**Sudhakar N**

**Salesforce Consultant**

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**Summary:**

* **8 years** of hands on experience in **Software Development** and **5 years** of hands on experience On **Salesforce** **Developer & administration** with Domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standard object-oriented enterprise applications Experience with Salesforce.com Sales Cloud, Service Cloud, and Communities.
* Good experience in developing **Salesforce** Lightning Apps, Components, Controllers and Events.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with **salesforce**.com CRM (sales cloud, service cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM **(Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform**.
* Enhanced Xenon's backend database use of megastore, which is a no SQL DB. Advocate for **Test Driven Development**.
* Extensive administrative experience in designing custom and junction objects, look-up and master-detail
relationships, pick lists, custom fields, page layouts and custom tabs.
* Experience in creating, maintaining and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Knowledge of configuration and maintenance of security settings such as implementing organization wide
defaults, role hierarchies, criteria/ owner-based sharing rules, profiles and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Created many **Lightning Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to **lightning experience.**
* Experienced using **Salesforce Lightning** UI. Created Lightning Apps combining **Lightning** Design System, **salesforce** **DX** Lightning App Builder and Lightning Component features.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* Implemented Salesforce **Lightning**Components for small set of users within the organization.
* Worked extensively on various **Salesforce**.com standard objects like Accounts, Contacts, Opportunities,
Products, Cases, Leads and Campaigns.
* Worked on building **Salesforce** standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Performed data analysis for data migration, integration to **Salesforce** from other data bases and performed
Data migration using Data Loader, Import/ Export Wizard.
* Experience in obtaining data from external systems using **Salesforce** Connect. Experience in **Salesforce**.com MVC architecture, designed and developed **Salesforce** customizations using Apex Classes, Triggers and Visual force pages with Standard, Custom, and Extension controllers.
* **Email Marketing** through Salesforce **Marketing Cloud**, building and maintaining emails using content tools and Dreamweaver; managing dashboards and leveraging analytics to optimize campaign results
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS,
JavaScript, and jQuery and developed Custom Visual Force Components.
* Strong experience in writing/manipulating **salesforce**.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Worked with **Salesforce** Process Builder and consolidated existing workflow rules with process builder.
* Good experience in integrating external applications with **Salesforce**.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Good working experience with Eclipse IDE, Force.com Plug-in, **Developer** console and Force.com Explorer
environment.
* Strong experience in deploying **Salesforce** components across various sandbox and production instance using Change Sets, Force.com Migration tool and Eclipse.
* Experience automating standard business processes utilizing declarative and programmatic skills.
* Strategizes with customers to tailor SaaS-based solutions, including Customer Relationship Management (CRM).
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
* Strong organizational and project management skills, able to plan, prioritize and meet deadlines.
* Experienced using Salesforce Lightning UI. Created Lightning apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

**Certifications**

* **Salesforce Certified Developer: DEV 401**
* **Salesforce Certified Administrator: ADM 201**

**Education**

* **Bachelors in Electrical and Electronics Engineering- Anna University**
* **Masters in Computer and Information Sciences - Troy University**

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies:** | Salesforce.com: Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex, Visual force (Page, Component & Controllers)Custom Integration: Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading.Platforms: Windows 2000, XP, 7, Windows Server 2003 / 2008. |
| **Salesforce Tools and Integration Tools:** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Jitterbit Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production), SOAP, REST Webservices, Change Sets. |
| **Programming languages:**  |  Apex, Java, and C. |
| **Web Technologies:** | HTML, CSS, JavaScript, jQuery, XML, AJAX, SOAP |
| **Operating Systems:** | Microsoft Windows, Linux, Unix |
| **Database:** | Oracle, MS Access, SQL Server 2008, MySQL. |
| **IDE:** | SVN IDE, Eclipse IDE, Force.com IDE. |
| **Other Tools:**  | Workbench, Force.com Explorer, DocuSign, Git, GitHub, Bitbucket. |
| **Methodology** | Agile, Scrum |

**Professional Experience:**

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**Cox Automotive Atlanta, GA**

**Salesforce Developer/Admin**

**Oct 2019 to present**

Cox Automotive is an Atlanta based business unit of Cox Enterprises, formed in 2014 to consolidate all of Cox’s global automotive businesses, including Kelley Blue Book, Xtime, Autotrader.com and Manheim.

**Responsibilities:**

• Perform ongoing Salesforce administration (create accounts / profiles, defining fields, updating layouts, reports, dashboards etc.) and develop functionality.

• Design, develop, test, document, and deploy high quality business solutions on the Salesforce platform based on industry best practices as well as business needs.

• Communicate and collaborate with other technical resources and stakeholders regarding status, technical issues and creative solutions.

• Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.

• Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.

• Experience to build Lightning web components with Salesforce DX and Lightning design system.

• Covert Already existing aura components to Lightning web components.

• Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.

• Expertise in **Visual Force, APEX Database, APEX Triggers and APEX Testing**. Designed **Visual Force pages** with **custom controllers** and **controller extensions** to build custom user interfaces for mobile and web apps.

• Used **SOQL** and **SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application.

• Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in **Reporting**, **Customizing** the Dashboard and **Scheduling** Dashboard Refreshing.

• Create Aura Components and Lightning web components for different use cases for case object.

• Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.

• Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.

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

• Using Copado tool for all types of deployments from source org to production.

• Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.

• Created **workflow rules** that defined related tasks, email alerts, and field updates. Automated **workflows** that make applications collaborate with **Salesforce Chatter** for the users in the company posting messages to groups and individuals.

• Created Record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer, Aura Framework, Lightning web components, Copado tool.

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**Cisco Meraki San Francisco, CA**

**Salesforce Developer/Admin**

**April 2019 to Sep 2019**

**Cisco Meraki** is a cloud-managed IT company headquartered in San Francisco, California. Their products include wireless, switching, security, Enterprise Mobility Management (EMM) and security cameras, all centrally managed from the web. Meraki was acquired by Cisco Systems in December 2012.

**Responsibilities:**

* Developed various types of Apex classes, visual force pages and also work on Apex Triggers.
* Work on the most of the caspr tickets contains of security fixes of the classes.
* Involved in two projects that BEAST and ServiceDesk project that contains service desk tickets.
* Experience in modifying Visual Force pages to support the Lightning Experience and good understanding of lightning mode and its features.
* Strong in Aura Lightning framework with Applications, Components, Controllers, Stylesheets.
* Experience in building reusable UI components with lightning component framework
* 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.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Resolved most of the Test classes that is getting failed in different sandboxes.
* Good hands on experience with GitHub version controller system moving code to the different types of sandboxes.
* Act as a release manager for almost 3 releases to make sure the deployment has been done successfully.
* Worked on promo programs with different types of promos for the Account, Lead and contact object.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Worked on different types of Apex classes of code changes that needs to be refactored.
* Removal of unused apex classes and visual force pages that is no longer useful.
* Experience with Salesfroce.com Sales cloud and Service cloud.
* Worked on optimizing visual force page performance.
* Worked on JavaScript remote, Remote objects, AJAX with visual force pages.
* Used Gearset tool for automated deployment.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Lightning components, controllers, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Gearset.



**Gilead Sciences Fremont, CA**

**Salesforce Developer/Admin**

**Oct 2018 to March 2019**

**Gilead Sciences, Inc.**, commonly known as **Gilead Sciences** or **Gilead** (also styled **GILEAD**) is an American biotechnology company that researches, develops and commercializes drugs. The company focuses primarily on antiviral drugs used in the treatment of HIV, hepatitis B, hepatitis C, and influenza, including Harvoni and Sovaldi.

**Responsibilities:**

• Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
• Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
• Worked on Eclipse IDE with Force.com Plug-in for writing Business logic in Apex programming language with Lightning Experience.
• Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages in Lightning UI.
• Created Custom Layout Lightening components to make the XMLHTTP call to private server.
• Build a custom lightning component to add/ delete new records on click of a button.
• Extracted the Flex Page Meta data using ANT migration tool and Added a VF component onto the flex page layout using the Lightning App builder.
• Used DocuSign to enhance the already existing modifications.
• Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
• Worked on various AppExchange products according to the needs of the organization.
• Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.

• Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed
• Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
• Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
• Visualforce mark-up and controllers, to create a custom, three-step wizard that allows users to create an opportunity at the same time as a related contact, account, and contact role.
• Experienced using Tableau tool for Analysis and generating reports.
• Involved in customizing Customer portal and partner portal and managing Community application such as Ideas and Answers.
• Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
• Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
• Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
• Re-engineering of design and development on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
• Integrated SFDC with other enterprise applications using SDk and APIs
• Experienced using JIRA tool.
• Developed Client side pagination process with all the details.
• Developed Custom Validations to override the Salesforce default validation rules.
• Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
• Complete bulk imports of data using Apex Data Loader.
• Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
• Involved in Unit Testing, for the customizations and developments done during the project.
• Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Salesforce.com, Apex, Visualforce (Pages, Component & Controllers), Lightning (components and controllers), Communities, REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL.

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**Morgan Stanley NY Plaza, NY**

**Salesforce Admin& Developer**

**April 2018 to Sept 2018**

**Morgan Stanley** is an American multinational investment bank and financial services company headquartered at 1585 Broadway in the Morgan Stanley Building, Midtown Manhattan, New York City. With offices in more than 42 countries and more than 55,000 employees, the firm's clients include corporations, governments, institutions and individuals. Morgan Stanley ranked No. 67 in the 2018 Fortune 500 list of the largest United States corporations by total revenue.

**Responsibilities:**

• Performed the role of SalesForce.com Developer and Administrator in the organization.
• Excellent Analytical skills in understanding the business process and translating business requirements into system functionality requirements in technical terms.
• Designed and developed Visual Force Pages to meet various functional needs.
• Migrated data using Apex Data loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.

 • Used Apex classes and Visualforce page to customize partner portal and make it convenient for the customers to review and renew the licenses for the purchased products.

• Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
• Worked on Sales cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business.
• Using Service cloud worked on Customer Service Automation with our partners.
• Worked on Marketing Cloud module
• Expertise in Service Cloud console with exposure to CTI adapters and Mobile App Integrations.
• Used Community cloud to build deeper relationship with customers to provide better service and assist them through online.
• Created web to lead forms, assigned tasks, and managed workflows for managing Marketing app.
• Worked on various SalesForce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
• Used Force.com Eclipse IDE for developing Visual Force pages, Controller classes and Triggers.
• Created workflow rules to send auto response emails, email alerts, field updates, and other tasks.

• Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
• Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
• Configured Customer & Seller Communities.
• Developed Custom Visualforce.com Pages for communities.
• Good knowledge on Community cloud module.
• Designed various HTML Email templates.
• Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using Force.com IDE.
• Developed and configured various Reports for different user profiles based on the need in the organization.
• Used the sandbox for testing and migrated the code to the deployment instance after testing.

• Experienced on using lightning components in VF paged by enabling lightning out functionality.
• Created custom VF pages to leverage the functionality of displaying the information from different objects and update them on the same page.
• Worked and created SSO with SAML 2.0 environment.

• Used refined global search in Lightning by developing Apex classes and Controllers.
• Developed VF pages for customizing the UI for partner users
• Worked with Methods to insert and update records without re-directing users to a new record Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visualforce pages.
• Used Translation Workbench on SFDC in-order to translate the custom labels, validation rules and email templates in different languages.
• Developed a custom application with Force.com to manage territory, account, and quota assignments, and integrated it with an internal commissions system using Informatica on cloud.
• Experience in automate process for the quote to cash by connecting and synchronized front and back office application using the visual process designer using the Jitter Bit Harmony cloud integration.
• Used Force.com to develop the Agile Vision application that is available on the AppExchange to help third parties manage their agile projects and increase productivity.
• Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
• Imported excel based customer information records into Accounts, Contacts and Cases using Data Loader and Import Wizard.

**Environment:** Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Eclipse IDE, Controllers, Visualforce Pages, jQuery, XML and Triggers.



**Med Express Staunton, VA**

**Salesforce Developer**

**Dec 2017 to Mar 2018**

**Med Express** is an online doctor & pharmacy founded in December 2013. Med Express offers prescription-only medications (POMs) through an online consultation which is reviewed by a licensed doctor. Med Express operates a same day delivery service in London with deliveries as fast as 90 minutes making it one of the fast-online doctor services in the country.

**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.

• Built lightning pages with reusable lightning component on app and record level, configured component visibility on page.
• Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and

Dashboards.

• Worked on lightning flow, process builder, platform events and quick action.
• 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 & SOSL with consideration to Governor Limits for data manipulation needs of the application using

platform database objects.

• Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
• 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 & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer.

 

 **Peppyware Technologies Hyderabad, India**

 **Salesforce Consultant**

 **April 2013 to December 2016**

 **Responsibilities:**

• Performed the roles of **Salesforce.com** Developer and Administrator.

• Developed/implemented Partner Portal using Salesforce platform.

• Responsible for setting up web services integrations.

• Agile Development Methodology was followed for the implementation.

• Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of **SalesForce.com**.

• Developed **Visualforce** pages and integrate them with the pricing team.

• Designed, and developed **Apex Classes**, Controller Classes, extensions and **Apex** Triggers for various functional needs in the application.

• Maintaining test coverage for all the classes and triggers and supporting deployment activities.

• Worked on various **salesforce.com** standard objects like Accounts, Contacts, Cases, Opportunities, Products, Leads, Campaigns, Reports and **Dashboards**.

• Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, **Visualforce** Pages to suit to the needs of the application.

• Used SOQL with consideration to Governor Limits for data manipulation needs of the application.

• Used Data Loader for insert, update and bulk import or export of data from **Salesforce.com**.

• Collaborate with other technology team members to create and support data integrations between salesforce and other business system.

• Develop and deployed custom applications

• Identify opportunities for application optimization, redesign, or development of **Financial service** cloud.

• Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

• Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic

• Used Change Sets to deploy code from sandbox to production environment.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.



**Flipkart Bangalore, India**

**Java Developer**

**August 2011 to March 2013**

**Responsibilities:**

• Involved in all the phases of SDLC including Requirements collection, Design and Analysis of the customer

Specifications, Development and Customization of the application.
• The application is based on MVC-II Architecture using Apache Struts framework. Worked with 3-Tier Architecture

Which includes the presentation layer, Business logic layer and the database.
• Involved in understanding the business processes and defining the requirements.
• Eclipse used as Java IDE tool for creating Action Classes and XML files.
• Develop the User Interface Screens for presentation Web logic using JSP, HTML and CSS.
• Created several complex stored procedures and triggers using SQL Server to retrieve data.

**Environment:** Java, MVC, EJB, JDBC, Servlets, JSP, JBuilder IDE, HTML, XML, Java Script, BEA WebLogic , Oracle, Internet Explorer , MS SQL Server 2005, T-SQL and Windows 2003.