**SFDC Certified Developer & Administrator & Sales Cloud**

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**PROFESSIONAL SUMMARY:**

* Over 8 years of IT experience and 5+ years of experience in the Salesforce.com CRM Platform both as Administrator and Developer
* Good knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions
* Designed junction objects and implemented various advanced fields like Pick list, Controller/dependent pick list Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Developed Visual force pages, Visual flow and Custom Objects using Apex Programming on Force.com Platform.
* Experience in SFDC Development implementing the APEX Classes, APEX Triggers, VisualForce pages, S – Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
* Worked with Pardot Functionality, Pardot A/B Testing, Auto responder emails and Pardot Email Rendering.
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Experience in creating various Report
* Used Workbench for query timing and loading data into salesforce org.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM web sphere
* Good experience in designing Front-end using Dynamic Visual force pages, Components, HTML 5, CSS 3, JavaScript, jQuery, Bootstrap, Media Queries
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Experience with tools like Apex Data Loader, Eclipse IDE and Force.com IDE.
* Using Auto Rabbit Tool for deployment and fixing merge conflicts
* Worked with SOQL, SOSL, Visual force, APEX, ETL, SOAP API Force.com and Web services API.
* Experienced in JAVA/J2EE technologies, Oracle and SQL.
* Experience in integration of Salesforce with ETL.
* Used Force.com platform for developing feature-rich and user-friendly Visual Force pages for enhancing SFDC UI.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Experience with Adobe Flash, Service Cloud, Sales Cloud, Lightning and Chatter.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.
* Experience in gathering Business user requirements, designing diagrams such as Class, Activity and Sequence diagrams, creating Use cases as per user requirements and in addition to creating Business Requirements Document (BRD).

**TECHNICAL SKILLS:**

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| **Salesforce.com**  | Apex Language, Apex Triggers, Apex Unit Tests, Visual force, Salesforce Object Query Language(SOQL), SOSL, Reports and Dashboards, Data Management, Data Security, Data Modelling, UI Customization, Web Services, AJAX, workflow & Approvals, Dashboards, Custom objects**.** |
| **Tools**  | Salesforce IDE, Salesforce Explorer, Eclipse, Data Loader. IO, Data Import Wizard, Workbench, Sandbox and Production, Sand box testing, Salesforce.com Communities, Salesforce Lightning Design System (SLDS), Case Management, Marketing cloud, Sales Cloud, Service Cloud, Community Cloud, Data Export, Mass Delete, Apttus, Steel Brick, Informatica etc. |
| **VisualForce:** | Standard Component Library, Custom components, Visualforce Remoting, VisualForce Remote Objects, AJAX capabilities, VisualForce templates, Standard controllers/controller extensions |
| **Languages**  | Apex Language, JAVA, C, Unix-shell scripting, Ruby on Rails, SOQL, SOSL, Heroku. |
| **APEX** | Async Apex (batch jobs, future calls, schedulers), Dynamic Apex, SOQL/SOSL/DML operation, SOQL query optimizations, Custom SOAP/REST services, Integration with external SOAP/REST services, Mock Interfaces, Security and Sharing model in Apex, Apex triggers, Distributing Apex in managed Packages. |
| **Web Technologies** | HTML, XML, CSS, PHP, JavaScript, Angular JS, jQuery, JSON, Bootstrap. |

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**Certification Link**

**https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=PZbcLvMcdWWH3GW5SBZuVuDfsWCYFLGOJ1hYQunp4ZBX/UN94HjdZJa0Z5JC3b50**

**PROFESSIONAL EXPERIENCE:**

**ANTHEM HEALTH INSURANCE, Los Angeles, CA July 18 – Till date**

**Sr. Salesforce Developer / Admin**

**Responsibilities:**

* Performed the role of Salesforce Admin/Developer in the organization.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Expertise in writing the Batch process using batch apex process.
* Creating a Sync of contacts, Email alerts, Events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Design UI screens using JSP, CSS, Java Script and HTML.
* Create apex classes, test classes, Visual force pages and their controller classes.
* Integrate AppExchange tool Conga with salesforce. Implemented and rolled out Conga tool to production for generating business contracts.
* Developing custom conga templates in word and excel using Conga Composer. Developed these templates for emails to merge fields from salesforce custom fields to word documents
* Developing Lightning Component Framework and also List views.
* Writing Apex Test classes to Unit Test Apex classes before moving to Production.
* Involve in UNIT testing and Integration testing.
* Addressing, analyzing and fixing the technical issues raised by testing team
* Interact with various Business users for requirements gathering.
* Using Auto Rabbit for deployment
* Understand of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment
* Handled Informatica Cloud's Salesforce connectivity to integrate SaaS applications, On-premise systems and enterprise databases.
* Experienced in Test Driven Development for maximum code coverage and better code quality.
* Experience in handling administration, customization, configuration, mapping, data migration and integration of Salesforce.com applications.
* Implemented Sales cloud using Salesforce standard Salesforce objects Leads, Accounts, Contacts, Opportunities, Products, Quotes, Work Orders for sales cloud implementation.
* Creating custom fields, record types, page layouts, list views on standard and custom objects. Worked on planning for Tracking the field history and activity history on case object.
* Worked on building assignment rules, validations rules and triggers on case object.
* Performed data migration into salesforce application using apex data loader through CSV files.
* Created custom email templates to client requirements with web forms build from sites for non-licensed users
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical
* Creating apex classes, test classes, Visual force pages and their controller classes.
* Experience in building SOQL and SOSL queries
* Involved in validations, Flows and Process Modular design using Appian.
* Worked on RESTful application from salesforce to client applications
* Imported data from excel connector sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Involved in data migration and integration using Data Loader.
* Worked in Agile methodology to achieve high performance.
* Worked in developing apps in service cloud and developing community pages
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch
* Responsible for setting up new instances of JIRA, data import, customization, and backup
* Implemented Test Scenarios, Test Plans and Test Cases for UAT
* Worked on using Lightening Design Systems to develop the Visual force pages for SF1.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Solid experience in building integrations with Salesforce.com using Cast Iron.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Seibel Visual Force (Pages, Component & Controllers), Heroku, Pages, Data Loader, Data migration, Conga Composer, HTML, Java Script, AJAX, VBA, Custom Tabs, Access and Security Controls.

**FREEDOM MORTGAGE INSURANCE, New Jersey March 17 - July 18**

**Sr. Salesforce Developer / Admin**

**Responsibilities:**

* 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.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Experience in building reusable UI components and pages with Lightning component framework and Lightning migration
* Responsible for setting up web service integrations.

Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

* Designed Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Good SOAP-based and RESTful Apex Web services integration expertise using OAuth2 authorization
* Defined lookup and master-detail relationships on the objects and created junction objects.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API.
* Designed, and developed Apex Classes and Apex Triggers for functional needs in the application.
* Developed many custom Reports using the Report Builder according to the need of the organization.
* Used the QA Sandbox for testing and deployed the code to the Production instance after testing.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 85% lines of the apex classes before pushing them into the production.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Heroku, Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls.

**US BANK, Richfield, MN Jan 16 – March 2017**

**Sr. Salesforce / Conga developer**

**Responsibilities:**

* Integrating AppExchange tool Conga with salesforce. Implemented and rolled out Conga tool to production for generating business contracts.
* Build custom conga templates in word and excel using Conga Composer. Developed these templates for emails to merge fields from salesforce custom fields to word documents.
* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Developed APEX triggers, classes, Visual Force pages.
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
* Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developing test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Documented test cases, test results, test procedure and reported to client and also coordinated with development team for Bug fixing.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Involved in system integration using Call Outs, Triggers and outbound messaging.
* Performed data migration into salesforce application using apex data loader through CSV files.
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed Apex class and triggers to format phone/fax/zip code in account object.
* Developed and maintained SFDC analytical reports and dashboards for management review. Mapped these reports on to the conga builder.
* Developed SOAP callout from WSDL generated WSDL to Apex classes with client application and mapped these fields on to Conga templates.
* Created Web Services for handling requests and API and SaaS based applications using REST or SOAP-based web services (SOA)
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in querying salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Implemented 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.
* Created Price books and also migrated the active Products from these Price books.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.
* Involved in UNIT testing and Integration testing.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls.

**Charter Communications, St Louis MO Oct 2014 – Dec 15 Salesforce Admin/Developer**

**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
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Utilized Salesforce Lightning Experience Process Flows to automate Business process
* 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.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docusign etc.
* 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.
* Integrated Salesforce CRM and the Legacy System (Siebel) using Cast Iron Integration Systems.
* Integrated Salesforce CRM with Siebel CRM explicitly using web services API.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Extensive experience on S controls, Visual force 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
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* 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 mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Developed several Custom Reports & Dashboards that are used by Business user and Managers.
* Integration with ETL tools like Informatica, Infosphere.
* Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
* Worked on maintaining the complete contract management using Apptus.
* Involved in collecting the data during contracting process back into the salesforce instance using Apptus.
* Involved in various user stories and worked with QA team to test in various sandbox environments and update fields in Production.
* Configure and Maintained the Sandbox Environment for easy facilitation of Development and QA Activities.
* Created custom Java Application to Interact with Salesforce using SOAP and Rest web services
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Writing customized SOQL queries to extract the data pertaining to the calls made by the reps.
* Created Email templates in Text, HTML and visual Force necessary for the application.
* Developed visual Force pages with JavaScript and Apex classes.
* Performed apex callout using Web Service to external applications from salesforce using Http Request and Http classes.
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.

## Environment: Saleforce.com CRM, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, HTTP, XML, Force.com IDE, Chatter, HTML 5, CSS, Bootstrap, JavaScript, Apptus, Windows 2003

**Abbott Laboratories, Pewaukee WI Nov 2013 – Oct 2014**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* 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 detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
* Achieved Business functionality by implementing Sales cloud.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Integrated Salesforce with external Master data using SOAP and REST API
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Service Cloud Console, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, REST, Eclipse IDE, WSDL, Windows.

**Airtel, Hyderabad India June 2012-Oct 2013**

**Java/ J2EE Developer**

**Responsibilities:**

* Written XML Document Type Definition (DTD) to get data from GPSIS in specific format.
* Modified current database design to accommodate required changes.
* Design/Develop personal measure module in IBSC to manage individual client’s personal measures.
* Utilized existing STRUTS framework as well as written Action Dispatchers, JDBC Mappers, JSPs Custom Tags.
* Integrate module in current application and test in various environments like Test, Pre-Production, and Production.
* Used Struts Framework for configuration of action mappings and presentation logic in JSPs
* Add measure information popup to the current scorecard JSP.
* Created DIV layer in the JSP, which consists of all measure details.
* Written JavaScript functions to show/hide/print popup.
* Modified existing CSS files to meet GPSIS display and print standards.
* Add job share feature to IBSC.
* Responsible for enhancing existing user interface functionality built using JSP, HTML, CSS, JavaScript& XML.
* Switch from own SQL/JDBC Mappers (Relational mapping) to Hibernate persistence classes (Object/Relational mapping), which subsequently improves performance. Used Hibernate 3.0 API.
* Used AJAX (Asynchronous JavaScript + XML) methodology to enhance current user hierarchy display.
* Involved in testing applications in different stages e.g. TEST, Preproduction, and Production.
* Involved in Critical Bug fixes and Enhancement of application.
* Created controller Servlets for handling HTTP requests from JSP pages.
* Used Subversion to implement version control System.
* Carry out rigorous project plans and promptly meet deadlines to fulfill customer requirements.

**Environment**: Java 1.4, J2EE, JEE, JSP, JavaScript, DB2, JMS, Web Logic 8.1, Apache Struts, PVCS, JUnit, HTTP, Hibernate 3.0, AJAX, Lotus Notes, Windows XP, Novell Networks, Text pad, Microsoft Office 2003.