**Boopathi**

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**PROFESSIONAL SUMMARY**

* Having7 years of IT experience working with **Salesforce Platform** with in-depth knowledge of Salesforce.com CRM, Force.com platform, consulting, project management and delivering projects covering requirement analysis, system design, development, testing, deployment, database and webserver administration and technical support.
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes.
* Hands on experience working with **Apex Triggers** and **Apex Classes, controllers and controller extensions, Components, Test Method** and Application design and development on multitenant **Force.com platform**.
* Experience in **developing Custom UI with AJAX functionality using Visual force pages, Visual force Tags, Attributes and Controllers**.
* Working knowledge on DevOps tool VSTS
* Proficient in dealing with functionalities related to sales cloud &service cloud, Marketing cloud, Community Cloud.
* Experienced in **analyzing business requirements,** Entity Relationship diagram and implementing them to **Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships**.
* Experienced on **Lightning**, which includes the **Lightning Component Framework** and involved in **building lightning component** using the **aura framework** and experienced with Locker Service with **Lightning Components**.
* Experienced working with **salesforce.com sandbox** and **production environments**, also with **Eclipse IDE Force.com,** ANT migration tool Plug-in environments.
* Working the process for release management in the VSTS DevOps too including CI/CD.
* Hands on experience of **Salesforce** **Web Services API** like **REST**, and **SOAP**.
* Experience with databases such as **Oracle, MS SQL Server, MS Access and MySQL**.
* Experience in **Data** **Migration**, Synchronization, Data-Modeling, Data Extraction, Transformation, **Data Loading**, Scheduling, Monitoring, and Reporting using **ETL tools like Apex Data Loader, Informatica Power center and Informatica**.
* In-depth understanding of **CRM business process** like **Campaign Management, Lead Management, Order Management, Account Management and Case Management**.
* **Implemented** **Security** and **Sharing Rules** at Object, Field, and Record Level for different users at different levels.
* Implemented various fields such as **Lookups, Junction Objects, Picklist, Dependent Picklist, Multi-Picklist & Custom Formula Fields, and Master Detail Relationships.**
* Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Hands on experience of using declarative features like **Validation Rules, Field dependencies, Workflows, Dynamic Approval Process** for **satisfying complex business process automations**.
* Experience working on data model and **SOQL, SOSL, DML** statements and methods, SObjects, asynchronous **apex and Governor Limits**.
* Work within an Agile Scrum and DevOps model.
* Experience working with Deployment Tools like **Force.com IDE**, Change Sets, and **ANT based Migration Tools and Salesforce.com Sandbox environments.**
* Excellent in Administrative tasks like **creating Profiles, Roles, Users, Page Layouts, Permission Sets, Email Services, Approvals, and Activities.**
* Knowledge of product development lifecycle (SDLC) and Devops kits like GIT, Jenkins, JIRA, Confluence, etc.
* A thorough understanding of Salesforce Deployment Process and tools like ANT, Change Sets, and Force.com IDE.

**TECHNICAL SKILLS**

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| **Languages/Technologies** | Apex, Core Java, Linux, C, C++, HTML, XHTML, XML, JavaScript, CSS |
| **Salesforce Technologies** | Apex Classes, Triggers, Scheduler, Batch Apex, SOSL, SOQL, Standard and Custom controllers, Extensions, Visualforce pages, Workflows and Approvals, Reports, Dashboards, Analytic Snapshots, Outbound Messages, Communities, AppExchange, Sandbox, Salesforce Lightning, Lightning UI, Aura Framework, Locker Service, Salesforce APIs (Bulk, REST, SOAP, Bulk, Streaming etc.) |
| **Design/Development methodologies** | Agile (Scrum Methodology), Waterfall, UML diagrams |
| **Integration/Data Migration Tools** | MuleSoft, AppExchange tools, Force.com migration tool, Informatica, Jitterbit |
| **Custom Object Configuration** | Field creation, Page layout, sharing rules, Record types, Field level and object level security, role hierarchy, Formula fields |
| **Data Migration Skills** | Data Loader, Data Cleansing, Data Normalization, Data Migration |
| **Test Automation and Build Tool** | Ant, Maven, and Selenium |
| **BI Tools/ ETL Tools** | Tableau 8.2,9 & 10, Apex Data Loader |
| **Database** | Oracle 10g, SQL Server, MySQL, PL-SQL, Transact-SQL |
| **Project Management/ MS Office** | Microsoft Project, MS Visio / MS Word, Excel, Power Point, Outlook |

**EDUCATION**

Bachelors in Computer Science & Engineering from Dr. M G R Educational & Research Institute, India.

**PROFESSIONAL EXPERIENCE**

**Client: BNY Mellon, NYC, NY Jul 2019 to Present**

**Role: Sr. Salesforce Lightning Developer/Admin**

**Responsibilities:**

* Worked on enhancement of the existing application from classic Salesforce platform to Lightening.
* Experience on Lightning Web Component which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed Lightning Web Component framework to create web applications that run anywhere.
* Worked as an enhancement team member and performed the roles of Salesforce Developer on Lightning Framework
* Worked on implementing Database Batch able batch, where implemented the logic to capture the Sales Dashboard data and used to display the data to sales representative in order to process the pending applications faster.
* Knowledge on CPQ (Configure, Price amp; Quote) design and mapped to the Salesforce custom objects
* Good experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract, exist in Salesforce.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Worked as a marketing product expert and administrator of all SFMC processes (manage subscriber-level data).
* Implemented Salesforce Lightning Components to connect to external Cloud based tools using REST API.
* Implemented Lightning Web Tabs as per the business user request which helps them in reducing the clicks and Navigation.
* Experience in configuring price quote (CPQ) with steel brick.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming on Force.com Platform.
* Extensively performed ETL operations with tools like apex data loader, jitter bit and Informatica to bring data from many source systems into the Data Warehouse.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Built Web pages that are more user-interactive using HTML, CSS, JavaScript, and Angular JS.
* Good experience in JavaScript MVC framework Angular JS. Used Angular JS in developing single page applications.
* Involved in production support for the application, which already exist in Production environment.
* Worked with SOQL&SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented time bound tasks using Lightning Process Builder and Visual Workflow.
* Worked on Mavens Mate with force.com platform for writing business logic in Apex Programming language.
* Worked with Source Tree to commit the code changes to GitHub.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.

**Environment:** Saleforce.com platform, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), Force.com ide, Eclipse, Apex, Sales Cloud, Visual force (Pages, Component & Controllers),Pages, Data Loader, Salesforce Workbench, Service Cloud, SQL, PL/SQL, HTML, Java Script, Workflow & Approvals, Reports, Process Builder, Custom Objects, Custom Tabs, SharePoint, SOAP, REST.

**Client: Cardinal Health, Atlanta, GA Aug 2017 to Jun 2019**

**Role: Salesforce developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SFDC and other Platform based technologies like Visual Force, Force.com API and Web Services.
* Worked with a set of related objects and complex set of interconnected fields in those objects.
* Developed Triggers that would account for deletion, bulk-safe and with exception handling and wrote respective test classes with a minimum of 85% code coverage.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation
* Created Many-to-Many relationships and created Junction objects between the existing Group and Persons account to classify Persons Account based on their employment status at an organization.
* Worked with field & page layout customization for the standard and custom objects like tabs, fields, pick lists, rollup summary as per the business need.
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Working on health cloud and service cloud.
* Worked on Sales Cloud, Service Cloud, Marketing Cloud/ExactTarget, Health Cloud Platforms, and also Sales and Marketing Application Development.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Created Lightning Components, added CSS and Design Parameters which improves performance
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus CPQ package.
* Utilized Draw loop to Create DDP (dynamic document package) that would merge all the required fields into account specific forms for every individual account based on their Service contract, entitlement, Group account and which class the account would fall under.
* Created 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.

**Environment:** Saleforce.com platform, Sales Cloud, Drawloop, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, Service Cloud, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Time based triggers, Triggers, Workflows Rules, Validation Rules, Chatter Desktop.

**Client: PayPal, Palo Alto, CA Oct 2015 to Jul 2017**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software Requirements.
* Extensively involved in moderating JAD sessions with different business units and application development team.
* Designed Use Case Diagrams and Use Case Specification documents based on requirements gathered.
* Created the company profile, set up new users, defined roles and set up public groups, involved in setting up field level access for each custom object created based on the user’s role within the Organization.
* Utilized Apex Classes, Controllers and Apex Triggers for various company specific functional needs in the application.
* Developed Triggers with bulk-safe and exception handling and have a minimum of 85% code coverage
* Used Data Loader for Data Migration in force.com platform.
* Involved in Implementation and Design of Campaigns, Cases, Issues, Product and Orders Management and Product Rejection module.
* Involved in Service Cloud, Sales Cloud Application Setup activities and customized the apps to match the functional needs of the organization.
* Configured visual workflows for price quotes.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning.
* Experience to develop rich user interface and better interaction of pages.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions.
* Experience In configuring workflows, Lightning pages, process builders and lightning flows.
* Involved in Service cloud and Sales cloud for Implementation/Customization
* Generated Tabular, Summary and Matrix reports to create Standard and Custom reports.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps.
* Used Process Visualizer to study Approval steps.
* Created Dashboards and Dashboard Components, implemented multiple levels of Dashboards, and scheduled Dashboard refresh.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Performed many declarative administration tasks as needed, managing custom fields, integration and data cleanup.

**Environment:** Force.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, JavaScript, DML statements, SOQL, SOSL, Data Loader, HTML, Chatter, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Custom objects and Fields, Time based triggers, Workflows Rules, Validation Rules.

**Client: CTS, India Apr 2014 to Sep 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Configured and customized Salesforce CRM supporting Sales, Marketing and Technical Services by creating groups with separate custom profiles and custom page layouts.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Visual Force Pages according to the functional Requirement.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created workflow rules, defined related tasks, email alerts, and field updates, and Mapping them to the existing functionalities and Objects.
* Designed Service cloud console to find, update, and create records quickly.
* Imported Excel-based customer data into Salesforce using Data Loader.
* Translated Email templates, visual force pages, custom objects/fields using Custom labels and Translation workbench.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto- response Rules for automating business logic.
* Extensively worked on customizing case management by creating Assignment rules, Auto response and escalation rules.
* Implemented pick lists, dependent pick lists, lookup, master detail relationships, validation and formula fields to the custom objects.
* Involved in Migrating Configuration, Data between Two Sales force production organizations.
* Integrated Sales force CRM with Microsoft Outlook, Microsoft Office to import contact information and Reports.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.

**Environment:** Salesforce.com, Security Controls, Sharing rules, relationships, Web service, XML, Force.com IDE, HTML, CSS, JavaScript, Apex Classes, Controllers, Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Data loader.