**SUMMARY:**

* I have 10 **years** of experience in IT Administration, Analysis, Design, Development, Customization and Deployment in development of Web based Applications using **salesforce.com** CRM platform and Java.
* Experienced in Salesforce.com CRM platform using **Visual force, Apex,** and **Java Technologies** as Technical Analyst, **Administrator,** and **developer.**
* Experienced in building Custom Applications that includes **Administration, Configuration,** Implementation, Support of Salesforce CRM and SFA.
* Proficient in **Apex, Visual Force, Workflows, Triggers, Email-To-Case, Web-to- case, Email Template, SFDC API, Data Loader, Force.com Explorer, Batch APEX, AJAX Toolkit, Process builder, Custom Settings, Static Resources, Enterprise WSDL and SOQL**
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts, Leads**,** Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Experience in Integrating App Exchange Applications with Salesforce**, Informatica on Demand**, Mass E-Mail Management, Application management using **Force.com Plug-in & Eclipse IDE** in Sandbox and Production Environments.
* Experience in migrating data into Salesforce application using apex **data loader** through CSV files. Installed and configured apex data loader.
* Extensive experience in designing of custom objects, custom fields, Picklist, Page layouts, Workflow, **Approval Process**, **Validation Rules**, custom Tabs, reports, design of Visual Force Pages, **Dashboards,** and Email generation according to application requirements.
* Experience in Force.com sites development using **Visualforce, jQuery, custom labels, AJAX toolkit** and **CSS.**
* Extensive experience in **continuous integration** and **agile** development methodology of Software Development Life Cycle (SDLC), **Scrum methodology** of software engineering.
* Architecture and created multiple lightning components and **LWC** to enhance the existing functionalities.
* Experience in using source control Git, Copado. Used Visual studio and Eclipse IDE.
* Expert in generating and analyzing custom **reports and dashboards** for management and various business unit personnel to provide detailed information on key performance indicators.
* Proficient in dealing with the functionalities related to the **Service cloud**, **Sales Cloud and Experience cloud**
* Implemented source control in salesforce.com platform and Knowledge of **Rest API** and **workbench**.
* Proficient in working with **JIRA** and confluence.
* Hands on experience in using the Aura framework and Salesforce lightning Design System (SLDS).
* Experienced in implementing **Marketing cloud** using Email studio, Journey Builder, Analytics Builder, Personalization builder and Audience Builder
* Experience in Apex **Classes, Apex triggers Integration, Visualforce, and force. Com API and Mulesoft composer.**
* Experience in working with **Eclipse IDE with Force.com** Plug-in environment for writing Business logic in Apex Programming Language.
* Hands on experience in **Administration** setup like manage Users, Security Controls, Data Management, **salesforce shield**, creating Roles, Profiles, and Integration with Salesforce web services.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Visual Force (Pages, Component & Controllers), Triggers, Apex Classes and Test Classes, Validation Rules Approval process, Dashboards, Apttus CPQ/CLM Reports, Custom Report Types, Batch and Scheduled Apex, Lightning components, Custom Settings, Anonymous Apex, Change Sets deployment, Salesforce DX,Flows, Process Builder, Lightning Web components (LWC), workflow rules and Process builder, Salesforce Data loader, Import Wizard, SOAP and REST APIs, SOQL and SOSL |
| **Salesforce Plug-ins** | Eclipse, Force.Com IDE, Developer Console, Sublime, Mavens Mate, Sublimerge, Workbench, Force.com Beta explorer |
| **Languages** | HTML, CSS, Java, JavaScript, Apex, Visual Force, SOQL, SOSL |
| **Project Methodologies and tools** | Agile, JIRA, Confluence, Rally |
| **Databases**  | SQL Server 2000, 2005,2008 R2 ,2012, My SQL, Oracle  |

**EDUCATION:**

* **Master of Science in Applied Computer Science**

Northwest Missouri State University, MO, USA –Dec 2014

* **Bachelor of Technology in Computer Science and Engineering**

Jawaharlal technological University, India. –May 2011

**CERTIFICATION:**

* Salesforce Certified Force.com Developer (**Dev 401**)
* Salesforce Certified Administrator (**ADM 201**)
* Salesforce Certified Platform App Builder
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Advanced Administrator
* Salesforce Certified Service Cloud Consultant

**PROFESSIONAL EXPERIENCE:**

**Omnicell Inc, Cranberry Twp, PA Jan 2019 – Present**

**Senior Salesforce Developer/Administrator**

**Responsibilities:**

* Worked closely with project team to gather requirements and design complex business application and data integration solutions.
* Created and managed validation rules, workflow rules, sharing rules and Approval processes.
* Designed and developed visualforce pages, apex classes, batch apex and Scheduler Apex for various functional needs in the application.
* Developed and updated page-layouts, pick-list values, field dependencies, flows, record types, custom Meta datatypes, custom settings, and Email templates.
* Worked on **Single Sign-On (SSO)** to integrate the internal enterprise applications with Salesforce using SAML configuration settings in Salesforce.
* Worked with Identity access provider **Okta** to implement the SSO authentication**.** Also implementedMulti Factor Authentication (MFA) using the **Oktaverify** application.
* Worked independently on data migration project, communicated with cross functional teams.
* Created salesforce reports, dashboards, and Lightning pages.
* Worked on AppExchange products such as **Rollworks, Briefing Edge, Crayon, Gainsight, Conga composer, Youreka, Oktopost Social Insights and Netskope Audit Reports**.
* Worked extensively on sales cloud such as Accounts, contacts, Opportunities, Quotes, Products.
* Worked on Integrations and supported the **Adobe sign package** integration with various objects.
* Worked on integration of **Quip application**. Used **Quip setup Starter** package to automate the Quip documents on objects.
* Handled Salesforce related issues for both Domestic and International teams.
* Worked on integration of **Slack** with salesforce.
* Evaluated installed and administered the 3rd party apps in salesforce and provided the first-tier support.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop a rich user interface and better interaction of pages.
* Setup and configure **Customer, Partner Communities** by using **Experience Cloud** to build deeper relationship with customers, partners to provide better service.
* Worked on customizing the conga queries and conga templates as per the business need.
* Worked on integrations in salesforce using the Appconnect and MuleSoft composer.
* Implemented Territory Management in salesforce.
* Created workflow rules, process builder and approval process to meet the various business needs of the salesforce application.
* Worked with **Einstein Analytics** BI tool of salesforce to visualize the business flow through Datasets, lenses and dashboards.
* Worked on **Lightning component**s, **lightning web components (LWC),** Event registration, handlers, and apex classes for performing logic in the actions.
* Developed Dynamic complex screens for customer, partner communities using **lightning** screen flow, auto launched flow via **lightning** flow builder.
* Setting up and managing users, permission lists, and permission groups on a regular basis and troubleshooting any access-related issues for internal users as well as customer users.
* Used **Ownbackup** to backup and restore the data/meta data for salesforce sandbox and Production orgs.
* Created Conga users, assigned permissions sets and maintained the composer application.
* Worked on Source -driven environment using Github, SalesforceDX and Scratch orgs.
* Supported the Go-live of the salesforce across all sales teams and involved in training and addressing the various production issues.
* Worked on the Pardot implementation, enabled users, automation rules and Pardot forms.
* Worked with **Data loader** to perform Bulk data uploads in salesforce Production. Also handled the data cleansing and data preparation from Legacy systems.
* Worked on **data migration** from legacy CRM to salesforce production system and have experienced in handling millions of records.

**Environment**: Salesforce.com Platform, Apex, Dataloader,GitHub, Gearset, Ownbackup,Microsoft visual Studio(VS Code), SAP CRM, SAP ECP, SAP C4C,Copado ,Conga composer, Service now, Jira, SalesforceDX (SFDX), Einstein Analytics, Mulesoft composer,LWC

**Comcast Cable Corporation, Philadelphia, PA Feb 2018 – Dec 2018**

**Salesforce Developer/ Administrator**

**Responsibilities:**

* Interacted with the key stakeholders from the Business and Sales Ops team to understand the requirements and provide solutions.
* Created a **Lead Management application** that is used by sales representatives present over the National wide in Comcast.
* Implemented the salesforce **best practices** of salesforce and developed code according to the code Scan put in the Organization.
* Created **Apex classes, visualforce pages,** triggers, custom links, and tabs to implement the various functional needs of the application.
* Created and monitored various scheduled and **Batch apex jobs** based on the business requirements.
* Worked on development of various custom objects, page layouts, permission sets, custom links, custom tabs, roles, profiles, formula fields and validation rules.
* Worked with Tools **SonarQube** for code quality check, **Jenkins** to create the build and run the code-scan jobs and push the build to higher environments/Production.
* Worked on Visual flows and Process Builder to automate workflow actions based on the functional requirements.
* Experienced in working as part of the **Agile/ Scrum** development methodology.
* Used **Oracle** to query the tables and validate the data.
* Implementation of Batch jobs, scheduled classes as part of Business requirement.
* Worked extensively with salesforce **Data Loader, Data Import wizard, DocuSign and Workbench** Tools.
* Worked with **Continuous Integration/Continuous Deployment (CI/CD)** in salesforce using the tools such as **GitHub. Jenkins**.
* Worked on Salesforce Integration using **REST** web services.
* Provided support to the end users of the Application and fixed **production bugs**.

**Environment:** Salesforce.com, Apex, Data loader, Eclipse, HTML, JavaScript, Data Loader, SOAP and REST API, Triggers,**DocuSign**, **GitHub, Jenkins**, SonarQube, Rally, Visualforce pages, JQuery, SFDX

**CVS HealthCare, Woonsocket, RI Sep 2017 – Jan 2018**

**Salesforce Developer /Administrator**

**Responsibilities:**

* Interacted with Interacted with the business team to understand the business requirements and provide the solutions.
* Developed the process flows to understand the business process.
* Developed Apex Classes, Apex Triggers and Visual Force Pages for various functional needs in the application.
* Developed AMP Script to implement business requirements by creating dynamic content.
* Created various Scheduled and Batch apex jobs based on the business requirements.
* Custom Objects, Custom Fields, Formula Fields, Relationships, permission sets and Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Created Workflow rules and defined related Tasks, Time triggered tasks, Email alerts, and Field updates to implement business logic.
* Used Analytics Builder to create reports.
* Worked and Scheduled Ad hoc email campaigns.
* Used journey Builder in running more than 50+ different campaigns along with automation studio and contact builder.
* Created **lightning** components and **lightning** applications using Aura framework and SLDS.
* Developed and deployed A/B testing strategies to roll out the control version to be used in final email campaign.
* Designing and coding responsive email templates using Adobe creative suite, HTML and CSS3.

**Environment:** Exact target / Marketing cloud Integration, Automation Studio, Journey Builder, Social Studio, Audience Builder, Apex, , Eclipse, Agile Accelerator, Microsoft Visio, HTML, JavaScript, Data Loader, SOAP and REST API, Ant and changesets

**Thrivent Financial, Appleton, WI Feb 2017 – Aug 2017**

**Salesforce Developer /Administrator**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements. The work consists of several new data integrations and customizations are done to B2B Salesforce.com. Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visualforce.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Responsible for cross functional program integrations for business support, delivering high impact strategic deployment results for the client, including sales transformation and roadmaps, via Salesforce.com.
* Manage activities between customer, senior management, implementation team, engineering, and technical support to resolve critical issues during initial implementation and post go-live.
* Wrote **SOQL and SOSL** statements within custom controllers, extensions, and trigger.
* Used Data Loader for insert, update and bulk import or export of data from Work.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files.
* Developed **Visualforce Pages** to customize the view and functionality of the Knowledge Articles
* Developed **Validation Rules, Workflow Rules, Time-Dependent Workflow Actions**, Email Alerts and Field Updates.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Developed **Salesforce Mobile App** using the Lightning components.
* Used Aura framework and SLDS to design the **lightning** components and Lightning Applications.
* Designed Role hierarchy and sharing rules.
* Used **snapshot** tool to compare the different sandboxes.
* Created Custom Salesforce Reports as per business requirement.
* Lead the Production deployment Activities using the change sets and Ant.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and **Dashboards** that monitors the Knowledge Base.
* Involved in the creation of Knowledge Content, Format and Delivery Methods.
* Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.
* Experienced in writing the Test classes and Test Automation scripts.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic.
* Developed SOAP **Webservices** and Apex Callouts.
* Developed Batch and scheduled classes.

**Environment:** Salesforce.com, soap UI, visual force, SOQL, SOSL, Data Loader, Snapshot, SVN, Rally, STS(Spring Tools Suite), jQuery and SQL Server, Salesforce 1 Ipad App, Salesforce Lightning

**First Data, Hagerstown, MD Jun 2016 – Feb 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves iterative development.
* Collaborated with offshore team and translated the requirements when needed.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Developed different **Visual Force Pages** using visual force components and configured them for great UI experience.
* Written SOQL Queries and SOSL Queries.
* Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records.
* Used **TPAM** to perform the SFTP file Export.
* Worked on Live chat agent implementation using Omni-channel.
* Worked on developing the various implementation, validation and backout scripts on SQL server 2008 R2.
* Created the stored **procedures, views** in SQL server.
* Configured routing configuration for omni-channel for the queue which are pushed to the agents.
* Worked on existed omni-channel for partial amount of changes for assigning to real users and worked on existed integration changes.
* Reviewing the test cases provided by the QA team and providing feedback.
* Monitored jobs on Job Activity monitor in SQL server.
* Production support activities involving the identification, troubleshooting and resolution of application issues and code defects.
* Created the **data synchronization tasks** in Informatica cloud.
* Created and configured the **saved queries** and **connections** on informatica cloud.
* Worked in development of Task **flows** and added various tasks to the task flow to run on a specific schedule.

**Environment:** Salesforce.com, soap UI, Eclipse, SQL SERVER 2008/2012, TPAM, Informatica cloud, visualforce, SOQL, SOSL, Data Loader, SQL Server Management Studio 2008, jQuery, SOQL

**Excellis Interactive, Chesterbrook, PA Feb 2015 – May 2016**

**Salesforce Developer**

**Responsibilities:**

* Worked closely with the mobility team and business team to get a high-level overview of the wireframes and requirements.
* Designed and deployed the custom objects. Identified the lookup and master-detail relationships and created the junction objects.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute **Governors** and **Limits**.
* Worked in **GIT version** control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* Worked in both **AGILE/SCRUM** and SDLC based development environment and participating in **SCRUM** sessions that includes Analyzing, Designing, Coding, Testing and Implementation
* Created **a VisualForce page that uses** the lightning components.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
* Worked on implementing the community cloud.
* Customized the page layouts of the Accounts, contacts, and opportunities objects for Sales profile.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Worked on version control system Git to handle project and worked with **JIRA** ticket handling system.
* Created the Apex classes that implements the **REST** web services and makes call outs to the external system.
* Managed users, roles, profiles, and permission settings.
* Created External data sources using **Lightning connect** to connect to SAP end point.
* Developed Salesforce Mobile app using the lightning components.
* Created **Lightning Component Tabs** and **Visualforce Tabs**.
* Worked in developing various **lightning components**, **events,** and **lightning applications**.

**Environment:** SalesForce.com CRM Application Platform, Force.com Apex Language, SOQL, SOSL, Visual Force, Data Loader, Eclipse, Salesforce 1 Sandbox Simulator, Salesforce1 Mobile App, community cloud, Sublime Text, Bit Bucket, GitHub, Aura Framework, SLDS, HTML, CSS, JSON, Lightning App Builder, Jira, Work Bench, Bootstrap, JavaScript ,SLDS

**Telstra, Bangalore, India May 2012– Aug 2013**

**Salesforce Developer/Administrator**

**Project: SFDC Implementation**

**Responsibilities:**

* Analyzing and understanding the Business Requirements of the application to be developed.
* Create new user accounts and configure Salesforce. com to fit security needs at the user and organization levels.
* Develop and maintain custom objects, custom fields, custom tabs, and Validation rules.
* Worked on the designing of custom reports, report folders, report extractions to various formats.
* Design of Visual Force Pages, Dashboards, and various other components as per the **client** and **application requirements.**
* Customized different page layouts and assigned them for different profile users.
* Creating **Workflow Rules, Tasks, Email Alerts, and Components** to suit to the needs of the application.
* Schedules the reports and dashboards for management and all the department heads by emails.
* Conducted all data migration using the salesforce.com import tool. **Migrated data** from MS Excel /**CSV files** to SFDC using **Apex Data Loader**.
* Designed and developed **Apex Programs**, **Apex Triggers** for various functional needs in the application.
* Customized company profile, **Security Controls,** and communication Templates of the organization as per the organization requirements
* Managed Security settings and conducted regular security/configuration audit.
* Maintain constant data integrity and data quality by enforcing naming conventions, utilizing validation rules, and performing data reconciliations.

**Environment:**

Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Windows XP, Jira

**Infotech, Hyderabad, India May 2011 – Apr 2012**

**JAVA/J2EE Developer**

**Responsibilities:**

* Involved in requirement gathering, design and development, handling deliverables, tracking Status phases of Software Development Life Cycle **(SDLC)** in the application.
* Involved in Object Oriented Analysis and design using **UML** and create activity diagrams, sequence diagrams, class diagrams and use case diagrams for various use cases using **Rational Rose**.
* Involved in **SQL queries** tuning, database design, as well as overall application design.
* Written **SQL Queries**, **Triggers** and Stored Procedures/functions to handle all the database functions like fetching, inserting, deleting, updating.
* Developed the application using Struts Framework that leverages classical **Model View Layer (MVC)** architecture.
* Developed the front-end which takes the data into the system using **JSP, Servlets2.5, Struts, Strut Validations/JavaScript, HTML and DHTML.**
* Developed **Servlets and EJB components** for the middle tier.
* Developed **Entity Beans in EJB** to interact with the database to update, retrieve, insert, and delete values effectively.
* Developed stored procedures for SQL Server database.
* Involved in performing unit testing and writing Test Cases and Test Plan.
* Involved in client-side scripting using JavaScript.

**Environment:** JSP, Swings, JavaScript, JDBC, Servlets, EJB1.1, SQL Server 2000, Eclipse, Windows NT/2000, Linux, Jira