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**Overview:**

Having Overall 4+ years of IT professional involved in various roles & challenges. Professional Salesforce CRM Administrator & Developer. During this tenure involving in various stages of software development life cycle including – analysis, design, development, testing and implementation of various systems.

**Professional summary:**

* 4+ year hands on experience as Salesforce.com CRM Administration, implementations including configurations and database activities etc.
* Good exposure on Lightning Experience, Lightning app builder, Lightning component framework, Aura framework, Lightning Design System (LDS) implementation.
* Proficiency in SFDC Lead Management, Opportunity Management, Case Management.
* Experience in Sales & Service Cloud.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experience in data migration using Import wizard, Apex Data Loader.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Proficiency in Managing users, Apps, Security controls.
* Expert in Preparing Data Dictionaries, KT documents & Spreadsheets.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Implemented and delivered projects under Agile Development Environment and test driven Environments with large and small Team Projects.

**Professional Experience:**

Working as a Software Engineer in **LEJARA GLOBAL IT SOLUTIONS PRIVATE LIMITED**, Hyderabad.

Duration: Feb 2016 to Till Date.

**Technical Skills:**

Hardware / Platforms : Windows , Mac IOS.

Programming Languages : Apex, Java, Aura F/W

Technology : Salesforce.com CRM, Force.com, Lightning.

Design Scripting : HTML, Visual Force, CSS, Java Script.

Tools : ANT, Workbench, Force.com explorer, Visual studio

**Certifications:**

* Force.com Certified Developer (PD1).

**Key Projects:**

**Project#1 :** SFDC Managed Services

Client : Ventas

Duration : August 2019 to Till Date

Role : Senior Salesforce Support Analyst

Environment **:** Force.com, ANT, Data Loader, Visual Studio (Salesforce DX).

**Overview:** Ventas, an S&P 500 company, operates at the intersection of two powerful and dynamic industries – healthcare and real estate. As one of the world’s foremost Real Estate Investment Trusts (REIT), we use the power of capital to unlock the value of real estate, partnering with leading care providers, developers, research and medical institutions, innovators and healthcare organizations whose success is buoyed by the demographic tailwind of an aging population. For more than twenty years, Ventas has followed a successful strategy that endures: combining a high-quality diversified portfolio of properties and capital sources to manage through cycles, working with industry leading partners and a collaborative and experienced team focused on producing consistent growing cash flows and superior returns on a strong balance sheet, ultimately rewarding Ventas shareholders.

**Responsibilities:**

* Experience in working as Salesforce Developer includes experience in offshore - onsite model.
* Involved in configurations, customizations, and Deployment activities of Salesforce.com.
* Involved in development of Lightning components and lightning applications.
* Involved in doing POC’s on Lightning framework.
* Involves in preparing data dictionaries, KT documents & generating reports dashboards.
* Hands on experience on lightning experience framework & Salesforce classic
* Hands on experience between Sandboxes & production Environments
* Hands on experience in managing and communicating with stakeholders about the new requirements and un-expected issues
* Handling daily activity of sales plan reports.
* Involves in understanding, enhancing existing code and writing test methods.
* Hands on experience on Service Now, Remedy and Jira incident tools.

**Project#2** : **Novo Surgical**

Client : Novo Surgical Inc.

Role : Salesforce Developer

Duration : March - 2018 to July-2019.

Environment **:**  SalesForce.com CRM, Data loader, Workbench Tool, sandbox, Production, eclipse IDE.

**Overview:** Novo will provide opportunity to doctors and hospitals to get necessary details of surgical instruments & place a order by using website. In which Doctor can see product details, images, information along with latest update instruments which are release in market can able to track easily and place an order. In which Doctor can order no of times he can, and information is stored in sales force database.

**Responsibilities:**

* Experience in working as Salesforce Developer includes experience in offshore - onsite model.
* Involved in Administration (Configuration changes), Development (Customizations) and Deployment activities of Salesforce.com.
* Involved in lightning apps and component framework.
* Involved in writing apex triggers, apex batch jobs, Test methods.
* Prepared Data dictionary, KT documents, data migration related sheets and also have worked on Apex Data Loader for doing various data migration activities.
* Responsible for writing Visual force Pages for building the wizard.
* Implemented and delivered projects under Agile Development Environment and Test-Driven Environments with large and small Team Projects.
* Worked on pre and post migration step on sandbox and production environments.
* Handling Slack & Jira incident tool system.

**Project#3** : Life Insurance (Health Insurance Plans (ABCD))

Client : ECROP

Role : Salesforce Admin

Duration : February – 2017 to February -2018.

Environment **:**  SalesForce.com CRM, Data loader, Workbench Tool, sandbox, Production, eclipse IDE etc.

**Overview:** Health Insurance Plans (ABCD) is the national trade association representing the health insurance industry. ABCD s members provide health and supplemental benefits to more than 200 million Americans through employer-sponsored coverage, the individual insurance market and public programs such as Medicare and Medicaid. ABCD advocates for public policies that expand access to affordable health care coverage to all Americans through a competitive marketplace that fosters choice, quality and innovation.

**Responsibilities:**

* Involved in Administration, salesforce configuration and Deployment activities
* Worked on data management activities.
* I worked on both phase like ECROP Retail and Institutional.
* Handled Data Security, Reports & Dashboards, Automated process works.
* Worked on sandbox and Production, Resolving Production Issues within the given time line with Proper unit testing.