**PROFESSIONAL SUMMARY:**

* Around **5 years of experience** in analysis, design, development, testing, delivery and production support of application software.
* Experienced in developing custom applications and solutions using SFDC Force.com Platform using Apex, Visualforce, Force.com IDE, SOSL and SOQL.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, architecture design, development, enhancements, testing and implementation.
* Expertise in SFDC **Configurations**/**Customizations** as Administrator and Developer.
* Expertise on working different environment of SFDC such as **Sales Cloud, Marketing Cloud** and **Service Cloud.**
* Experience using Aura Framework for developing UI using Aura tags in Lightning Components, Controllers and Lightning styles.
* Experience with application **DocuSign**. Involved in the data validation / Integration of the source system with Salesforce.com.
* Developed user interface, Page Layouts, Tabs, Custom objects, Validation Rules, Triggers, etc.
* Having experience on customer community like creating users and profiles for customer community.
* Experience in deployment and working on **version control** tools like GIT, GitHub, Jenkins
* Good experience on Developing Lightning components with **Aura** framework.
* Extensive experience in designing various **Junction Objects, Record Types, Lookup Relationships, Master - Detail Relationships** and **Custom Reports** as per the requirements.
* Knowledge in various fields like, **Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies, Workflows** and **Approval Processes** for automated alerts, **Field Updates** and **Email generation** according to application requirements.
* Worked with end to end Service Cloud implementation like **Case Management, CTI integration.**
* Good exposure on Apttus Product setup, Approval setup and Contract Management.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
* Experienced working on Salesforce integration and Steelbrick for automation quoting, contracting and billing process.
* Knowledge on Lightning Web Components (LWC) and Apptus CPQ.
* Experienced with **Apex Language, Apex Class, Apex Trigger, Apex Web Service, Visualforce Pages, Visualforce Components** and **Controllers.**
* Designed various report folders, extracting reports to various formats, designing **Visualforce Pages, Dashboards, Snapshots** and **Chatter.**
* Experienced in building the custom application using Lightning Components/ Framework.
* Experienced with Lightning UI development, creating **Lightning pages** by using component, controller, style, helper, design, render, documentation, SVG.
* Experienced in setting up Apttus Approval Processes.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based Web Services APIs, the Bulk API and the Metadata API.
* Worked on different data migration tools like, **Apex Data Loader, Force.com Migration tool**, **Salesforce Import** and **Export Wizard.**
* Worked on Data Migration and updates through the tool App Exchange Data Loader, Informatica Data Loader in Salesforce.com.
* Implemented **security** and **sharing rules** at object, **field** and **record level** for different users based on Organizational hierarchy.
* Efficiency in analyzing and creating Narrative Use Cases, Use Case diagrams, Class diagrams, Activity diagrams, Data flow diagram using UML tools like MS Visio.
* Expertise in Web Technologies like **HTML, XML, CSS, JavaScript** and **jQuery**.
* Worked efficiently on Object Oriented Languages like **Java, J2EE, JSP** and other Java Technologies.
* Excellent experience in using **Oracle, SQL Server and SQL databases**and Familiar with Stored Procedures**Triggers and Functions using PL/SQL and AJAX.**

**CERTIFICATIONS:**

**Salesforce Certified Administrator**

**Salesforce Certified Platform Developer I**

**SQL for Data Science - Coursera**

**TECHNICAL SKILLS:**

**Salesforce CRM :** Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service,

Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types

**Force.com Tools :** Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer,

Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Informatica,

**Languages :** SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java,

jQuery

**Web Technologies :** HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, SOAP, REST

**Database :** SQL Database, Oracle

**Platform :** Windows, Linux, MAC

**IDE :** Visual Studio, Eclipse

**PROFESSIONAL EXPERIENCE:**

**USAA Insurance – San Antonio, TX Mar 2020 – Till Date**

**Salesforce Lightning/Integration Developer**

**Responsibilities:**

* Experienced in performing the roles of **Salesforce.com Admin** and **Developer** in the organization.
* Gathered and documented the requirements by interacting with different business teams.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend, **Visualforce pages and Salesforce Lightning Experience** as user interface.
* Used **sales**cloud to Maintain Leads, contacts, and opportunities. Used **service**cloud for maintaining cases and customer support.
* Developed various **Custom Objects**, **Tabs**, **Entity-Relationship data model**, **validation rules** on the objects and tabs, Components and **Custom links**.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
* Created Test classes to provide maximum coverage to triggers and other classes.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications
* To assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user Profiles based on the need in the organization.
* Wrote several SOQL & SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Supporting QA testing of Salesforce/Pardot releases and new features. Making Support recommendations to management regarding implementation as appropriate.
* Used Salesforce.com developer toolkit including **Apex Classes**, **Controllers and Triggers, Force.com IDE**, **Migration Tool**, **Web Services API**.
* Developed integration between Salesforce and **DocuSign** for signing ceremony, viewing signed documents and update Salesforce data based on user actions.
* Developed various **Visualforce pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controller** to provide functionality to the Visual pages.
* Worked on adding Marketing cloud products, pricing agreements and terms to existing sales flow process. Developed complex custom validations for Marketing cloud products at each stage in the quoting process.
* Worked on creating Lightning Pages inside **Lightning Community Builder.**
* Using Community Builder creates community pages for customers and used the SLDS for styles and apex classes for DML operations.
* 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.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Worked on **Parent/child** workflows to update the parent based on the values of the child.
* Worked on several **DocuSign** documents used by various business teams.
* Implemented new buttons and actions for Lightning components. Involved in creating and debugging lightning components, building with **Lightning App Builder** and **Visualforce** with the new Lightning Design System.
* Developed re-usable UI components with the **Salesforce Lightning Component Framework.**
* Used **Force.com**platform for developing feature rich and user-friendly Visual force pages for enhancing **Salesforce UI**.
* Created **lightning actions**, **lightning apps**and more than 30 components using Salesforce **lightning framework.**
* Used **the Aura framework**and Salesforce lightning Design System (SLDS).
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Worked on **Steel brick** and **Salesforce integration** for automating, quoting, contracting and billing process.
* Worked on Force.com Explorer for querying SalesForce database using SOQL & SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Worked on Apttus configuration, Pricing, discounting, approvals and proposal generation.
* Run APEX data loader to import/load the data into Salesforce object after these files are successfully transferred.
* Created Executive and other Dashboards using **wave Analytics.**
* Performed data migration using **Informatica**on demand and data loading using Data Loader, Import Wizard
* Performed Data Validation and usage of data utilities including Data Loader and Mass Delete.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Hands on experience on using languages **like HTML, DHTML, HTML5**in attaching page content like data, images, and videos.

**Environment:**SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Service Cloud Customization, Lightning components, HTML, JavaScript, Custom Objects, REST API, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc

[**CareSource**](https://en.wikipedia.org/wiki/CareSource) **– Dayton, OH Jan 2019 – Feb 2020**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com **Admin** and **Developer** in the organization.
* Analyzed the business requirements and mapped to Salesforce. Created user Roles and Profiles, security controls and sharing settings.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Dealing with Customer Acquisition and customer retention and worked with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* As a part of the **marketing cloud** implementation worked with **email studio** and **Social Studio**.
* Used Salesforce CLI, Visual studio code Salesforce DX in organization for creating apps and different pages for Lightning Experience by writing .html, .js, .css files in **LWC** files in Visual studio Code and also authorizing different systems on Salesforce DX, Force.com platform.
* Involved in data migration from **Excel**to **Salesforce**using **Apex Data Loader.**
* Developed several **Visualforce pages**to support data collection from practices.
* Worked on SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Prepared plans and wrote test classes for successful rollout, and scheduled sandbox refreshes.
* Created **Master-Detailed relationship** to implement **Roll-up Summary fields on Master Object** to aggregate data from child records on the parent.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM.**
* Installed and administered **SpringCM/DocuSign** for the e-sign capabilities.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.
* Experience supporting **Service Cloud**features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Developed **Apex Classes, Visualforce pages**and **Apex Triggers**to develop the custom functionality as per the requirements.
* Implemented the requirements on **Salesforce.com**platform and **Force.com IDE Plug-in**using Eclipse.
* Integrated 3rd party applications from the AppExchange including DocuSign, Draw loop and Pardot.
* Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into Salesforce.com, checking for the accuracy of the data.
* Worked on **Apex classes, controllers, controller extensions**.
* Implemented **marketing cloud integration**with service cloud to manage cases.
* Implement Service Cloud to handle internal & external support.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Worked on migrating Meta data from one **Sandbox**to another sandbox by using **Change Sets**and **Force.com IDE**tool.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used**Apex data loader** to Insert, Update, and Import data from **Microsoft Excel**into Salesforce.com.

**Environment:** Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Chatter, Visual Force Pages, Data Loader, Custom Settings, Pardot, Email Services, Web Services API, Workflow & Approvals, Custom Objects, Sandbox data loading, Apex data loader, REST API, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Config Software Solutions – Hyderabad, India Jan 2016 – July 2018**

**Salesforce Developer**

**Responsibilities:**

* Involved in creating and customizing the **Email template** and configuring them to the **email alert** within the **workflow rule** for a **standard/custom** object.
* Worked with various salesforce.com objects like **Accounts**, **Contacts**,**Leads**, **Campaigns**, **Cases**, **Solutions, Forecasts**,**Reports**, **and Dashboards**.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Created **Partner Portal** and configured as per the requirements of the sales process.
* Configured various **Custom Reports**and **Report Folders** for different user profiles based on the need in the organization.
* Worked closely with business users to understand their business needs for information and opportunities to improve their processes by using **CRM** applications.
* Worked extensively on Force.com **IDE Plug-in** using **Eclipse**and ensured worked seamlessly within governor limits.
* Implemented **Web Services** with the help of **REST**and **SOAP API**along with**WSDL, JSON**and**XML.**
* Involved in Salesforce.com application setup activities and **customized**the apps to match the functional needs of the organization.
* Experience with **CRM** applications supporting the users, their capabilities and limitations.
* Provided ongoing Salesforce.com maintenance and administration services including periodic **cleansing**, custom **objects**and **workflows**
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports and dashboards.**
* Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application.
* Managed Salesforce integration with existing systems and third-party providers like **Informatica**and**cast iron.**
* Collaborate with functional stakeholders to define and implement process improvement.

**Environment:** Salesforce.Com API, Data Loader, AppExchange, Sandboxes Testing, Metadata API, SOQL.