**PRIMARY SKILLS**

**Salesforce (Customization)** - Apex, Visual force, SOQL, SOSL, Lightning components

**Salesforce (Configuration)** - Worked on both Sales, service cloud, Communities and Lightning Experience

**PROFESSIONAL SUMMARY**

8 years 1 months of experience in Salesforce.com platform using visual force, Apex classes

With substantial experience in Salesforce.com Administration. Experience in leading, scoping, designing, deploying and doing code review for many projects.

 Worked closely with business users to enable business processes using SFDC.

 Experience in SFDC development using apex classes, triggers, Visual force, force.com IDE and visual studio for aura and LWC.

 Experience in SFDC administrative tasks such as creating Profiles, Roles, Users, Page Layouts, Email Services,

Approvals, Workflows, time triggered workflow, Reports, Dashboards, Tasks and Events.

 Extensive experience in analyzing business requirements and designing an approach to implement those requirements.

 Experience in designing formula fields, field dependencies, validation rules, workflow rules, approval processes and working in lightning experience (LEX).

 Experience in data migration using data loader.

 Hands on experience with Apex language, Apex trigger, Batch classes, VF pages, VF components, controllers,Ajax toolkit, javascript remoting, inbound and outbound email services, REST Integration, lightning components.

 Worked on Knowledge management, Content management, Customer and Partner portals.

 Worked on Lead Management, Account Management, Campaign Management and Opportunity management.

 Experience on deployment using changesets, force.com IDE, force.com migration tool, BITBUCKET and COPADO.

 Experience of working on both sales and service cloud.

 Experience working on Metadata API.

 Experience working on Vlocity, Docusign and other third party tools.

**CERTIFICATIONS**

**Salesforce Certified Application Architect**

Credential Id 🡪 7529

**Salesforce Certified Einstein Analytics and Discovery Consultant**

Credential Id 🡪 20858593

**Salesforce Certified Integration Architecture Designer**

Credential Id 🡪 19986004

**Salesforce Certified Development Lifecycle and Deployment Designer**

Credential Id 🡪 19677601

**Salesforce Certified Data Architecture & Management Designer**

Credential Id 🡪 19275895

**Salesforce Certified Sharing and Visibility Designer**

Credential Id 🡪 18822941

**Salesforce Certified Platform Developer II**

Credential Id 🡪 19112949

**Salesforce Certified Platform Developer I**

Credential Id 🡪 17954173

**Salesforce Certified Administrator**

Credential Id 🡪 2078935

**Salesforce Certified Platform App Builder**

Credential Id 🡪 18404953

**PROFESSIONAL EXPERIENCE**

Accenture Pvt. Ltd. - Salesforce Administrator and Developer (Jan 2013 🡪 March 2016)

Fiserv India Pvt. Ltd. - Salesforce Senior Developer (March 2016 🡪 Jan 2017)

Deloitte US India Pvt. Ltd. – DC Consultant (Feb 2017 🡪 Jan 2020)

IBM India Pvt. Ltd. – Application Architect (Jan 2020 🡪 till date)

**Client** – Multinational Insurance company (Jan 2020 – till date)

Here we are working to refine the deployment process. Here we worked on Post Sandbox script and Metadata API for sandboxes. Here we also worked on Vlocity. Worked on chart JS and lightning components.

**Responsibilities**

o Support all technical activities (design, estimate, build, test) in complex/non complex projects with

quality codes in a timely manner.

o Participate in regular meetings with the product owners to gather business requirement and convert

them into technical requirement so that the team can pick those requirement to start with the build.

o Help the business to choose a proper approach out of the multiple approaches that arise.

o Finding solution for all the salesforce/integration challenges with my expertise.

o Work with project managers to improve the project implementation process and give ideas to improve

client experience.

o Guide other team members with technical stuffs

**Client** – Multinational Finance Company (February 2017 – Jan 2020)

Here we worked on multiple applications on complex frameworks and multiple complex integrations. The work was related to both configuration and customization. Here we worked in both lightning experience (LEX) and classic experience.

**Responsibilities**

o Support all technical activities (design, estimate, build, test) in complex/non complex projects with

quality codes in a timely manner.

o Participate in peer/code reviews of the deliverables to ensure quality of the deliverables so that the

codes are efficient with all best practices followed.

o Review on timely basis and ensure standards and documents related to the deliverables are up to date.

o Perform preliminary studies and confirm general/detailed system specifications.

o Participate in the meetings related to development of integration designs involving multiple

technologies like salesforce, TIBCO, Mulesoft, IBM Mainframe, EIP etc.

o Discuss with technical architects on the design and the tools that are best suited for the development of

a particular functionality.

o Participate in business review meetings to frame specific requirements in order to make their process

smooth and efficient.

o Lead technical assignments related to salesforce in a small team.

o Ensure all new functionalities developed are aligned to the existing functionality ensuring that there

is no gap and the functionalities are as per the expectation of the business.

o Participate in regular meetings with the product owners to gather business requirement and convert

them into technical requirement so that the team can pick those requirement to start with the build.

o Help the business to choose a proper approach out of the multiple approaches that arise.

o Finding solution for all the salesforce/integration challenges with my expertise.

o Work with project managers to improve the project implementation process and give ideas to improve

client experience.

o Working on many out of box salesforce functionalities like LEX, service cloud, Einstein Analytics(6 months) including datasets, dataflow, recipes, lenses and dashboards, CTI, Live agent etc.

o Worked on both lightning components using Aura and LWC.

o Help other team members to learn the technology related stuffs.

**Client** – Multinational Insurance Company (March 2016 – January 2017)

Here we work on Claim adjudication process. Here our work is to enhance their application and fix the bugs if any exists.

**Responsibilities**

o As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.

o Worked with Organization Wide Defaults, sharing rules to implement record based sharing.

o Worked on Workflows, validation rules etc.

o Worked on advanced technologies like bootstrap.

o Worked on Partner & Customer Community.

o Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom

functionality.

o Worked on REST Integration to fetch data from 3rd party systems.

o Administered Salesforce.com setup, which involved modifying roles and profiles, creating/modifying

dashboards/reports and managing users.

o Worked on Beyond Compare, SourceTree, Bitbucket in the process of Continuous Integration.

**Client** – Multinational Telecom company (Nov 2015 – March 2016)

This is a totally development project concentrated around Partner Community. This involves customization of Partner Portal with Visualforce Pages, Account and Lead sharing for partners, workflows for different functionalities.

**Responsibilities**

o As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.

o Worked with Organization Wide Defaults, sharing rules to implement record based sharing.

o Worked on Workflows, validation rules etc.

o Worked on Partner Community.

o Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom

functionality.

o Worked on REST Integration to fetch data from 3rd party systems.

o Administered Salesforce.com setup, which involved modifying roles and profiles, creating/modifying

dashboards/reports and managing users.

o Worked on Beyond Compare, SourceTree, Bitbucket in the process of Continuous Integration.

**Client** – Multinational Telecom company (Sep 2015 – Nov 2015)

This was a totally development project concentrated around Lead Conversion, Opportunity Management, Data.com cleansing and cleaning using traction on Leads.

**Responsibilities**

o As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.

o Worked with Organization Wide Defaults, sharing rules to implement record based sharing.

o Worked on Workflows, validation rules etc.

o Worked on customized Lead conversion.

o Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom

functionality.

o Worked on REST Integration to fetch data from 3rd party systems.

o Worked on data.com clean to clean Account, Lead and Contact records.

o Administered Salesforce.com setup, which involved modifying roles and profiles, creating/modifying

dashboards/reports and managing users.

o Worked on Beyond Compare, SourceTree, Bitbucket in the process of Continuous Integration.

**Client** – Multinational Postage company (Jan 2013 – August 2015)

Our client wanted some custom functionalities to be implemented which were not so big that they could be treated as projects. So we used to get them in the form of enhancements (CRs). The enhancements belonged to both sales and service cloud.

**Responsibilities:**

o As a SFDC developer interacted with various business areas to gather requirements and develop data model to suit complex business needs.

o Worked on both knowledge management and content management.

o Worked on Customer portal and Partner portal.

o Also was involved in the defect management for the entire salesforce org. We used to get the defects from the users in BMC Remedy tools. Then we used to resolve those defects in salesforce.

o Customized standard sales force objects like products, price books, case management and solutions.

o Administered Salesforce.com setup, which involved modifying roles and profiles, creating/modifying

dashboards/reports and managing users.

o Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom

functionality.

o Configured security and organizational hierarchy for sales for Salesforce implementation.

o Leaded the deployment activities on many occasions

o Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.

o Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and

scheduled Dashboard refresh.

o Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.

o Implemented Marketing and Sales processes covering Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management etc.

o Used Button on detail page and Ajax toolkit to access third party app.

**SKILLS AND EXPERTISE**

o CRM, Software Development

o Force.com, Certified Salesforce.com Developer/Admin

o Eclipse, Sublime Text, Force.com Migration Tool

o Github, Tortoise SVN, source tree, Stash, Bamboo, Jenkins,

o JavaScript, JQuery, Angular JS

**HONORS AND AWARDS**

**Deloitte USI**

o Received SPOT AWARD in 2018

**Accenture**

Received STELLAR Award in Accenture

**INTERESTS**

* Listening to soft music when tired
* Watching action and science-fiction and mythological movies.
* Reading mythological articles of different countries.

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