**M.A.Sagar Y**

**Salesforce Developer and Administrator**

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**Professional Summary:**

* Around **8 Years of IT experience with** expertise in **Salesforce CRM** Platform as a Developer and Administrator.
* Worked on various phases of Software development life cycle **(SDLC)** including involving in Requirement gathering and Analysis, Development, Implementation, Deployment, Maintenance.
* Worked on projects implementation using software development methodologies like **Agile** and **Scrum** Methodologies.
* Work closely with **Business users** and performed detailed analysis of busines and designed the solution as per the user requirement.
* Strong implementation and rollout experience with Salesforce.com CRM **(Sales cloud, Service cloud, Marketing cloud, Communities, Sites, and Force.com platform.)**
* Experienced in customizing various standard and custom objects of Salesforce.com like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, User support**
* **and Dashboards.**
* 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, Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows**.
* Designed junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules**and**Approval Processes** for automated alerts, field updates, and Email generation as per requirements.
* Creating Custom Apps, **Custom fields, Profiles, Applying Sharing Rules**, Handling Page Layouts, **Search Layouts**, and **Related List** and defining Field Dependencies, custom buttons.
* Excellent understanding of **Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.**
* Good knowledge on CRM business processes like **Campaign Management, Lead Management, Account Management, Opportunity Management, Knowledge Management, Support Processes and Forecasting.**
* Master level experience in Lead, **Web-to-Lead**, Case Assignment, Case escalation rules, Web-to-case, and Email-to-case.
* Worked on **Lightning Process builder** flows**, Connect API**, **Chatter,** and **quick Action.**
* Experienced in development of Salesforce **Objects, Apps, Apex Classes, Apex triggers, Visual Force Pages, SOQL, SOSL, Validation Rule, Workflows, Process Builder Flows and Approval Processes.**
* Developed **Batch** and **Schedule Apex** to perform Data Manipulation actions between different salesforce instances. Experience with Asynchronous apex (Batch Class, Queueable apex, Future method and Schedulable).
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options
* Good experience in developing salesforce **Lightning Apps, Lightning Record pages and App Page.**
* Hands on experience in building custom lightning components on the **Aura framework** and **Lightning Web Components** using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Migrating visual force pages to **Lightning Components** by analyzing using **Lighting Migration manager.**
* Utilized Salesforce Lightning Design System (**SLDS**) and Standard web- based technologies or custom UI needs.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop the rich user interface and better interaction of pages.
* Developed reusable Salesforce **Aura Lightning components**.
* Developed Lightning pages/components using the **AURA Component framework**, Lightning Design System for both Desktop and Mobile.
* Experience in building **Lightning Web Components** and **Events** using Lightning based Components, Lightning UI Components.
* Enabled Aura framework, by adding **Aura attributes** and **aura handlers for events** to focus on logic and interactions in lightning applications.
* Experienced in various **Page Layouts**, **Record Types** and in configuration of Permissions based on the Organization hierarchy requirements.
* Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard, Data Loader & Workbench.**
* Experience in working with **Asynchronous** Apex like Future, Batch, Schedule, and Queueable Apex.
* Followed best practices in maintaining quality code coverage with **Salesforce Governor Limits** and patterns.
* Experience on development in creating **Standard Controllers, Custom Controllers**and**Controller Extensions.**
* Expertise in building flexible solutions declaratively using **Process Builder, Flow Builder, and Workflow rules.**
* Hands on experience with generating Salesforce Lightning Agent Service Console, Web-to-cases, Email-to-case and
* Expertise in test formulation of functional, integration, unit, system, regression and UAT testing.
* Processes for **automated alerts, field updates, and Email generation** according to application requirements.
* Worked on various Salesforce Administrations tasks like **Reports, Dashboards, page layouts, Workflow rules, Field Update, Email Templates, Roles, Profiles, Formula fields.**
* Experience in managing Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using **ANT migration Tool** and **Change set.**
* Worked on **Copado** to manage Version Control, Automated Deployments, Selenium Testing Suite, Rollbacks, Scheduled Metadata Backups, Automated Deployments, Automated Regression Testing.
* Design and Implement Continuous Improvement (CI) and Continuous Delivery (CD) for Salesforce either through Copado or Azure or GITLabs**.**
* Involved in migrating a project using Integration tool like **MuleSoft**, worked on complete API life cycle design, development, and management.
* Configured the **Chat bot** through a custom object to perform tasks like checking customer personal information and scheduling the appointments.
* Experience with tools like **Apex Data Loader, Eclipse IDE and Force.com IDE**.
* Worked with **SOQL, SOSL, Visualforce, APEX, ETL, REST, SOAP API Force.com and Web services API.**
* Experience installing FSL managed package and guided setup configuration.
* Salesforce Service Cloud foundational knowledge.
* Translate FSL business requirements to technical specification.
* Experienced in scripting languages like **HTML, XML and Java Script.**
* Performed **IDE, Change Sets and ANT Script** deployments as needed and validated the components before deployment to ensure a smooth process.
* Experience in configuring the **community** forums (Employee community, Partner Community and Customer Community).
* Hands on experience with various **app exchange applications** such as **Jitterbit,** **Conga Composer, and Spring CM/DocuSign.**
* Leveraged various APTTUS CPQ (Configure Price Quote) tools capabilities including shopping cart configuration.
* Created **test** **classes** to cover all the test scenarios of Apex Classes.
* Experienced in creating user stories in **JIRA,** adding the tasks to the desired **Sprint.**
* Providing **Production Support** by analyzing the issues and fixing them.
* Experienced in **training and mentoring** team members with product knowledge and business processes.
* Strong work ethic, taking ownership of all duties and responsibilities and meeting management objectives.
* Very good exposure towards **Jenkins** and code versioning tools to achieve **CI/CD** within different Salesforce Orgs and experience in **Bitbucket**, **GitHub**, **GitLab** and **Jenkins** for version control and traceability usage.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies& Integration.** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Service and Sales Cloud Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals Process, Schema Builder, Dashboards, Custom Objects, Knowledge on Mulesoft Integration tool, Rest and Soap API. |
| **Sales force Tools** | Force.com, Eclipse IDE Plug-in, Visual Studio Code and IntelliJ IDE. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, Mac. |
| **Languages** | Apex. |
| **Web Technologies** | HTML, CSS, JavaScript, XML, AJAX, SOAP, JSON. |
| **Database** | ORACLE SQL, MySQL. |
| **Tools** | Apex Data Loader, Eclipse, Workbench, Force.com Explorer, Mavens mate, Salesforce DX. |
| **SDLC Methodologies** | Waterfall, V-model, Agile and Scrum methodologies. |
| **Others** | Workflows, Approval processes, Triggers, Validation Rules. |

**Certification:**

Salesforce Force.com Administrator (ADM 201)

Salesforce Force.com Platform App Builder

**Salesforce Trailblazer Link:**

<https://trailblazer.me/id/sagar21>

**Education:**

Master’s In information Assurance/Security

Graduated in 2016.

Wilmington University, DE

Bachelor’s in computer science engineering

Graduated in 2011.

JNTU INDIA.

**Professional Experience:**

**Nationwide Mutual Insurance, OH May 2019 – Current**

**Salesforce Administrator/Developer**

**Projection Description:**

 Nationwide Mutual Insurance Company and affiliated companies is a group of large [U.S.](https://en.wikipedia.org/wiki/United_States%22%20%5Co%20%22United%20States) [insurance](https://en.wikipedia.org/wiki/Insurance%22%20%5Co%20%22Insurance) and financial services companies based in Columbus, OH. Nationwide Implemented Salesforce **Sales**, **Service**, **Financial** cloud for the P&C business unit to manage the customers in the salesforce platform.

**Responsibilities:**

* Configured **Financial Services Cloud** Package in existing Salesforce Instance. Configured financial account roles and **financial goals**.
* Configured **analytics dashboards** embedded directly into **Financial Services Cloud**.
* Gathered business requirements in User sprint meetings by communicating with business team and implemented in the application.
* Worked on various standard objects like **Accounts, Contacts, Leads and Opportunities**.
* Created **business processes** for custom and standard objects with appropriate record type and assigned them to specific profiles and page layouts.
* Designed, Implemented, and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created **users, roles, public groups, sharing rules** and record level permissions to manage sharing access among different users.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Analyzed and implemented the **Security model (Object level, Field level and Record level) using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules)** settings.
* Created new User Accounts and assigned Profiles as per their **role in role hierarchy.**
* Assign users to **Permission Sets**, Public groups, Queues, **Profiles and Roles** as per the business needs.
* Configured various **picklists, formula fields, automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals. and custom report types**.
* Configured the integration of **chatbot** to salesforce org for skill-based routing.
* Developed **workflow rules** to send notifications to agents to start provisioning the VOIP services once the order is shipped.
* Maintained CPQ (Configure, Price, Quote) tool updated with latest functionality by Installing Apttus CPQ releases.
* Worked on **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Developed **Apex Batch classes, Scheduled Apex jobs, Future methods, Stateful, and Queueable Methods** for different complex scenarios where **synchronous** methods were running into governor limits.
* Worked on customizing Lightning experience to build **lightning pages** for Complete record view.
* Utilized Salesforce **Lightning Design System (SLDS)** and Standard web- based technologies or custom UI needs.
* Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop the rich user interface and better interaction of pages.
* Developed reusable Salesforce **Aura Lightning components**.
* Developed **Lightning pages**/**components** using the AURA Component framework, Lightning Design System for both Desktop and Mobile.
* Experience in building **Lightning Web Components and Events** using Lightning based Components, Lightning UI Components.
* Developed **Formulas, Workflows** to update the newly imported data based on rules defined in existing business processes. Set both object-level and record level security.
* Imported Accounts, Leads, Campaigns, and custom object data in Salesforce.
* Created **dashboards and** **reports** in Salesforce.com to meet operational requirements including maintaining a standard set of queries/reports to satisfy requirements, validate queries/reports created by others in the organization and assist in the interpretation of data.
* Prepared **data files and uploaded** data using data loader for more than 50,000 records.
* Worked on setting up **FSL data model** (Work Orders, Service Appointments, Service
* Resources, Territories, etc.)
* Ability to configure Service Rules and Objectives in support of **Field Service** business processes.
* Experienced in working with the **Velocity** platform and good understanding of velocity Data Model.
* Building **Complex** and **Reusable** Components in Vlocity.
* Experience in Vlocity CPQ implementations and vlocity Omiscripts,Vlocity dataraptors, vlocity cards.
* Experience in using Jenkins for deployment and continuous integration.
* Providing **user support** and training sessions to the users after the development of every sprint.
* Providing **Production support** and Involved in debugging for **high priority tickets**.
* Handled Deployments using **Changesets** by creating outbound and inbound changesets.

**Societie Generale, NJ March 2018 – April 2019**

**Salesforce Administrator/Developer**

**Projection Description:**

 Societie Generale Implemented salesforce **Sales and Service cloud** for the investment banking domain with exposure to **trading** business process, complex financial products, risk, and pricing management to manage the customers in the salesforce platform. It is a French multinational investment bank and **financial services company** headquartered in Paris, France. The company is a universal bank and has divisions supporting French Networks, Global Transaction Banking, International Retail Banking, Financial Services, Corporate and Investment Banking, Private Banking, Asset Management and Securities Services.

**Responsibilities:**

* Developed the **Financial Services Cloud** components used to build a Customer Community.
* Configured **Action plan templates** and **action plans**. Developed Action Plans List Lightning component to Financial Services Cloud Lightning client pages.
* Installed and configured Conga Orchestrate (Process Composer).
* Interacted with various **business team members** to gather the requirements and documented the requirements.
* Implemented the salesforce.com applications using the **Agile SCRUM** Methodology (SLDC) that Involves the
* Iterative development methodology.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation** **rules on the objects, tabs, Components and Custom links**.
* Configured Sales Force Automation SFA for **Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management**.
* Created **users, roles, public groups, sharing rules** and record level permissions to manage sharing access among different users.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed **Custom Reports** and configured analytical snapshots to dump the data on a regular basis for sales performance and lead generation statics.
* Customized **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Used **Data Loader** for **Insert, Update, and Bulk Import or Export** of Data from Salesforce.com S-Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Worked on **Lightning component Process Builder** to automate task for Salesforce1 users.
* Developed **Visualforce pages** to meet the organization requirement for the new look and feel.
* Developed **Custom Controllers** and used controller extensions to show data in the visual force pages.
* Developed various **Batch Apex classes** and **scheduled** those using Apex Schedulable classes on hourly basis.
* Developed **Lightning pages** for Salesforce1 mobile app.
* Developed custom UI for Salesforce Applications using **Lightning Components (AURA), SLDS, Events** and used **custom CSS** in the components.
* Embedded Lightning Components in Visual force page by using new **Lightning Out feature** by event driven programming.
* Built reusable UI components and pages with the lightning component framework.
* Developed Lightning app for agent with enhanced Lightning templates.
* Used **SOQL&SOSL** for data manipulation needs of the application by preprocessing records and generating Sets to avoid hitting the Governor limits.
* Hands on experience with the **GitHub** to perform the requests.
* Involved in end-to-end QAT and UAT testing to develop the test cases and validation of CPQ including Products, Pricing, Quoting etc.
* Used Copado to manage end-to-end release management processes and testing automation requirements.
* Implemented Continuous Improvement (CI) and Continuous Delivery (CD) for Salesforce through Copado

**State Street Corporation, MA Aug 2016 – Feb 2018**

**Salesforce Administrator/Developer**

**Projection Description:**

State street Corporation implemented **salesforce.com CRM** for institutional investors including investment servicing, investment management and investment research and trading.State Street Corporation is an American **financial services and bank holding company** headquartered at One Lincoln Street in Boston with operations worldwide.

**Responsibilities:**

* Data Loaded financial accounts, **financial account holding** and **financial summaries** from Legacy systems into salesforce.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.**
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation** **rules on the objects, tabs, Components and Custom links**.
* Established relationships between various objects using **Master Detail relationship**, **look up relationships** and created the Junction objects.
* Developed and configured **Custom Reports** and Report Folders for different user groups and configured the Analytic Snapshots for the sales performance and lead generation statistics.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Created user **Roles and Profiles**, **Security controls**, **Sharing Settings**, audit trail setup and configured **Field level security** for different profiles.
* Created the **Validation Rules**, **Workflows**for automated lead routing, lead escalation and email alerts.
* Created **Queues,** Public Groups and **Email Templates.**
* Created and customized Page layouts for standard and custom objects.
* Involved in **Data migration,** **Data Imports** using **Data loader** and **Bulk API.**
* Implemented Web to Lead, Web to Case functionality.
* Maintenance of data entry standards & data integrity process.
* Build& monitor standard analysis and reporting for marketing campaigns.
* Communicated with users in the organization using chatter, shared files, and feeds.
* Promoted changes from one environment to other via change sets and **ANT** tools.

**Empro Systems LLC, NC Jan 2016 – July 2016**

**Salesforce Administrator/Developer**

**Resposnsibilities:**

* Participated in requirements Gathering and definition of Entity Relationship diagrams using MS Visio2007.
* Worked on various sales force objects like **Accounts, Opportunities, Products and Reports.**
* Designed, Implemented, and deployed the **Custom objects, Custom Fields**, Custom tabs, Components to suit to the needs of the application.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a
* record detail and edit pages.
* Defined **lookup and master-detail relationships** on the objects. Also created junction objects to establish connectivity among objects.
* Created **validation rules, workflow rules** and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Created **profiles** and implemented object level, field level and record level security.
* Created **custom report types** and generated report using the report types.
* Created custom labels and used them in validation rules to parameterize the validation rules.
* Created **record types** and page layouts and assigned page layouts to the record types.
* Design and implement Sales and service cloud product applications.
* Developed various **Apex classes,** Controller classes and apex triggers for various functional needs in the application.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented **Data Loader** through the Command Line Interface to extract the data from Database.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used **Eclips**e based Salesforce.com IDE to develop and deploy force.com software.

**IBM, Bangalore, INDIA May 2012 – June 2014**

**Salesforce Administrator**

**Responsibilities:**

* Worked as Salesforce admin support executing user account creation, personal information setup, password reset, **Roles & Profile creation**, user group creation, updating company profile, Network access setup.
* Analyzing the requirements and converting them into **functional/technical specifications**.
* Implementing field level security along with **page layouts** to manage access to certain fields.
* Involved in setting up field level access for each **custom object** created based on the user’s role within the organization.
* Creating **Page layouts, Search layouts to organize fields, custom links, related lists**, and other components on edit pages.
* Worked on **Workflow Rules, Permission Sets, Profiles and Public Groups**.
* Loaded the data using **data loader**.
* Worked with page layout customization for the standard objects like **Account, contact, Leads.**
* **Involved in customizing custom objects, tabs, fields, page layout** as per the business need.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created the **workflows for automated lead routing, lead escalation, alerts and custom coaching plans.**
* Created workflow rules and defined related tasks, time **triggered tasks, email alerts**, filed updates to implement business logic.
* Involved in security levels and privileges by customizing Salesforce.com **Profiles and Roles**.
* Used the **sandbox for testing and migrated the deployment instance after testing**.
* Designed various **custom E-mail templates**.
* Worked according to the business requirement and following ethics of the company.

**L&T InfoTech, Bangalore, INDIA Aug 2011 - Apr 2012**

**Junior Web Developer**

**Responsibilities:**

* Developing dynamic web pages using **HTML**, **CSS**, and **JavaScript**.
* Developed mockups and prototypes using **HTML** and **CSS**.
* Designed **dynamic** and **browser** compatible pages using **HTML/HTML4**, CSS and JavaScript.
* Developed the screens with table-less designs meeting W3C standards.
* Developed CSS styles to maintain the uniformity of all the screens throughout the
* Coded extensively using JavaScript **MVC** Framework to make rich internet web application for a Single page application.
* **Application** and **positioning** of screen objects.
* Developed page layouts, navigation, animation buttons and icons.
* Designed **CSS** based **page layouts** that are cross-browser compatible and **standards**-Compliant.
* Coordinated with the testing team to deliver the project outcomes.
* Involved in **UAT** sessions with the Business users and to get sign off for the developed web application.