**Nitin G**

**Senior Salesforce Developer**

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| **Professional Summary**  |

* An Ambitious individual with 7+ years of experience in IT industry with 5+ years of experience in the Salesforce.com CRM space that includes Administration, Development and Support experience.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications.
* Experience in Developing, Administration, Configuration, Implementation, and Support of Salesforce CRM based on APEX Language and leveraging Force.com Platform.
* Experience working with Force.com IDE, Data Loader and Salesforce.com Sandbox environments.
* Led projects using both waterfall methodology and Agile/Scrum methodology.
* Competent in SFDC Administrative tasks like creating Profiles, Roles, Users, Email Services, Approvals, Workflows, Dashboards, Tasks Configuration, Analytics Reporting, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Excellent work experience in designing Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Pick-lists, Custom Tabs, Validation rules, Work Flows, Approval Processes, Page Layouts, Search Layouts to meet the client's requirement and functionality.
* Experience in Force.com Apex Classes, Apex triggers, visual force, Batch Apex, Integration, REST & BULK API, WSDL, SOAP based Web Services, Force.com API, SOQL and SOSL and Salesforce AppExchange.
* Extensive knowledge and hands on experience on Wave Analytics (Dashboards) in salesforce.
* Integrated Data sources (Applications) with salesforce CRM for building the holistic 360\* view for any data source for typical dashboard view. Not limited to salesforce CRM.
* Designed, implemented the Bulk & Rest API integrations for exporting& importing the data from salesforce CRM to Down Stream Applications (Two-way Integrations)
* Experience in SFDC Administrative tasks like creating Profiles, Permission Sets, Roles, Users, Record Types, Email Services, Reports, Dashboards, Tasks and Actions.
* Experience in Salesforce SFA applications based on Apex Language and leveraging Force.com Platform -world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Hands on experience implementing Role Hierarchies and Sharing Rules for system security design
* Expert in creating Business Requirement Document (BRD), Functional Specification Documents (FSD), gap analysis, cost benefit analysis, use case diagrams, sequence diagrams and activity diagrams using UML, Microsoft Office.
* Experience in building Lightning Components, Lightning Events, using Lightning Base Components, Lightning UI components and Aura Framework.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Used Lightning process builder for visualizing and creating automated business processes.
* Worked on customizing and development of Communities.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Create advanced dashboards in Wave Analytics by modifying the JSON that defines them.
* Experience in Standard and Custom Controllers in Visual force for development of custom Visual force pages and components as required by business requirements.
* Used different data toolslikeApex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Worked on various Salesforce/Veeva integrations with SAP, Oracle and other third party systems to support Order Management module.
* Worked on complete life cycle of SFDC Implementation.
* Worked on Service Cloud Communities sharing business Process Extend them across offices and departments and outward to Customers and Partners
* Experience working withSalesforce.com sandbox, Service Max field service and production environments.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience with Apttus, Big machines CPQ and built AppExchange applications with AngularJS and Bootstrap.
* Experience in performing data migration from Legacy Systems using Data Loader.
* Knowledge in Selenium IDE automation tool.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using theForce.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Developed UI containing angular/jQuery in Salesforce
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases and Leads.
* Experience in web technologies like HTML, XML, and JavaScript, ExtJS and also experienced on working with data structures to manage large amount of data efficiently.
* Proficiency in Object Oriented Languages like C++, Java, J2EE, JSP, Servlets and other Java technologies.
* Strong Database (RDBMS) development experience in writing queries, functions, stored procedures, triggers, andviewsin Oracle, SQL, PL/SQL and MS Access
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills

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| Education  |

Bachelors of Technology in Computer Science.

Certified in Salesforce.com Platform Developer-I

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| Technical Skills  |

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| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Visual force (Pages, Components and Controllers), Import Wizard and Data Loader |
| **ETL/Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in, Talend 5.4.1, Talend MDM |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, WSDL, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, Rational Rose, SharePoint. |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access  |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**Profession Experience:**

**Ryder, Miami FL**

**Sr. Salesforce/Lightning Developer Mar 2017 - Till date**

**Responsibilities:**

* Requirements gathering and doing configuration and customization according to business requirement
* I was involved in estimation and analysis for migration from classic to lightning.
* Created custom objects and custom fields in Lightning experience
* Involved in creating a component for custom buttons which are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I was involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Worked on preparing Technical Design Document.
* Written Apex Triggers on Account, contact and opportunity to automate business process.
* Written Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Doing bulkification of the trigger using Collections like list, set and Map.
* Writing relationship SOQl queries according to the business requirement.
* Developed Visulaforce pages using standard controller, Custom controller and extension controller.
* Worked on Soap API and Rest API to design and support web services platform.
* Developed the batch process to load data from external system to Salesforce.
* Sent an Email Notification to the Partner through Process builder once after approving the access to purchasing records.
* Worked on agile Process.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals
* Worked on visual force pages and its attributes.
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Writing Experience in Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Worked on Process builder for automating the actions such as creating and updating the custom object records.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Worked on External enterprise applications with salesforce using Metadata API.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud in opportunity management, account management.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.

**Environment:** Apex, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server, MS Office Suite (Word, Excel, PowerPoint, Outlook), SQL, MS Project, Apttus CPQ, Ant script.

**Assurant Health, Milwaukee, WI Sep 2015 - Feb 2017**

**Salesforce Administrator/Administrator**

**Responsibilities:**

* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Multiple discussions on the requirements, issues and suggestions on solutions in relation to the SFDC environment for Proof of Concept demo and for customer endorsement.
* Subject matter expert in identifying, planning and implementing new Salesforce.com and Lightning Experience features and functions new screens, workflow, force.com objects, reports and Apex code to meet business requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Created a user interface using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and Developed UI containing angular/jQuery in Salesforce
* Performed the detailed analysis of functional and technical requirements, designed & deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab and created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages
* Involved in Service cloud and Sales cloud for Implementation/Customization
* Managed and maintained Marketo marketing automation platform
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Created custom object creations with multiple record types, page lay outs, custom buttons, validation rules and apex triggers.
* Deployed Customizations from Sandbox to production Environment by creating Change Sets and using the ANT Migration tool.
* Created custom reports and dashboards outlining key sales metrics for upper level management and provided daily administration and support to Marketing Cloud.
* Business Process and Sales Process creation for Direct & Channel Sales, as well as Marketing Workflow Integration (Marketo) (Exact target).
* Worked with Exact Target marketing automation suite for email, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Migrated data from Traditional Applications to Salesforce using APEX Data Loader and Informatica on Demand.
* Experience in working with salesforce Marketing Cloud applications for APT automation testing for restful services using MCATFramework.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Service Max App exchange field service for efficiently managing the customer contracts and configured relations between service max and SFDC.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Built reusable UI/UX components with Lightning component framework.
* Used Service Max App exchange field service for efficiently managing the customer contracts.
* Built, measured and managed company marketing campaigns within Marketo, a marketing automation software.
* Knowledge on APTTUS- CPQ installation of packages and APTTUS X-Author excel for migration of products, price lists and price list items into salesforce.
* Worked on installing and integrating ApttusCPQ and Apttus approvals package with Salesforce Sales process.
* Implemented CPQ (Configure Price Quote) solution using ApttusCPQ & Contract Management and also used Apttus CPQ to configure price and quotes for the organization based on regional prices. Managed CPQ process from both SFDC opportunity and excel.
* Developed Visualforce Pages and Components to include extra functionality and developed Apex Classes to provide functionality to the visual pages.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, Dashboards
* Developed triggers to support complex business process &built custom buttons to send emails on demand.
* Agile Development Methodology was followed for the implementation.

**Environment:** Saleforce.com platform, Veeva, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-ins**.**

**Arvest Bank, Lowell AR**  **July 2014- Aug 2015**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and VisualForce that consists of several new data integrations and customizations are done to B2C Salesforce.com.
* Customized and implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers properly to avoid Governor Limits.
* Worked on Echo sign API which enable users to send contracts for signature either by electronically or by fax directly from Salesforce.com standard objects.
* Supported the portal team for portal development with page flows.
* Installed Salesforce App Exchange (Knowledge Module) Application, configured and maintained user security permissions in compliance with organizational needs.
* Designed, and Implemented the Custom objects, Entity-Relationship data model, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships.
* Work as a product expert for salesforce based Apttus CPQ solution.
* Hands on experience in developing custom applications and perform testing using Salesforce.com APEX.
* Designed and developed workflow rules and Approval process for the application by implementing custom formulas for various tasks and Email alerts as per the requirement.
* Developed several Custom Reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Customized Dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Designed various types Email templates for auto response to customers.
* Used the sandbox for unit testing and assisted Business Users in CRM Deployment validation testing.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Worked with CRM Application Development Team to complete development, test support and deployment activities.
* Modified the sharing model as required leads and case setup, managing email and mail merge templates.
* Experience on version control system Git to handle project and worked with JIRA ticket handling system.

**Environment**: Saleforce.com Platform, Apex Language, VisualForce (Pages, Component & Controllers), Triggers, Workflow & Approvals, Reports, Dashboards, EchoSign, Eclipse, Data Loader, Informatica, SVN, Force.com Migration tool, Windows.

**Client: BCBS, Chicago, IL   Oct'2013 - June'2014**

**Salesforce Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* 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, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Performed Web service Callout using the Restful services with the third party application Broad bean API.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* 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.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances.
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**L&T Infotech – Mumbai, India Jun 2011 - Sept 2013**

**Title: Java Developer**

**Responsibilities:**

* Involved in analysis, design and development of IBA application and developed specifications which include Use Cases, Class Diagrams, Sequence Diagrams and Activity Diagrams.
* Developed server side applications using Servlets and JDBC.
* Used Eclipse as IDE for building the application.
* Involved into coding using core java technologies like inheritance, abstraction, etc.
* Deployed applications on JBoss server.
* Extensively configured the build files to different Environments.
* Developed Session Beans which encapsulates the workflow logic.
* Routed credit card and debit card information from third party using Web Services like WSDL and SOAP.
* Developed EJB components for middle tier component implementation and business logic implementation.
* Used JUnit for Testing.
* Developed web pages by using HTML, CSS and JavaScript.
* Developed SQL database scripts and written Stored Procedures and Triggers.
* Created User guide and application support document.
* Involved in regression testing, evaluating the response times, and resolving the connection pooling issues.
* Environment: Core Java, JDK, Struts, JDBC, HTML, CSS, JavaScript, Servlets, SQL, JBoss, JUnit, MySQL, Tomcat.