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**PROFESSIONAL SUMMARY:**

* 8+ years of experience in the IT industry and around 4+ years of experience as a Salesforce certified 201 administrators and force.com Developer.
* Development, implementation including configuration and database activities.
* Experience in salesforce End-to-End Implementations, Customizations, Development and Salesforce testing.
* Acquainted with all the onerous tasks that appertain Sales cloud, Service cloud, Marketing cloud & Community cloud.
* Significant Experience in handling all the Administrative tasks.
* Experience on Case Management and Knowledge Management.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Good knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Proficient in customizing standard objects: Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Good work experience in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package and Custom Application, Sandbox Data Loading.
* Experience in creating dynamic Visualforce pages using front-end framework Angular.JS.
* Experience in activities related to SFDC Configuration like Creating Roles, Profiles, Email Services and Approval Process.
* Extend or build new apps with the Lightning app builder (salesforce1) and lightning components
* Involved in Lightning, Process Builder, and Workflows.
* Strong knowledge and working experience in Software Development Life Cycle (SDLC) methodologies such as Agile, Scrum and Waterfall model.
* Extensive experience on Salesforce Web services API like REST, Bulk and SOAP.
* Flexible in Data migrations, Integrating Salesforce using Web Services and other Configuration tools.
* Effective employment of Apex DataLoader, ANT Migration Tool, Import Wizard, and Data Manipulation Language for Data Migration and Management in bulk.
* Experience in developing Client-specific solutions on Force.com platform using Apex Classes and Triggers, Web service API, Force.com IDE, Validation rules, SOQL and SOSL.
* Sound knowledge on Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Assisted QA Teams for bug testing, User Acceptance Testing (UAT) & System Integration Testing.
* Deployment experience using Force.com IDE and Change sets as well as hands on Sandbox management experience.
* Self-motivated, quick learner and with good trouble-shooting capabilities.

**PROFESSIONAL EXPERIENCE:**

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**Client: American Express, Phoenix, AZ July 18 – Till Date**

**Role: Salesforce Developer/Administrator**

***Responsibilities:***

* Designed and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit to the needs of the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked on Salesforce Communities and Customer Portals.
* Designed Complex logic involving Apex Controllers (Standard and Custom Controllers) and Triggers to support the forecasting application confined to Governor Limits.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Implemented Time Based Work flow to trigger an Apex Class to run at a specific time in a day/week.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed and deployed Workflows, Validation rules, Approval Processes, Process Builder for automating business logic.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Worked on Case Management, Knowledge Base, Service Process Automation, Omni channel routing and Telephony integration.

**Environment:** Salesforce.com platform, Salesforce Communities, Apex Language, Visual Force (Pages, Component & Controllers), Validation Rules, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, Workbench.

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**Client: AT &T, Austin, TX Nov 16 - June 18**

**Role: Salesforce Developer/Administrator**

***Responsibilities:***

* Collected business requirements from business Brokers and Providers for opportunities that are owned and need to be bundled and documented them in functional specification.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* 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.
* Created and maintained user roles, security and profiles.
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign-On (SSO) setup.
* Developed and configured various Custom Reports, Report Folders and Dashboards for different user profiles based on the need in the organization.
* Designed and developed VisualForce pages based on the business requirements.
* Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Implemented service cloud module which deals with Accounts, contacts, cases, solutions, Assignment rules etc.
* Worked on sales cloud module such as Web-to-lead, Auto-response rules on standard objects like Account, contact, lead, campaigns.
* Worked on different relationships between the objects like lookup and master detail relationships.
* Worked on service cloud module such as web-to-case and Escalation rules.
* Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Worked on complex data migration projects using Data Loader tool.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.

**Environment:** SalesForce.com Platform, Salesforce.com Custom Objects, Apex Language, Apex Triggers, Visual Force (Pages, Component & Controllers), SOQL, SOSL, Data loader, HTML, Workflows & Approval process, Sales Cloud, Service Cloud, Tibco, Reports, SalesForce.com sandbox.

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**Client: ADT Security Services, Baltimore Jan 16 - Oct 16**

**Role: Salesforce Administrator**

***Responsibilities:***

* Interacted with different business user groups for gathering the requirements for Salesforce implementation.
* Responsible for documenting the Business and Software Requirements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Developed various Custom Objects, Tabs, Workflows, Approval Processes, Reports, Email Templates etc.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Created and deployed Several Reports using Salesforce.com platform.
* Used SOQL & SOSL for data manipulation needs of the application by preprocessing records.
* Good exposure to Data Loader and Informatica Data Loader.
* Created Test Classes for different Triggers and maximized the Test Coverage.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on records detail and edit pages.
* Extensive Use of Apex & Visualforce to customize the user interface and integrate with the ERP system.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com DataLoader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Sandbox, ANT migration tool.



**Client: Process MAP, Sunrise, FL Nov 11 - Dec 15**

**Role: QA Analyst**

***Responsibilities:***

* Involved in documenting and resolving testing issues in the testing environment.
* Responsible for writing Test Scripts, Test flows and Test Performance documents, using MS Word and MS Excel.
* Involved in implementing QA methodology and Test Metrics.
* Expertise in Smoke Testing for overnight builds and reported the critical issues to the developers.
* Involved in documentation as to how to maintain and run scripts for future enhancements
* Prepared a detail test schedule and test metrics on a weekly basis to know the status of the application.
* Involved in generating Vuser in Load Runner for performance, and load testing of the application.
* Conducted Cross browser testing with IE4, IE5, IE5.5, NS4.7.
* Interacted with users for execution of test cases in UAT.
* Documenting the test results and changes.
* Constantly involved in the team to adopt QA Testing Standards. Logged and Traced defects using Test Director
* Attended weekly status meetings showing progress and future testing efforts.
* Interface with developers to resolve technical issues.
* Detect defects, communicated to the developers using bug reporting tools and tracking the defects.
* Actively attend meetings with fellow testers and other groups to evaluate the progress and performance of the application.

**Environment:**  Oracle, SQL, XML, Toad, Manual Testing, Win Runner 7.5, Test Director 7.5, Load Runner, Tracker and UNIX.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce.com Platform, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce Pages, Components & Controllers, Apex Web Services, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Apex Trigger, Apex Scheduler, Batch Apex, Partner WSDL & Enterprise WSDL. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com, Platform (Sandbox and Production), SOQL Explorer and Informatica Data Loader. |
| **Languages** | Java/J2EE, Struts, Servlets, JavaScript, JSF, JSP HTML, XML, SQL, COBOL, JCL, C, PL/1 |
| **App/Web Servers** | Apache, Tomcat, Weblogic, Websphere. |
| **Databases** | DB2, SQL Server 2008, PL/SQL, Oracle, IMS DB, VSAM. |
| **Operating Systems** | Windows 95/98/2000/XP/2003, Solaris, Red Hat Linux. |