**Sai Nishanth** 

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***PROFESSIONAL SUMMARY***

* Around 8 years of IT experience with 7+ years of experience in Salesforce.com platform as Salesforce Developer and Administrator and 1+ year of experience as Java Developer.
* Experience in **Administration, Configuration, Implementation, Lightning Development** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Extensive experience in developing Apex Classes, **Triggers**, Visualforce pages, writing Workflows, **Integration, Force.com API, Cast Iron.**
* Good experience in integrating with external source by developing **SOAP, RESTful Apex Web Services and Cloud computing integration** onForce.com API.
* Strong experience in writing, tuning of **SOQL, SOSL queries,** relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Experienced using Salesforce Lightning UI. Created **Lightning Apps** combining Lightning Design System, Lightning App Builder and **Lightning Component** features.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* Proficient in all phases of Software Development Life Cycle (**SDLC**), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in SalesForce.com.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **Relationships and Junction objects**.
* Excellent team player with Interpersonal, Communicational, Organizational and Project Management skills.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom salesforce pages as required by business requirements.
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e. System Analysis, Design, Development and Testing Expertise with Object Oriented Design (**OOD**), Analysis (**OOA**), based on Unified Modelling Language (**UML**) architecture.
* Good Knowledge on Salesforce packages and Lightning experience.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Developed and worked on different Salesforce.com environments such as Sandbox and Production environments.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Good experience in developing **Salesforce Lightning Apps, Components, Controllers and Events**.
* 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).**
* 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 permission based on the organizational hierarchy.
* Extensive hands-on experience in creating and managing **Apps**, **Page Layouts**, **Search layouts**.
* Have a good experience in working with **Java**, **Servlets**, **JSP,** scripting languages **XML, CSS, XSD, HTML, Oracle, web service, JavaScript, SOAP, WSDL, MyEclipse, AJAX, SQL** and **Microsoft SQL Server.**
* Expertise in design pattern methodologies implementation.
* Hands on Experience building custom UI Pages using **Visualforce**, Custom **Visualforce Components.**
* Extensive knowledge on Scripting using **HTML, CSS, JavaScript, Ajax, JQuery.**
* Hands on experience of **Apex Data Loader, Data Import Wizard** and **Data Manipulation Language** for **Data Migration** and **Integration services.**
* Used **Workbench** for query timing and loading data into salesforce org.
* Proficient in creating **Custom objects**, **Tabs, fields**, **pick-list values**, **Role** based **page layouts, Workflow Alerts and Actions, Workflow Rules** and **Approvals, Validation Rules, Custom reports and Report** extractions to various formats.
* Created relationships between objects like **Master-Detail, Lookup, Entity relationship, Data model** etc.
* Expert level skills in interacting with Business users & Product Owners to analyze and understand the Business Process requirements.

***EDUCATION:*** Bachelor’s in computer science and Engineering

***Technical Skills:***

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| --- | --- |
| **SFDC Technologies** | Salesforce CRM, Apex Classes/Controllers, Apex Trigger, SOQL, SOSL, Visualforce pages, **Lightning Components**, Data Loader, S-Control, Offline Edition, Integrations, Migration, Batch Jobs, Case Management.Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Custom Objects, Custom Tabs, Schema Builder, Apex Web Services, Standard objects, Force.com IDE |
| **Languages** | C, Java, APEX, JavaScript, HTML, CSS. |
| **Tools & Technologies** |  Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows XP/Vista/7/8, Windows CE, Linux. |
| **IDE / Other Tools** | SVN IDE, Force.com IDE, Workbench, Force.com Explorer, MS Office Suite, MS Excel. |

***Professional Experience:***

***Company: FedEx, Memphis, TN***

***Role: Salesforce Lightning Developer/ Administrator March 2020 – Present***

**Description:** At FedEx, Our ODC Team mission was to build various configurations related to Service Cloud to Internal teams and as well as to build applications in Community Cloud for external teams all over the world. We designed and configured various applications which made FedEx Reps give best customer service and saved lot of time. The configurations and applications which we built were completely on Salesforce Lightning.

**Developer Responsibilities:**

* Worked on Salesforce.com customizations using Apex (**Classes, Triggers and Web Services**) and Visual Force pages that consists of several new **Data Integrations**.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of page.
* Implemented **Case Management** Automation to track and solve Customer Issues. Implemented **Email-to-Case**, **Web-to-Case** to enter generated cases to Case Object.
* Knowledge on Salesforce Lightning Process Builder, **Lightning UI/UX**, app builder and creating Visual Workflows, Flows, Salesforce Support, Live Chat, **Communities** and Chatter groups,
* Responsible for migrating data from one Sandbox environment to another Sandbox environment using **Force.com IDE tool and Change Sets**.
* Designed various **Web pages in Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Installed Salesforce App Exchange (**Knowledge Module**) Application, configured and maintained user **security permissions** in compliance with organizational needs.
* Configured **Omni Channel**, Queue routing, Custom settings, Queues, Profiles, Public Groups, **Chatter**, Omni Supervisor, **Auto Response rules**, Escalation Rules.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, **sharing rules**, custom objects, pick lists and page layout customization to support vital business functions.
* Developed Salesforce **Lightning applications** using Lightning Components, **Lightning Web Components**, Controllers and Events.
* Designed, and Implemented the Custom objects, **Entity-Relationship data model**, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Worked on **Third party Integrations** to consume API’s from other systems through different types of Authentications.
* Worked on **Vlocity**, for 360-degree customer views, customer history feed, and complete policy information in simple, driving new business and renewals, and tracking customer credentials. Coordinated and transferred knowledge to the team.
* Using **Metadata API** to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for our organization.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, **Communities,** Eclipse IDE, Controllers, Visual Force Pages, **Lightning Web Components** XML, Triggers, API.

***Company: Common Wealth of Kentucky, KY***

***Role: Salesforce Lightning Developer Jan 2019 – Jan 2020***

**Description:** At Common Wealth of Kentucky, Digital Transformation Team mission was to deliver most efficient applications to citizens of Kentucky and as well as to the internal teams. We build various web applications and cloud solutions that generate more money. We designed and developed various paper-based applications into web applications which solved many problems. The applications we built were completely on Salesforce Lightning.

**Developer Responsibilities:**

* + Performed the role of Salesforce Developer in the organization.
	+ Salesforce implementation with strong expertise in the following modules: Sales Cloud, **Service Cloud**, **Marketing Cloud**, **Community Cloud** and Force.com.
	+ Expertise in creating Salesforce Lightning components and worked on LWC(**Lightning web components**)
	+ Design basic and detailed program specifications while ensuring that expected application performance levels are achieved by **managing interfaces**, service levels, standards configurations.
	+ Ability to analyze/identify gaps in functional/business requirements, discuss with functional and **client** **product owners** on required changes that aligns with Salesforce product stack and architecture.
	+ Automate business processes using **Salesforce automation tools**, such as Process Builder, Workflows, Formulas, **Flows**, Assignment Rules, **Approval Process** and Email Alerts.
	+ Worked on **Call Center** and **Case Management** related applications in **Salesforce Lightning.**
	+ Worked on configurations of Salesforce Lightning platform, Security/Permissions Management experience, Apex & **Visualforce Design** considerations.
	+ Integrated Salesforce CRM and the legacy system using Mule Soft.
	+ Extensive knowledge of end-to-end **Software/Systems Development Lifecycle** (SDLC) including code management.
	+ Developed **Apex Classes**, Controller Classes, and extensions for various applications.
	+ Added Lightning Component to **Lighting Pages** and Record Pages and worked on Apex classes, **Visualforce Pages, Controller** classes and **Apex Triggers** for various functional needs in the application.
	+ Keeping up-to-date with new system features and functionality and providing recommendations for process improvements.
	+ Developed robust **Lightning Pages** using aura framework and placed them on the community builder.
	+ Retrieved data and its functionality from third-party API's and displayed within the **lightning component.**
	+ Created many **Email Templates** and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
	+ Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders** to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
	+ Good leadership skills as well as excellent written and oral communication skills.

**Environment:** SOQL, Data Loader, Salesforce.com platform APEX Classes, **Lightning Web Components**, Triggers, Controllers, Sandbox and production org, data loader, Force.com IDE Lightning Component, Web Services, Visual Force.

***Company: Intuit, San Diego, CA***

***Role: Salesforce Administrator/Developer Jan 2018 – Dec2019***

**Description:** At Intuit our mission is powering prosperity around the world. We build intuitive web, mobile, and cloud solutions that generate more confidence among approximately 50 million people. Leveraging big data insights, machine learning, and powerful automation, we help consumers, small business owners, and the self-employed achieve their dreams of prosperity.

**Developer Responsibilities:**

* Performed the role of Salesforce Admin/Developer in the organization.
* Expertise in writing the **Batch process** using batch apex process.
* Responsible for various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Design UI screens using **JSP, CSS, Java Script and HTML**.
* Implemented **Web-to-lead to track and solve leads from the company** website.
* Created different **Workflow rules and Approvals** for various campaign processes.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse**.
* Enhanced Apex Class and Visualforce Page to create a custom Related List, showing activities for selected contacts or clients.
* Created many Lightning Components and Server-side Controllers to meet the business requirements.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura Framework.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities.
* Creating a **Sync of contacts, Email alerts, Events and tasks** between Salesforce to Outlook and Outlook to Salesforce successfully.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems
* Implement data Integration process by developing definitions of Source Data, establishing data integration specifications using IBM WebSphere Cast Iron tool.
* Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Integrated with **PeopleSoft** at the back end with Salesforce as User Interface and it is a bi-directional integration using Informatica on demand.
* Followed **Agile Methodology** and worked in Sprint concept to complete development of projects.
* Involved in various activities of the project, like information gathering, **analyzing the information, and documenting the functional and non-functional requirements.**
* Configured the **User permissions** based on the organizational hierarchy.
* **Created custom objects, Visual pages, triggers, validation rules** by using Apex
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Customized tabs for different business user’s groups and business centers.
* Worked on Salesforce.com based development enhancements and implemented **lightning applications** from the scratch.
* Designed, and developed the **Custom objects, Record Types, Report Types, Formula fields, Page layouts, workflow rules, tasks, Field Updates, Emails and Alerts** to track customer related tasks and activities.
* Created custom relationships on the objects using **Lookup, Master-Detail** relationships and created junction objects to establish many-to-many relationships.
* Developed and configured various **Custom Reports and Report Folders for different user profiles** based on the need in the organization.

**Environment:** Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader,  IBM WebSphere Cast Iron, Reports, Workflow & Approvals, Apttus CPQ**, Lightning Component, Web Services,** Sandbox and Production environment., Eclipse IDE.

***CLIENT: Panasonic, Irvine, CA.***

***Role: Salesforce Administrator/Developer Jan 2017 – Dec 2017***

**Description:** Panasonic Corporation is comprised of various business domain companies, from AV to home appliances, to industrial solutions and other consumer electronic products. Each company has its distinct R&D, production, and sales functions that satisfy specific consumer needs worldwide.

**Responsibilities:**

* Managing multiple users, **Setting up profiles and roles, customization of objects, fields, record types, page layouts and validations**
* Working with end users across operational departments to create **Workflow rules, Data validations, and triggers**
* Develop and create customized reports and dashboards
* Create and maintain documentation of application requirements based on system and process enhancements, policies, application configuration and any related materials for users as database applications are developed
* **Manage the software testing process, which includes creating test plans and cases, establishing protocols and testing environments, as well as, coordinating software testing schedules**
* Used Lightning Out to compose components on a Visualforce page, and integrated between components on the client side with JavaScript and **Lightning Events**.
* Created new components in Lightning to add functionality to existing Visualforce pages using Lightning Out.
* Train new and existing users on how to use internal applications
* Keep application users informed about system functionality and enhancements
* Provide ongoing process and technical support, as well as logging and tracking identified system problems through resolution
* The sandbox for testing and migrated the code to the deployment instance after testing.
* Developed and deployed **Workflows and Approval processes** for opportunities and products / assets management. Created and used Email templates in **HTML and Visual force**.
* Install and maintain the third party integrated applications including development, testing, and implementation
* Regularly perform database de-duping and cleanup procedures
* Prepare data files and uploads data into Salesforce.com using **API data loader**

**Environment:** Salesforce.com platform, Apex, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader,  IBM WebSphere Cast Iron, Reports, Workflow & Approvals, Apttus CPQ, Lightning Component, Web Services, Sandbox and Production environment., Eclipse IDE.

***Client :*** ***State of Rhode Island, Providence, RI***

***ROLE : Salesforce Administrator/Developer Mar 2015 – Dec 2016***

**Description:** Working on Unified Health Infrastructure Project (UHIP), and Human Service Programs Eligibility System. Worked on Supplemental Nutrition Assistance Program (SNAP) interface, it allows citizens of RI State to apply for Food Stamps, track their application status and the system automatically verifies and determines their eligibility based on the details provided. Also worked on SNAP IVR System, which allows the citizens to track and know their application details through an IVRS system.

**Responsibilities:**

* Performed the roles of**Salesforce Developer** and **Administrator** in the organization.
* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements.
* Developed **Custom objects, Custom fields, Tabs, Record types** as per the requirements of the organization. Salesforce developer.
* Automated business logics in the organization using validation rules, workflow rules and apex triggers.
* Created and **Configured Page layouts and search layouts to organize fields, custom links, related lists and other components** in detail and edit pages of records.
* Created complex workflow rules and defined related tasks, email alerts, and field updates.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields** to the custom objects
* Developed apex controllers and extensions along with **Visualforce pages** for better UI and functioning.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used Data Loader for insert, update, bulk import or export of data from Salesforce .com sObjects used it to read, extract, and load data from comma separated values **(CSV)** files.
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API.**
* Create/setup Sandbox for user testing and migrate code from development org to other sandbox and production orgs, and vice versa using Force.com IDE.

**Environment:**  Force.com Platform, SOQL, Data Loader, APEX Classes, Triggers, Controllers, Sandbox and production org, dataloader, Force.com IDE.

***Client: Verveba Telecom, Dallas, TX***

***Role: Salesforce Administrator/Developer Sep 2013 – Feb 2015***

**Description:** Verveba is a Telecom and IT Engineering Company which is simplifying delivery of complex wireless networks. This is a telecommunication services project, which provides account services and also the usage reports to the users.

**Responsibilities:**

* Interacted with business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements
* Coordinated business process reviews meetings with multiple teams to establish standardized workflow processes.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model**, validation rules on both custom and **standard objects, Components, and Visual Force Pages.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs of the application.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Customizing the existing **Apex classes and Visual Force pages** for better performance.
* Creating Workflows for field updates, email- alerts and time-based workflows to accomplish the business requirements
* Created profiles and field level security to hide critical information on the profile users.
* Performed **Out of the Box Configurations** customization activities Page/Search/Compact Layouts, Record Types, Dependent Picklists, Formula, Roll-up summary fields, Validation rules, Workflows and Approval process.
* Used custom settings wherever possible to avoid SOQL queries.
* Written and tuned **SOQL, SOSL** with consideration of **Governor Limits** for querying across large datasets and performed **DML operations**.
* Experience in building new Applications with the **Lightning** App Builder and **Lightning** components.
* Used **SOAP web services** and XML as data communication with external systems
* Designed **Validation Rules** along with **Roll-Up Summary** Fields to maintain data quantity and data consistency.
* Created email-templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed complex Apex batches to clean up the offers data.
* 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.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.
* Used Change Sets for deployment to production.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.

**Environment:** Force.com Platform, SOQL, Eclipse 3.6, Apex Triggers, Apex Classes, Controller classes, Visual Force, JavaScript, HTML, Apttus CPQ, CSS, Lightning app builder, Lightning components, SOAP Web Services, XML, Force.com Data Loader.

***CLIENT: NAIC, Kansas City, MO
ROLE: Salesforce Administrator Jan 2012 – Aug 2013***

**Description:**The National Association of Insurance Commissioners (NAIC) is the U.S. standard-setting and regulatory support organization created and represented by the chief insurance regulators from the 50 states, the District of Columbia and five U.S. territories.

**Responsibilities:**

* Worked based on the Agile Process
* **Responsible for Admin activities like customizing custom fields, Page Layouts, Record Types, Workflows.**
* Creation of Page layout for custom object as well as standard objects for respected Profiles.
* Configure and Set up relationship between various objects using look up and master detail relationship
* Experienced in writing Apex classes, batch apex, scheduled apex, triggers and workflows.
* Creation of **Visual Force page** and Apex classes.
* Approval Process, Validation Rules, Report Types.
* Responsible for Loading data into salesforce.com using Apex Data Loader, Import Wizard
* Responsible for migrating data from one Sandbox environment to another Sandbox environment using Force.com IDE tool and Change Sets.
* Designed various web pages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on **Apex Triggers and Apex Classes** for custom logic.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.