTSYS INC HYDERABAD, INDIA Jan 2014 - Aug 2015

**Salesforce Administrator/Developer**

* Performed multiple roles as Salesforce Administrator and Developer in the project and work closely with line of business LOB (Finance, GL, AP, Risk, and Legal& Compliance) to document processes, develop business requirements and prepared detailed use case documents & user specifications (stories).
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Prepare detailed test plans to execute the test cases in Scrum/agile environment to support the requirements freeze, soft code freeze and hard code freeze before every sprint/release.
* Involved in creating users, page layouts, workflows and creating new fields as required.
* Execute the complete test plan during System testing, Integration testing, UAT and regression test cycle and lead the Business kick-off meetings prior to UAT and prepare the UAT status during UAT cycle.
* Developed various Visualforce Pages, Lightning Design, and Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce.
* Used Informatica cloud service to integrate the data between systems.
* Uploaded the new data to SF using the updated test data and used SQL server to fetch the data base extracts to complete database testing.

# HINDUSTAN COCA-COLA BEVERAGES PRIVATE LIMITED HYDERABAD, INDIA JUL 2012 - DEC 2013

**Salesforce Administrator**

* Performed the role of Salesforce.com Administrator in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Configured Profiled-based IP address restrictions, Organization-wide IP address restrictions and Profile-based login hour restrictions.
* Managed tasks like unlocking/resetting passwords, modifying data and created ad hoc reports.
* Maintained language settings and advanced currency management.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Administer 100+ user accounts also created dashboard components.
* Created summary, tabular and Matrix reports.
* Performed troubleshooting of user accounts using Login access.

# COSS SOLUTIONS HYDERABAD, INDIA DEC 2011 - MAY 2012

**Jr. Software Engineer/Developer**

* As a member of team involved in designing and developing a framework.
* Used Java, WebLogic 5.1, 6.1 and 7.1, EJB 2.0, Java Mail, Struts, Servlet, JSP, JMS, XML, HTML, JDBC, SQL, Oracle 8i and JavaScript.
* Installed and configured WSAD as a development environment.
* Used XML in some modules using DOM to send the data to and from the server/database.
* Used JSP's to create the front-end screens for the module.
* Involved in writing Business Objects, Service API's, Data maps, Entity classes to the corresponding existing business classes.
* Involved in data integration for the new tracking system and other production subsystems using TIBCO 3.5.