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Professional Summary

- Has **9 +years** of IT experience with **7+years** in Salesforce CRM Application software designing, development, Admin, Testing, and Implementation. This involved hands-on design and development using **Force.com** Platform. administration, CRM, configuration, customization, implementation, training and support.
- 2+ Years of Experiences on Microsoft Technologies Such as .Net.
- Accumulated extensive Salesforce knowledge and hands on experience on **Sales Cloud**, and **Service Cloud and Commerce Cloud**
- Experience in the complete life cycle of project development (**SDLC**) including System Analysis, Design, Development, Testing and Deployment.
- Experience in SFDC Administrative tasks like creating **Profiles, Permission Sets, Validation Rules, Roles, Users, Page Layouts, Record Types, Custom objects (includes junction objects), master-detail and look up relationships, Approvals, Workflows, Cases, Custom Report Types, Reports, and Dashboards.**
- Experienced working with Sales forces tools: **Force.com IDE**, Force.com Explorer, Developer Console, and Force.com, Data Loader.
- Worked on Salesforce.com based development enhancements and implemented **lightning applications** from the scratch.
- Expertise in **Lightning app builder** and implemented new application based on lightning to have compatibility of the app in **mobile, Tab** and **Desktop** versions.
- Experience in web technologies like **HTML, CSS, JavaScript, jQuery, Boot Strap, jqGrid,**
- Detail-oriented **energetic team player**, motivated with **multi-tasking capabilities**, problem solver, and hands-on leader with exceptional presentation and **client/customer relation** skills.
- Experienced in using Sales Force **Change Sets, eclipse, ANT tool and Dev Ops** to migrate changes between sandboxes.
- Operations Support and Issue analysis, **Bulk Data Migration, Sandbox Refresh, Installation and Implementation of New Customization.**
- Experience in working with **Salesforce.com sandbox** and **production environments.**
- Proficient in **Data Migration** from Traditional Applications to Salesforce using Import Wizard and **Data Loader** Utility.
- Experience in Sites creation, **Communities** implemented and Portals (Customer, Partner).
- Proficiency in SFDC Development in implementing **Apex classes, Test classes, Triggers, Force.com IDE, Visual Force (Pages, Components, Controllers), Batch Apex, Scheduled Apex, Anonymous Apex, Change Sets Deployment, Custom Settings, SOQL SOSL and Flows.**
- Experience working with **Force.com IDE & Eclipse IDE** in design and development of **Custom Application for Complex Business Processes** in both **Sales and Service Cloud Modules.**
- Proficiency in SFDC development in **Lighting** and Lighting Web Components(LWC)
- Integrated the **Web Services** by generating the necessary stubs from the **WSDL** files for extracting the data.
- Experience on **Single Sign on** (Sales/ Service Cloud and Marketing Cloud).

- Experienced in integration of Salesforce.com with external applications by using Web Services **API, Metadata API, SOAP, REST**.
 - Integration with Cyber source Payment Process.
 - Integration with PayPal Payment process.
 - Integration with Bar code scanner.
 - Integration with ECDC(Java)
 - Integration SMS functionality (SMS Magic, Click a tell).
- Experience in providing production support, analysing the cause and fixing it.

Education:

- Master of Computer Applications.
- Bachelor's in computer science.

Technical Skills:

Salesforce.com:	Salesforce CRM, Apex Language, Apex Classes, Apex Triggers, Visual Force Pages, Database Operations (DML, SOQL&SOSL), Email Templates, web services (SOAP and REST), Lightning, LWC
Salesforce Tools:	Force.com Eclipse IDE Plug-in, Apex Data Loader, Informatica, AppExchange Apps. Force.com Platform (Sandbox and Production), Force.com Explorer.
Languages:	C, C++, HTML, SQL, Java Script, Dot Net, Apex, jQuery, Java Script, Angular JS, jQuery Mobile, Boot Strap
Database:	MS SQL Server 7.0/2000/2005.
Operating Systems	Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008
Methodologies:	SDLC, Agile, Scrum, Git-hub, Jira, Rally, SVN, Jenkins
Computer skills:	Word, Excel, PowerPoint

Certifications:

- Salesforce Developer 1 Platform (Dev 401)
- Agile Scrum Certified.

Professional Experience:

CAI (Client -Blue Green Vacation) Module Lead

July 2020 – Current Date

- Developed and maintained **visual force pages, Lightning components and LWC** with **responsive** designs.
- Created test **scenarios** on **Sandbox environment**, **created packages** and moved it between **Sandboxes** and **Production environments** to place final implementation.
- Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

- Importing and exporting data to and from salesforce using **Data loader**
- Responsible for creating and maintaining the data model in Salesforce
- Supported applications which are in production and making enhances whenever required
- Experience using JIRA for project tracking and ticketing
- Designed and deployed Dynamic **Workflows, Validation rules, Formulas and Approval Processes** for automating business logic.
- Created Page Layouts, Record Types, and Search Layouts to organize fields, custom links, related lists, and other components on record pages.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Designed custom email templates for different type of email alerts.
- Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
- Skilled in **understanding and implementing** the new salesforce **Lightning** Experience.
- Created **profiles** and **implemented Object and field level security** to **hide** critical information on the profile users.
- Developed apex classes, controllers to implement server side logic for custom **visual force pages** and **lightning components** and Lightning Web Components
- Implemented **Live Chat process** and Omni-Channel.
- Created **users, roles, public groups** and implemented **role hierarchies, sharing rules and record level permissions** to provide shared access among different users.

Sep 2019 to May 2020

DISYS – (Client - Exxon Mobil)

Salesforce Developer

Responsibilities:

- Implemented and customized Salesforce customer relationship management (CRM) for **Marketing, Sales and Service Cloud** (Case Management)
- Experience working on creating users, profile configuration, created File Locations using Data Management, Reports and Dashboards.
- Creation and maintenance of **Salesforce custom apps, objects, approval process, formula fields, record types, page layouts, workflow business rules**, user maintenance, and similar types of settings.
- Created Custom Junction Objects and defined **lookup and master-detail relationships** on the objects. Created approval workflow and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Created various **Reports** (summary reports, tabular reports, matrix reports) and Report Folders to assist Service managers to better utilize Sales force and configured various Reports and for different user profiles based on the need in the organization.
- Designed and developed SFA based Application on force.com platform in salesforce.com environment with **Apex programming language** at backend and **Visual-Force** pages as user interface.
- Developed and maintained visual **force pages, custom components** with **responsive** designs.
- Created test **scenarios** on **Sandbox environment, created packages** and moved it between **Sandboxes** and **Production environments** to place final implementations.
- Developed **Apex Classes** and **Apex Triggers** for various functional needs in the application.
- Created various **Scheduled and Batch apex jobs** based on the business requirements.
- Developed apex classes, controllers to implement server-side logic for custom **visual force pages** and **lightning components**.

- Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
- **implementing** the salesforce **Lightning** Experience.
- Created **profiles** and **implemented Object and field level security** to **hide** critical information on the profile users.
- Created **users, roles, public groups** and implemented **role hierarchies, sharing rules** and **record level permissions** to provide shared access among different users.
- Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Used **Lightning** process builder for **visualizing** and **creating** automated business processes.
- Generate **Email Templates** and also have knowledge in bulk emailing users.
- Implemented the developments of **Custom Objects, Workflows, Triggers, Reports** and **Fields** into the test and prod boxes to Sync with them.
- Creation of new campaigns, including data configuration, audience creation, and utilization of capabilities in the platform.
- Designed personalized email content using HTML and CSS3 in Content Builder.
- Perform integration between sales cloud and marketing cloud using marketing cloud connector.

MPHASIS (Client - FedEx)

Apr 2018 to Sep 2019

DL Module Lead

Responsibilities:

- Interacted with the Salesforce.com premium tech support team on a regular basis.
- Worked on creating and maintaining various support cases and business processes on SFDC **Chatter** Plus.
- Interacted with various business user groups for **gathering** the **requirements** for salesforce.com **CRM implementation**.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
- Developed various **Custom Objects, Tabs, Components** and **Visualforce** Pages.
- Maintained **user roles, security, profiles**, and **workflow** rules wherever necessary.
- Worked with **Encryption** project to support the Corporate Security directive to **encrypt** all **sensitive data** at rest within Production environments.
- Defined **lookup** and **master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
- Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Integrated the **web services** by generating the necessary stubs from the WSDL files for extraction.
- Created **custom reports** and **enhanced** salesforce.com environment as per user needs using **Apex** and **Visualforce** pages.
- Implemented **Live Chat process** and Omni-Channel.
- **Imported data** from **excel sheets** in to **Leads, Accounts, Contacts** and **Opportunities** using Data Loader and Import Wizard.
- Migrated **Visualforce pages** to **lightning components**.
- Implemented **communities**.
- **Migrated** Accounts, Leads, Contacts, Opportunities and sales data from external systems into SFDC.
- Developed **Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upset, export** operations on millions of records.

- Created reports and dashboards using **Wave Analytics**. Processed the payment using **Apttus CPQ**.
- Created **workflow rules** and defined **related tasks, email alerts, and field updates**.
- Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields** to the custom objects.
- Created **custom Dashboards** for manager's home page and gave accessibility to dashboards for authorized people.
- Developed strong preferences for **Agile**, Created a design document that details the system and Products, and updated cost of items of resources.
- Experience in **Aura framework, Lightning Components** and **Salesforce Lightning Design System (SLDS)**.
- Developed **App- Builder and Mobile app** using **lightning**.
- Involved in the training sessions to the internal business users to use the application and develop their own custom report.
- Developed **Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates**.
- Developed client-specific solutions on the Force.com platform using **Apex, Visual Force, Process Builder and Visual Flows**.
- Worked with **Data loader** for loading the attachments into salesforce.com, related to objects like **Accounts, Contacts, Opportunities, and Activities**.
- Created and maintained **User Roles, Security, and Profiles** that was required for the Salesforce Knowledge implementation.
- Implemented and Consumed Knowledge Base **Dashboards & Reports App Exchange** for providing Reports and Dashboards that monitors the Knowledge Base.
- Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.

IBM (Client – Capital First)

Aug 2017 to Feb 2018

Package Consultant

Responsibilities:

- Performed the roles of Salesforce.com Developer and Admin in the organization.
- Translated Email templates, visual force pages, **custom objects/fields using Custom labels** and Translation workbench.
- Global Admin and Supported 700+ User Licenses in resolving almost all user related issues.
- 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.
- Developed Visual Force Pages According to the functional Requirement.
- Created workflow rules and defined related tasks, **email alerts**, and field updates and Mapping them to the existing functionalities and Objects.
- Imported Excel-based customer **data into Salesforce using Data Loader**.
- Involved in Migrating Configuration, Data between Two Salesforce production Organizations.
- Integrated Salesforce 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.

- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Worked on **lighting components** and lighting experience.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.

**Seagate
Developer**

May 2014 to May 2017

Responsibilities:

- Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Email Alerts, Auto-Response Rules, Page layouts, Components to suit to the needs of the application.
- Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox Environment to production Environment.
- 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.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using DB Amp tool.
- Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- Created user-friendly GUI interface using **HTML**, validating the forms and user authentication done in **Java Script**.
- Designed interactive web forms using **ASP.NET, JavaScript, JQuery, Vb.Net, and Ajax**.
- Coded **NUnits** and did unit testing using **NUnits**.
- Generated reports using **Crystal reports 2008**.
- Generated the project help file using **Sandcastle tool**.
- Involved in Bug fixing and issue testing.
- Worked with **LINQ** to query the .NET objects.

Extensor Tquilla (Client- Brigade)

Sep 2013 to Apr 2014

Salesforce Developer

Responsibilities:

- Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts and Cases.
- Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Integrated applications using web services by consuming the WSDL files for extracting the data from the external systems.
- Meet regularly with interdepartmental work group to monitor and evaluate the portal, discuss policy issues and recommend service improvements.
- Performed the detailed analysis of functional and technical requirements; designed & deployed the custom objects; identified the **lookup** and **master-detail relationships**; and created the junction objects.
- Created **email templates** and inbound emails using **Visual Force** for clients and customers.

- Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
- Developed business documents for Salesforce.com Custom objects.
- Implemented Customer Portal and partner Portals.
- Used Force.com Migration tool to make deployments to different **sandbox** environments.
- Used Force.com Eclipse IDE for developing **Apex Pages, Controller Classes** and **Triggers** for deploying the projects components into different Sandbox Environments.
- Configured Custom Objects, Formula Fields, Validation Rules, Assignment Rules, Workflow Configured List Views, Custom Reports & Dashboard