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**PROFESSIONAL SUMMARY**

* Over **8 Years** of experience in the field of Information Technology with 8 years of experience in **Salesforce.com CRM Platform** and **Apex Technologies &**1+ year of experience as a Java Programmer.
* Experience in the **Salesforce.com CRM** space that includes **Business Analysis**, **Administration, Configuration, Implementation, Development** and **Support** experience.
* Familiar with **Agile software development methodology** and Scrum software development process.
* Experience in SFDC Development in implementing OOTB Capabilities, **Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL.**
* Experience in **Sales force Customization, Data Validation, Sales, Marketing, Customer Service** and **Support Administration.**
* Experience developing solutions for the **Aptos Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word & Excel, development of clause libraries and contract templates.
* Experience on **Sales Cloud, Service Cloud, Custom Cloud** and Extensive experience using **Salesforce.com's Administration**, Territory management, Creating Roles, Profiles, Page Layouts, Workflow Alerts, Actions and Approval Workflow Data Validation.
* Highly experienced with Zuora for Sales force for commerce, **billing and financial** subscriptions.
* Experience in the complete life cycle of project development **(SDLC)** including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Experience in **Sales force Lightning** schema builder, process builder, app builder, components and **Lighting** connect.
* Expertise in **VEEVA CRM ISR**functionalities, **Pharmaceutical, Insurance, and Banking** domains
* Experienced in implementing **record level security** using Roles, Sharing Settings (**Organization Wide defaults** and **Sharing Rules** for different users at different levels of organization at object, field, and record level.
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud.**
* Expertise in **Functional** and **Service Cloud Console.**
* Experience in Force.com sites development using **Visualforce, jQuery, custom labels, AJAX toolkit** and **CSS.**
* Experience in working with databases such as **Oracle**, **MySQL**, and **DB2** and have sound knowledge in creating **Tables**, **Views** and writing **DDL, DML SQL queries**.
* Extensive Experience working in implementation of Case Management in **Service Cloud Console.**
* Hands on experience in **Sales force Lightning Design System (SLDS)**.
* Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities
* Well versed in cloud computing and on- premise infrastructure integration for **Salesforce.com** using **Force.com platform**, **Batch Apex, Web Services** with third party applications
* Experience in Integrating Appexchange Applications with Salesforce**,**Informatica on Demand, Mass EMail Management, Application management using **Force.com Plug-in & Eclipse IDE** in Sandbox and Production Environments.
* Maintained the functional areas of Data management, Sales forecasting, Contacts, Leads, Campaigns, Dashboards and Reports.
* Worked on **Sales force support**, **Security**, Network and Infrastructure teams to resolve critical issues.
* Hands-on experience in **SFDC administrative tasks** like creating Profiles, permission sets, Roles, OWD, Sharing rules, Users, Page Layouts, Workflows, Approvals, Reports and Dashboards.
* Experienced in implementing record level security using Roles, Sharing Settings (Organization Wide defaults and Sharing Rules for different users at different levels of organization at object, field, and record level.
* Have good experience on building **Communities.**
* Experience building **Lightning Components** and **Process Builder.**
* Experience in bulk data migration from Excel, MS outlook and Legacy Systems to Salesforce.com using **Apex Data Loader, Import Wizard.**
* Worked in implementing salesforce security **SSO and SAML** to enable login to multiple applications simultaneously.
* Experience in **SFDC Integration** using **Web Service** and Apex Programming, Salesforce.com.
* Experience in **Sales force Testing and Administration** spanning all facets of package software and **SaaS** application implementation.
* Experience in doing the code deployment using **change Set, ANT script and Jenkin**.
* Exploring **App exchange** applications like DocuSign, Cogno Composer and integrating them with Sales force.
* Proficient in working with **JIRA** and confluence.
* A quick learner to new concepts, Applications and implement them in the project successfully.

## TECHNICAL SKILLS

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| --- | --- |
| **Sales force Technologies** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Veeva CRM, Visual force Pages, Visual force Component and Controllers, Salesforce1, Sales force Communities, Sales force Lightning Design System, Lightning components, External Objects, Chatter |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Force.com Apex Explorer, Force.com Migration Tool, Lightning Connect, Force.com Excel Connector and AJAX Toolkit |
| **Integration Tools** | Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports |
| **Languages** | Apex, C, Java |
| **Web Technologies** | HTML, XHTML, CSS, XML, Java Script, PHP |
| **Platforms** | UNIX/Linux, Windows NT / 2000 / XP Pro / Vista / 2003 / 2008 |
| **Office Tools** | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office |
| **IDE and Editors** | Eclipse, My Eclipse and Force.com Eclipse IDE |
| **Database** | SQL Server, Oracle and MYSQL |

**CERTIFICATION- Sales force Certified Administrator**

**CREDENTIAL ID- 20672991**

**CERTIFICATION -Sales force Certified Platform Developer 1**

**Credential ID-  20995164**

**PROFESSIONAL EXPERIENCE**

**Kemper Corporation, Chicago, IL Aug’2018 – Present**

**Role: SalesforceLightning Developer**

**Roles & Responsibilities**

* Developed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* **Migrated data** from external sources and performed **Insert, Delete, Upsert Export operations** on millions of records. Designed and developed **Service cloud** and **Integration**.
* Analyzing and customization of existing **VEEVA CRM** functionality
* **Force.com** developer toolkit including **Apex Classes**, **ApexTriggers**&**VisualforcePages** to develop custom Business Logic. Implemented **Salesforce**.**com** platform and **Force.comIDEPlug-in** using **Eclipse**.
* Working with **SFDC** support to resolve issues with Subscription **Billing** and related applications. Maintain smooth operation and performance of the platform
* Collaborating with relevant business stakeholders to execute the **CPQ** roadmap product **configuration** design and development
* All **Salesforce CRM** licenses to operate **CloudCraze**
* **Development**: Hands-on experience working on custom Apex Classes, Controller, Apex Triggers, Visual Force Pages, custom APIs. Worked on **VEEVA CRM** custom objects, **Veeva Vault** customization/configurations, End-to-End Integration of **VEEVA VAULT** with SFDC Application.
* Ability to configure Rules and Objectives in support of CPQ and **Billing business processes**
* Experience implementing CPQ and **Billing packages**
* Developed **autolaunched and screen work flows** for various repeated procedures.
* Designed and developed **SFA** based Application on **Force.com** platform in **Salesforce.com** environment with **Apex** programming language as backend and **Visualforce Pages** as user interface.
* Implemented **Pick Lists**, **Dependent Picklists**, **Lookups**, **Master Detail Relationships, Validation** and **Formula Fields** to the **custom objects**.
* Implemented new strategies to enhance its growing SFDC platform, standardization of tools such as Data.com, Pardot and Lightning Process Builder for automating alerts based on opportunity stages and published dates.
* **Page Layouts**, **Search Layouts** to **Organize Fields**, **Custom Links, Related Lists** and other components on a **Record Detail**.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud** and **Aptos CPQ.**
* Experience with **Lightning** after the organization moved to **lightning** from classic salesforce.
* Customized **User Roles**, **Role Hierarchies**, **Profiles** and **Sharing** settings to ensure that the protected data is available only to the authorized users.
* Implemented **CPQ System** to improve user experience in the Quoting process using Sales force.
* Created **Templates**, **ApprovalProcesses**, **ApprovalPageLayouts** and defined **Approval** Actions on them to automate the processes. Created **WorkflowRules** and defined Related **Tasks**, Email Alerts and **FieldUpdates**.
* Implemented **Sales force Lightning** Components for a small set of users for customizing reports and dashboards.
* Worked on **Lightning** components by using the Aura framework.
* Worked with **SOQL**, **SOSL** queries with **Governor Limits** to store and download the data from **Salesforce.com** platform **database**. Configured **Chatter** for the Users in the Organization for **collaboration**.
* Implemented **Data Loader** through the Command Line Interface to **extract** the data from the database.
* Supported the **Data Migration** activities for **migration** the data from various business sources with the support of **Salesforce.com**. **Migrated data** from **ACT CRM** to Sales force **CRM** using **Informatica** on Demand.
* Involved in **data mapping** and **migration** of data from legacy systems to **Salesforce.com Objects** and **fields**.
* Conducted training sessions to the **UAT** users to use the **Sales force** Knowledge application and developed a feedback **custom report**.
* Worked on Aptos support project to solve ongoing bugs/issues/enhancement on another project.
* Supported **end users** and helped them in getting used to the **application**, generated **reports** and saved them for further access to the **users**.

**Environment:**Salesforce.com,VEEVA,CRMLightning,Steelbrick, Visualforce (Pages,Component, and Controllers),Force.com, ApttusCPQ, Security Controls, Escalation rules, Assignment rules, Sandbox data loading, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**CDK Global, REMOTE Dec’2017 – July’2018**

**Role: Salesforce Developer**

**Roles & Responsibilities**

* Analyzed customer requirements, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of **Salesforce.com** like **accounts, contacts, properties, discounts, reports**, and **dashboards** in **Sales Cloud.**
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers**, packages for various functional needs in the application.
* Designed, developed and deployed **Apex Classes Extension Classes** to support **Visualforce** pages development, Test Classes for **Unit testing** and **Apex Triggers** for various functional needs in the application.
* Developed customer portal to implement web-to-lead functionality and enable lead capturing in real time.
* Implemented and customized **Sales force customer relationship management(CRM)** for **Marketing, Sales and Case Management**.
* Responsible for **Aptos CPQ/CLM** packages installations and data settings in sandbox.
* Involved in building **Lightning** components, **pages** and **apps**.
* Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
* Involved in **CPQ (Configure, Price & Quote)** design and mapped to the **Sales force** custom objects and involved in **Aptos Advanced Workflow** Approvals.
* Worked on the integration of SteelBrick to generate quotes, invoicing and discounting by sales reps along with **CRM Data.**
* Integrated **Aptos CPQ** and **CLM** applications and automating processes on **Sales force** platform.
* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce**pages in custom console components, highlight panel and interaction log.
* Developed **Lightning** component framework include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
* Worked on **Aptos CPQ** helps channels close bigger deals faster with visibility into the latest product and pricing information, and the ability to quote quickly from any device.
* Built solution on **Salesforce.com** platform, including development in **Force.com, Visualforce, Lightning, Apex , Web Services** and **API's**
* Integrated **Sales force** with other internal applications using **SOAP** and **REST services.**
* Collaborated with teams to design and implement **Sales force Integration**, And **Aptos CPQ** is used for creating quote and quote line items for order management systems.
* Worked with a cross-functional Scrum team to maintain and enhance **Sales force Service Cloud** applications in iterative release cycles.
* **Troubleshoot** and **fix** defects for planned releases and production issues.
* Worked with **Approval processes** that used **Email Approvals** and **Parallel Approval** steps
* Used **Process Visualizer** to study **Approval steps.**
* Implemented minor enhancements on standard objects including **Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.**
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Worked with data migration using **Sales force data loader and import wizard**.
* Worked with **Developer Sandbox** and **Force.com IDE to migrate written classes**.

**Environment:** Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Dashboards, Custom Objects, Angular JS, Custom Tabs, Email Services, HTML, Eclipse IDE Plug-in

**The Warranty Group, Chicago, IL July’2016 – Dec’2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Developed prototypes on **SFDC environment** for **Proof of Concept demo** and for customer endorsement.
* Worked on customization of standard objects like **Lead, Account, Contact and Opportunity**.
* Perform day to day User Management on **SFDC Org** by **configuring Sharing Rules, Permission Sets, Roles and Profiles**
* Implemented and customized **Sales force customer relationship management** (CRM) for **Marketing, Sales and Case Management**.
* Designed, and developed **Apex Classes**, **Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Worked closely with Sales Team business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
* Develop triggers to meet the complex business rules on custom objects by following **Apex Best Practices.**
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Used Process Visualizer to study Approval steps.
* Implemented minor enhancements on standard objects including **Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.**
* Developed **Apex Classes & Triggers** and linked them to manage the workflows developed in the system.
* Worked with data migration using **Sales force data loader and import wizard**.
* Worked with **Developer Sandbox** and **Force.com IDE to migrate written classes**.
* Implemented **Sales force Chatter** for internal users to share the deal information and status updated on various activities.
* Responsible for working with **Sales force CRM** to **invoke Apex classes.**
* Worked with Approval processes that used **Email Approvals** and **Parallel Approval steps**

**Environment:** Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, JIRA, Data Loader, Workbench, Web Services, SOAP, Workflow & Approvals, Process Builder, Web Services, HP QC, Eclipse IDE Plug-in

**Ameren, Springfield, IL April’2015 – June’2016**

**Role: Salesforce Developer**

**Roles & Responsibilities:**

* Worked on various **Salesforce.com Standard objects** like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**.
* **Agile Development Methodology** was followed for the implementation.
* Interacted with various Business users for requirements gathering.
* Developed various **Custom Objects, Tabs, validation rules, formula fields**.
* Developed custom **Business logic** using **Apex Classes, Visual force pages.** Used Visual force components **like Page Block, Command Buttons, Action support, Action Function.**
* Implemented custom **Cascading Style Sheets (CSS) for Visual force pages**.
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from **Salesforce.com platform database**.
* Created relationships among objects using **Lookup and Master-detail relationships**.
* Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.
* 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 customers complaints.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tabs, validation rules, Approval Processes** and Auto-Response for automating business logic.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates**.
* Integrated applications using web services by consuming the **WSDL files** for extracting the data from the external systems.
* Implemented **Data Loader** through the Command Line Interface to extract the data from the database.
* Configured Chatter for the Users in the Organization for collaboration.
* Created Email templates in **Text, HTML** and visual Force necessary for the application.
* Developed visual Force pages with **JavaScript** and **Apex classes**.

**Environment:** SalesForce.com, CRM Application Platform, Apex Language, Visual Force, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse.

**Client: Ally Financials, Charlotte, NC Sept’2012- March’2015**

**Role: Sales force Developer/Administrator**

**Roles & Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Sales force implementation** and **documented the Business** and **Software Requirements.**
* Worked as enhancement team member and performed the roles of **Salesforce.com Developer** in the organization.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in using Eclipse.**
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed **Apex Classes & Triggers** and linked them to manage the workflows developed in the system.
* 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 the needs of the application.
* Wrote **SOQL** and **SOSL statements** within custom controllers, extensions and triggers.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual Force, Force.com IDE**.
* Used the **Java Ant** for testing and migrated the code to the deployment instance after testing.
* 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.
* Designed, developed and **deployed Apex Classes**, **Controller Classes**, Extensions and **Apex Triggers** for various functional needs in the application using the **Eclipse IDE**.
* Develop **Visual Force Pages**, Visual Force Custom Controllers Components, Advanced Search Functionality, **Custom Objects, Analytic Snapshots**, **Tabs, Tags** and **Components**.
* Created workflow rules and defined related tasks, **time-triggered tasks**, email alerts and field updates **to implement business logic**.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created mash up between **Sales force CRM** and Gmail through **Force.com AppExchange’sEmail integration engine**.

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*‘Thank you’*