Nagendra N

Salesforce Lightning Developer

**nag10.sfdc@gmail.com**

+1 205-396-6140

Employer: **ashok.k@accelerize360.com** - 3129340022 ext 107

**Professional Summary:**

* Salesforce developer with 6+ Years of IT experience that includes around 5+ years of experience **in Salesforce.com** CRM Platform. 1 year of experience in developing applications using Java/J2EE technologies.
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Experience in **Salesforce Customization**, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Work Flows**.
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options.
* Hands on experience in writing queries using **SOQL** and **SOSL** in Apex Classes and Triggers.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader, Admin Garage,** and **Loader**.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Plug-in environment, **Ant Migration** tool kit and Eclipse.
* Expertise in maintaining the functional areas of Data Management, **Campaigns**, Leads, Forecasting Accounts, Contacts, Opportunities, **Quotes**, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Strong knowledge of SFDC standard data structures and familiarity with **Force.com Explorer, Data loader** and Import Wizard.
* Experience in SFDC Integration using **Web Service** and Apex Programming, **App-Exchange Packages**& Custom Applications, Salesforce.com Service Cloud expertise.
* Experience working with **Sales cloud**, **Service cloud and Community cloud.**
* Experienced in scripting languages like **HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX** Web Services API development skills and Java Script, Web Services-Axis.
* Involved in various stages of **Software Development Life Cycle** (SDLC) including analysis, requirement engineering, architecture design, **development, deployment** and maintenance of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Worked Developer and as well as a Business Analyst for **full-cycle projects**, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.

**Technical Skills:**

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| --- | --- |
| **Salesforce** | Salesforce CRM, 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, Copado, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production, QA Testing). |
| **Other CRM** | Veeva, Service Max, Apptus, CPQ, CLM. |
| * **Integrating Tools**
 | Apex Data Loader, Import Wizard, Data Export, Mass Delete, Ant Migration Tool, Intel IJ. |
| **Languages** | Apex, Java, Java script, C, C++, 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 |

**Certifications:**

* Salesforce Certified Administrator: 17647453(201)
* Salesforce Certified Platform Developer1: 17519111(401)
* Salesforce Certified Platform App Builder: 19880884

**Work Experience:**

**Client: BBVA Compass Feb 2020 to Present**

**Role: Senior Salesforce Lightning Developer**

**Responsibilities:**

* Performed the creation of custom fields, custom objects, workflows, validation rules, process

 builder, flow builder, auto assignment rules, custom buttons, global actions and designs,

* Developed custom reports and dashboards according to business needs.
* Developing **lightning pages** and **components**, **Apex classes**, **JavaScript Controllers, configuration**
* **Settings, Mobile Application Development** etc.
* Used Postman and SOAP UI tools to test the **REST** and **SOAP** API methods from web services.
* Configured and created users for accounts and managed security for users. Create users and

 leads in salesforce environment and provide them with necessary access

* Leveraged **APEX Controller** to make a call for external requests to retrieve data from various

API’s and displayed them on to the component.

* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for **Events** to focus on

Logic and Interactions in **Lightning Applications**.

* Updated the **APEX Controller** and Helper functions regularly making the Component Context

Aware as per business requirement.

* Worked as Salesforce admin support governing user account creation, personal information

setup, password reset, Roles &amp; Profile creation, user group creation, updating company profile,

Network access setup.

* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business

requirement.

* Involved in **requirements gathering from business users** and doing a technical analysis which

includes providing custom solution to developing Salesforce platform in Agile Methodologies.

* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com

Applications.

* Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the

application using platform database objects.

* Migrated and clean up data between different environments as needed.
* Deployed the developer components to the DEV environment using Eclipse, Force.com IDE plugin, EGit pluginand **Visual studio tools** and validated the changes and fixed if any issues.
* Tested the use cases and unit testing to see the connection is built right between the **Sales Cloud, Service cloud.**

Environment: Sales Cloud, Service Cloud, Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, Aura Definition Bundle, Salesforce Custom adapter, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services.

**Client: Robert Half Technology, San Roman, CA July 2018 – Jan 2020**

**Role: Senior Salesforce Lightning Developer**

**Description:** Robert Half Technology is a consulting and staffing company, Robert Half Technology specializes in placing professionals in project, contract-to-hire and full-time positions. By combining cutting-edge recruiting technology and matching algorithms, with best-in-class customer service, we have been helping hiring managers for decades.

**Responsibilities:**

* Responsible for requirements gathering from **business users** and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Built customized **Lightning components** replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Replaced all the **JavaScript buttons** with **Quick Actions** or **Lightning Components** in Lightning.
* Analyzed salesforce classic application and converted to **Lightning Application** from ground up.
* Created multiple **Lightning Components**, added **CSS** and **Design Parameters** from LDS (Lightning Design System) that makes the **Lightning component** look and feel better.
* Developed Lightning components, Global actions, process Builders and object specific actions according to business needs.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in modifying **Visualforce pages** to be supported in Lightning Experience and good understanding of Lightning and its features
* Integrated the **Rest Web Services API** for extracting the data from external systems to display in the pages of salesforce.com.
* Worked on the designing of **custom objects, custom fields, custom links, validation rules, role-based page** **layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages,** and various other components as per the client and application requirements.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.

**Environment:** Salesforce.com, Apex, Visualforce pages, Eclipse IDE, Import Wizard, XML, Controllers, Sharing Rules, Workflows, Approval Process, Email Updates, Web Services API, Data loader, HTML, CSS, JavaScript, JQuery, Lightning Components, Lightning UI,

**Client: MTM, INC. St. Louise, MO March 2018 – June 2018**

**Role: Salesforce Lightning Developer**

**Description:** For More than 20 years, MTM has partnered with our clients to develop innovative solutions for accessing healthcare, promoting independence, and connecting community resources. By leveraging high quality customer service and our ability to develop comprehensive provider networks, we help our clients accomplish their goals while achieving our vision of communities without barriers.

**Responsibilities:**

* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Created multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the Lightning component look and feel better.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Updated the **APEX Controller** and **Helper functions** regularly making the **Component Context Aware** as per business requirement.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Experienced using **Force.com IDE** for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL** statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on **Integrating SAP** and **Salesforce** systems using **SOAP and REST API's.**
* Responsible for Sprint deployments from DEV Instance to QA and DEMO Sandboxes and worked on Continuous Integrations and Deployment flows using Changesets and **Copado**.
* Used **Copado** for deploying the user stories based on the environment and run test classes to reach the standards.

**Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Copado, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Communities, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Client: Prudential Insurance, Sunnyvale, CA July 2017 – Feb 2018**

**Role: Salesforce Lightning Developer**

**Description:** Prudential is an American company whose provide insurance, investment management, and other financial products and services to both retail and institutional customers throughout the United States and in over 30 other countries. Principal products and services provided include life insurance, annuities, mutual funds, pension, and retirement-related investments, administration and management, securities brokerage services, and commercial and residential real estate in many states of the U.S. It provides these products and services to individual and institutional customers through distribution networks in the financial services industry.

**Responsibilities:**

* Involved in Salesforce.com Application setup activities and customized the applications to match the functional needs of the organization.
* Participated in daily **scrums**, work with **PM, BA, QA** and Infrastructure team on issues, timelines &amp; priorities Mentor and Oversee the development effort of other Junior developers Coordinate technical development effort with **3rd party vendors** and oversee their design, development &amp; documentation work to ensure it is on-track with high quality.
* Developed several **Lightning components, Global actions, process Builders** and objects specific actions.
* Created **Lightning Components, added CSS and Design** Parameters which improves performance.
* Worked on **Field Service Lightning** to connect workforce to deliver intelligent and productive on-site service.
* Optimized field **service scheduling according to organizations work rules and scheduling** policies.
* Implemented on **Force.com/Service Cloud** functionality leveraging web and **email services/web-to-custom** **object/email-to case** functionality.
* Used Email to Case, Web to Case features and created a **community** where the customers can create,
update and manage their cases.
* Used **REST and SAOP** integration to get accurate results. Used Data loader to import and export data from one org to another org.
* Used **Ant Migration Tool, GITHUB, Intel IJ** for migration process in Lightning.
* Developed **salesforce1 Lightning apps, Components, controllers, handlers and events** in the existing organization.
* Designed, implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created the workflows for Automated **Lead Routing, Lead Escalation, Alerts and Custom Coaching Plans.**
* Expertise in **aura framework, Lightning Components and Salesforce Lightning Design System (SLDS**).
* Used the **Sandbox for testing and migrated the code to the Production** instance after testing using Change sets and Bit bucket for migration.

**Environment:** Salesforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Communities, Security Controls, Sandbox data loading, Data Loader, Wave Analytics, SQL and Eclipse IDE Plug-in, Ant Migration Tool Intel IJ, GITHUB.

**Client: MetLife Insurance, Tampa, FL Jan 2017 – June 2017**

**Role: Salesforce Developer**

**Description:** MetLife is one of the largest insurances and financial services companies in the world, focusing on domestic property and casualty insurance, life insurance and retirement savings, asset management, and strategic investments.

**Responsibilities:**

* Development, implementation and update focusing on Sales cloud and Service cloud.
* Worked on Service cloud module such as **web-to-case, Escalation rules, and Assignment rules**.
* Developed SharePoint site with number of pages and integrated with Salesforce.
* Developed various **Custom Objects, Tabs**, **validation rules**, **Components**.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Reengineered APEX code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with **governor limits**.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Administered, Configured and maintained **Salesforce.com** application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Implementation of **Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Visual Force Pages using **Standard Controllers, Custom Controllers, Extension Controllers & Web** Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to **organize Fields, Custom Links, Related Lists** & other Components on Record Pages.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
 Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Used **Apex Data Loader** to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**Client: United Health Care, Minneapolis MN Oct 2015 – Dec 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with Business users for analysis, requirements gathering and development.
* Performed detailed analysis of technical and business requirements.
* Worked extensively in customization of Service Cloud Console by embedding **Visualforce pages** in custom console components, highlight panel and interaction log.
* Created user **Roles and Profiles, security controls**, Territory implementation, shared settings.
* Developed various **Apex classes**, **Apex Triggers,** and Controller classes for various needs in the application.
* Developed various **Custom Objects**, **Tabs**, **Master-Detail**, **Lookup relationships**, Formula fields, validation rules.
* Designed and deployed **Validation rules**, **Approval Processes**, **Custom tabs,** and Auto-Response for automating business logic.
* Created various **Roles**, **Profiles**, and **Page Layouts** and Configured the permissions based on the hierarchy requirements of the organization.
* Responsible for setting up **Filed Level Security.**
* Designed **Visual Force pages** to add more flexibility and a rich look.
* Configured Sharing settings to specify the level of access the users must each other's data.
* Created **Workflow rules** and defined email alerts, related tasks, and field updates.
* Implemented **Data Loader** for loading the data.
* Developed business documents for **Salesforce.com** Custom objects.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Ajax, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**Client: AMDOCS, Hyderabad, India June 2014 – July 2015**

**Role: Java Developer**

**Responsibilities:**

* Used Eclipse in developing different **J2EE** components
* Used **Servlets**, **JSPs** and **Struts** framework.
* Actively coordinated meetings and followed up with the clients for gathering project requirements and specifications.
* Analyzed the requirements and designed the ER diagrams in accordance with the specifications.
* Responsible for developing some of the PHP based frameworks.
* Developed the programs using **HTML**, **JSP**, **XML**, and Servlets.
* Responsible for executing the JAVA web applications on application server.
* Developed **SQL Queries** and stored procedures in **SQL** Server for retrieving the data from the database.
* Extensively used the JSP in the view side of **MVC**.
* Used **JNDI** lookup for getting the Connection Objects.
* Involved in validating the form using Struts **validation framework**.
* Used **SQL Queries** and Stored Procedures extensively in retrieving the contents from **SQL Server**.
* Responsible for the Analysis and detailed Design of the Database Tables.
* Used JSP for taking the user input and sending it to the Java business classes.
* Used Photoshop to design buttons and menus for the website.
* Designed and developed various Core and Advanced Java application modules using Applets, Swing, AWT and Threading.
* Involved in coding of Action Classes and Model Classes. Used **Web Sphere** application server.

**Environment:** Struts, MVC, Java, J2EE, JavaScript, HTML, JSP, Ajax, Servlets, XSL, XML, JNDI, Web sphere, Eclipse, Apache Tomcat, SQL Server, PHP, JDBC.

**Education:**

* Bachelors in Electronics and Communication Engineering.
* Master’s in information assurance (Computer Science).