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**Harsha T**

 **(Certified Salesforce Developer)**

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**PROFESSIONAL SUMMARY**

* Over 8 **years** of IT experience in various stages of Software Development which includes **7+ years** of experience **as Salesforce CRM Developer** which involves **Administrator, Development, Integration, communities and lightning like classic to lightning migration and lightning component development.** 2 Years of experience on Java
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle process
* Experience in SFDC development using Apex classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.
* Excellent skills **in creating/troubleshooting/modifying Apex code and visual force pages**.
* Excellent understanding of SDLC Methodologies like Agile, Waterfall and other processes
* Experienced in Service Cloud, Sales cloud, Collaboration Cloud for All partner portal, customer portal.
* Experienced in **developing Salesforce Lightning** Apps, Components, Controllers and Events.
* Experienced customizing standard objects Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also, **created various profiles and configured the permissions based on the organizational hierarchy.**
* Experience in developing mobile applications using Bootstrap & Heroku and has good knowledge in Phone Gap.
* Excellent work experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, Validation Rules, Workflow Alerts & Actions, Pick Lists, Record Types, Process builder and various other components as per the client and application requirements.
* Strong knowledge about Sales cloud, Service cloud, Community cloud & Marketing cloud configuration and customization and good understanding with Client/Server architecture.
* Strong experience in Steel Bricks and Oracle Big Machines CPQ implementation. Used Apttus CPQ to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
* Hands on experience customizing salesforce.com CRM using Apex Classes, Visual Force, Custom Controls, HTML, and Translation Workbench.
* Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes,
Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Extensive experience in creating lookup relationships and master-detail relationships on the objects and creation of junction objects to establish connectivity among other objects
* Extensive experience of automating complex business processes using workflows, approval process, dynamic approval process, sharing rules and validation rules.
* Good Experience in **data migration** and **integration** using **Data Loader**, **Import Wizard**.
* Hands on experience in using **enterprise integration tools**, extract transformation and load**(ETL),** enterprise information integration tools and enterprise architecture initiatives**(EAI)**.
* Comprehensive knowledge in Web services API, Force.com Sites, Analytic Snapshots, analyzing data with Reports and Dashboards.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Hands on experience working with Salesforce1 mobile application development and customizations.
* Experience in Object Oriented Languages (C#.Net, Java).
* Experience in web technologies like HTML, XML, CSS, JavaScript.
* Strong knowledge of sales, marketing, service and support automation.
* Excellent analytical, de-bugging skills and documentation skills.
* Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, and Migrating code from one sandbox to the other).
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

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**EDUCATION**

* Bachelor’s in engineering computer science

**CERTIFICATION**

* Certified Salesforce Administrator.
* Certified Salesforce Platform Developer 1.

**TECHNICAL SKILLS :**

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| Operating Systems | **UNIX, Windows 10,8,7/VISTA/XP** |
| Salesforce technologies | Apex, **visual** **force**, SOQL, SOSL, Email template, formula, Validation rules, **apex** **trigger**, workflow and approvals, App exchange, **Eclipse**, sales force.com IDE, Apex data loader, web services. **Dashboards**, Analytic Snapshots, Custom Objects**, Lightning** |
| Salesforce Tools | Eclipse, **Force.com, Eclipse IDE plug-in**, Force.com Explorer,Force.com Data Loader, Force.com Excel connector, Force.com Platform (Sandbox, and Production) QTP and **Sandbox Testing** |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, **Data Migration**, Data Loader |
| Databases | **SQL** Server 2005, Oracle, MS Access, **Peoplesoft** |
| Programming Languages | Java, C#, .NET, HTML, **Apex**, **DL/SQL** |
| Configuration Skills | **Workflow**: time-dependent actions, field updates, email alerts, Field Level and Object level security, **role** **hierarchies**, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, **Formula** **Fields** and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, **Salesforce** **Lighting.** |
| Project Management | Waterfall, **Agile** |

**PROFESSIONAL EXPERIENCE:**

**Mckesson,Irving ,TX Dec 2019 to Till
Role: Salesforce Developer**

**Responsibilities:**

* Interacting directly with clients, managers and end users as necessary to analyze project objectives and design and build cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment.
* Gathering and analyzing user requirements and defining functional and technical specifications.
* Responsible for administering and controlling all SFDC instances and actively managing workload and prioritizing projects depending on user or business needs.
* Designing and development on SalesForce.com integration using Web Services APIs, Partner API & Enterprise API.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
* Managing Salesforce integration with current ERP system and third-party providers like **Informatica, Sharepoint, Microsoft Outlook and various app exchange products like Live Agent.**
* Created apps, dashboards, lenses and datasets, edit data and customize the Analytics experience.
* Creating unique client-based solutions **using Lightning, Apex (Classes, Triggers, Batch jobs), Javascript and Visualforce.**
* Build and customize lightning components and applications utilizing the styles from Lightning Design System, Bootstrap.
* Added lighting functionality to existing Visualforce pages using Lightning Out.
* Used Velocity communications on top of salesforce platform for **Sales, Marketing, Service and Order Management applications.**
* Handling change requests related to heavily customized visual force pages that uses **jQuery & Angular JS.**
* Perform bulk data loads, build customized Reports and tackle inconsistencies in data quality and create processes to overcome system deficiencies.
* Working in a fast-paced Agile environment, using **JIRA and HP ALM for issue tracking and project management**.
* Hands on experience in Git and Jenkins.
* Hands on Nintex integration to Salesforce to automate the creation and delivery of repetitive documents.
* Provide system support related to customized applications, **Single Sign On, security settings, user permissions, workflows, and test functionalities post SFDC product upgrades.**
* Working on analysis, design, coding, data migrations and testing for production and development environments.
* Act as primary point of contact for all SFDC users and their related issues.
* Hands on MuleSoft for data integrations with Salesforce and third-party vendor applications.
* Hands on CPQ to generate sale quotes for customers.

**Environment:** SOAP Web Services, Apex Classes, Apex Triggers, Visual Force pages, Validation Rules, Data Loader, Reports and Dashboards, Workflow, Process Builder, SharePoint, Informatica, Lightning, Force.com IDE.

**Thermofisher, Pittsburgh, PA January 2018 to Dec 2019
Role: Salesforce Developer**

**Responsibilities:**

* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Worked on **Salesforce Lightning Components for building customized components replacing** the existing ones.
* Also embed Lightning Components in **Visual force** page by using new **Lightning** Out feature by event-driven programming.
* Experience with the Force.com platform, including template solutions like Service Cloud within the **Marketing cloud.**
* Managed ExactTarget / **Marketing Cloud** implementation for a large enterprise, including multiple business units as well as troubleshooting and user support for the non-profit organization.
* Developed and Executed of marketing campaigns using **Marketing Cloud** apps such as Email Studio, Automation Studio, Mobile Studio and Journey Builder.
* Customizing the **Apttus** product configurator and quote application according to business needs.
* Worked on **Apttus** support project to solve ongoing bugs/issues/enhancement on another project
* Worked on Various objects Related to **APTTUS** Configuration & Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Strong knowledge about **Sales cloud**, **Service cloud**, **Community cloud &** **Marketing cloud** configuration and customization and good understanding with Client/Server architecture.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Giving support to existing integration with third party system by using **REST API.**
* Worked with groups, participated in **Requirement Gathering Sessions & JAD Sessions** to define their needs and developed an action plan and specification document.
* Configured user Roles, Profiles, sharing settings, **organization wide defaults** based on updated hierarchical requirements.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC).**
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse**.
* Added Lightning Component to Lightning Pages and Record Pages. Have worked on **Apex classes**,
Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.

**Environment:** Salesforce.com platform, Lightning, Visual Force, Apttus CPQ, Apex Triggers, Data Loader,Jquery ,HTML, JavaScript, CSS, jQuery.

**Dell Emc, Round Rock, TX June 2017 to January 2018
Role: Salesforce Developer**

**Responsibilities:**

* Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
* Developed and maintained visual force pages, custom components with responsive design using bootstrap.
* Designed and developed **Apex Classes**, Controller Classes, Controller Extensions and Apex triggers for various functional needs in the application.
* Used Pick lists, Dependent Pick lists, **Record Types** to enforce data quality.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building **Lightning Components** using the aura framework.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Involved in integrating web service with Salesforce.com to load Leads back and forth from Salesforce.com to Legacy and vice versa.
* Experience in web technologies like HTML, CSS and JavaScript, jQuery.
* Performed Data migration using Import wizard, Data Loader and scheduling timely data backup operations using **Apex scheduler**.
* Worked on **AURA Framework** in order to develop components for the application.
* Worked in implementing applications based on LDS for rich enterprise visuals by writing code in CSS and following the guidelines for designing and also using the fonts and icons in the applications.
* Implemented to display error messages using **show help message if invalid ()** method and also error messages like bad Input, type Mismatch etc.
* Created **lightning** page with some **customizations**based on the **components** used and created the **lightning app.**
* **Visual Force** Pages using **Standard Controllers**, **Custom Controllers**, **Extension Controllers**& **Web Services API**. Creating new **User Interface** using **JavaScript**, **HTML** and **CSS** in Visual Force Pages
* Involved in the Web Services Integration to connect with the different Applications.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Implemented Single Sign-On with SAML on force.com
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features
* Good exposure in using custom settings and custom labels.
* Involved in using **lightning**, process builder and workflows
* Coordinate/assist developers with establishing and applying appropriate branching, labelling/naming conventions using GIT source control.
* Analyze and resolve conflicts related to merging of source code for GIT.
* Worked in Git implementation containing various Remote repositories for a single application.
* Worked on trigger handler class and moved all the existing triggers to their respective classes
* Designed and Developed wizards using visual force, JavaScript, HTML, CSS.
* Used **CSS in HTML** code to better manage look and feel of web pages
* Worked extensively in force.com sites with Customer community.
* Worked on masking of the fields through **jQuery** plugin.
* Implemented Salesforce Sales Cloud for partners.
* Performed new release evaluations with Business Owner & manages new functionality roll-outs.
* Writing test classes for apex classes to ensure that code is working properly or not.
* Extensive experience working in an agile development environment using version One.

**Environment:** Salesforce.com platform, Lightning, Visual Force, Apex, Data Loader, Jquery,HTML, JavaScript, CSS, jQuery.

**Nationwide Insurance, Columbus, OH. Dec 2015 – June 2017
Role: Salesforce Developer**

**Responsibilities:**

* Work closely with the technical team to identify the business requirement.
* Expertise in Force.com technology stack: APEX, Visualforce, **SOQL and SOSL**.
* Experienced in data migration from ACT, Excel, MS outlook and Legacy Systems using various data migration tools
* Created Custom fields, pick lists, field dependencies and validation formulas to the custom objects
* Created picklists and page layouts and coupled them using Record Types.
* Develop reports, dashboards, and processes to continuously monitor data quality and integrity.
* Experience in wide range of languages and technologies such as Apex, Visual force, Java, HTML, CSS, AJAX, DOM and JavaScript
* Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Used priority and risk for each requirement. Used Attribute Matrix, Traceability Matrix for viewing the effects caused by a requirement change
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Created profiles and implemented Object and field level security to hide critical information.
* Expert in creating **Business Requirement Document** (BRD), **Functional Specification Documents** (FSD), Use Case Diagrams, Sequence Diagrams and Activity Diagrams using Rational Rose and MS Visio.
* Hands on experience in conducting **Joint Application Development** (JAD) sessions with End-users, SMEs, Developers, QAs and other stakeholders for project meetings, walkthroughs and customer interviews
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Worked on configuration and security aspects of Salesforce.

**Environment:** Saleforce.com platform, Apex classes, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Java Script, Zuora CPQ, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, Sandbox data loading, Eclipse IDE Plug-in

**MasterCard, O’Fallon, MO. July 2014 – Dec 2015
Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Developer in the organization
* Implemented web based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Webpages using VF Pages for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Designed, and developed **Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.**
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, 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.
* Designed, and deployed the **Custom objects, validation rules, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Worked with Apex Data Loader tool to perform DML operation using **CSV files**.
* Responsible for Data load operations using Salesforce Apex Data loader.
* High End Process and Application Customization using **Apex & Visualforce**.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (**CSV**) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Performed **Unit, Integration, Regression** and **User Acceptance Testing**.
* Defined documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion

**Environment**: Salesforce Unlimited Edition, Salesforce.com / Visualforce, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in.

**HSBC May 2012 – July 2014**

**Java Developer**

**Responsibilities**:

* Developed the web interfaces for Process Flow using **JSP** technology, which provides flexibility in page design and makes easy for maintenance and modifications.
* Involved in Unit Testing of the specified Modules.
* Implemented in various design patterns in the project.
* Involved in **Debugging** of the application.
* Involved in **System Testing** and **integration testing** of the application.
* Wrote test cases based on Use Cases and data flow diagrams for testing validity of data.
* Involved in **Bug fixing** of the application.
* Created RESTful web services interface to Java-based runtime engine
* WebSphere used as **IDE**.
* Worked on core Java, Multi- threading and Collections framework.
* Object oriented analysis, design (**OOAD**) and implementation using **Java/ J2EE Technologies**.
* Worked on J2EE design patterns like **DAO** and Business Delegate to handle the business flow.
* Angular JS, Bootstrap and Web Services used for random dash board monitoring.
* Persistence layer developed using Hibernate and implemented **DAO** to handle the data base interaction.
* Experienced in using **XML** Technologies and client side designing and validation using HTML, DHTML, JavaScript and **JSP**.
* Experienced in using **ANT** for generating system builds.
* Used **JUnit** test cases to test the application.
* Worked on Log4J for tracking errors and debugging the code.

**Environment:** SQL, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Java1.7, Struts, EJB 2.0, Java/J2EE coding, J2EE patterns, Bootstrap, Angular JS, Web service, JDBC, Spring, WSDL, JQuery, Hibernate