**Varun Kumar M**

**Salesforce Developer/Administrator**

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**Professional Summary**

* **5+ years** of experience in **Salesforce.com** CRM Platform as an Administrator and Developer including **Lightning Platform** to develop **Lightning Components, Lightning Web Components**.
* Proficient in **SFDC Administrative** tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Process Builder, Reports, Dashboards, Actions, Tasks and Events.
* Experience on Created and Configured Email Alert, Field updates, Outbound messaging using Workflow rules, Approval processand **Process builder** flows.
* Good understanding of cloud computing services, such as **SAAS, PAAS and IAAS**.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Experience in **Data migration** using different data tools like Apex Data Loader, Import Wizard, SFDC Data Export.
* Involved in Developing and good knowledge on Salesforce Object Query Language (SOQL)
* Experience in working with Force.com IDE and Visual Studio Code for writing Business logic in Apex Programming Language.
* Knowledge on CPQ tool for various communication skills and trouble-shooting capabilities.
* Hands on experience with **Apex Language, Apex Trigger, Apex Class**, Test Methods, Web Service, and Visual force Pages, Visual force Components Controllers, **Batch, Scheduling Apex.**
* Experience in understanding and implementation of CRM Business processes like Campaign management, Lead Management, Order Management, Account Management and Case Management.
* Worked on translating business process into Custom Objects and creating Lookup, Master-Detail Relationships.
* Experience in querying Salesforce.com database using SOQL and SOSL queries using Force.com explorer.
* Created Web Services for handling requests and API based applications using **REST, SOAP.**
* Extensive Business Knowledge and Objects Customization experience on objects such as Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns and Forecasting.
* Extensive expertise in SFDC development using **Visual Force Pages and Visual Force components**.
* Experience in Administration, Configuration, Implementation and **Software as a Service (SAAS)** application running in Cloud Computing Environments.
* Experience in working with **Force.com** Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Experienced with **Sales Cloud, Service Cloud, Chatter and App-exchange.**
* Hands on experience in **Salesforce lightning schema builder, process builder, app builder** components and lightning connect.

**Education & Certifications**

* **Bachelor’s** in Computer Science and Engineering India
* **Master’s in Computer Science** California, USA.
* Salesforce Certified Administrator
* Salesforce Platform Developer-I
* Trailhead Link: <https://trailblazer.me/id/vmakam>

**Professional Experience**

**LearnSoft Technology Group Inc Jul 2019 – Till Date**

**Salesforce Administrator and Developer**

**San Diego, CA**

**Responsibilities:**

* Experience in creating **Lightning Components** and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Designed and deployed Workflow rules, Email Templates, Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.
* Worked on creating Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Used tools like Visual Studio, Pivotal Tracker to update task status, work logs and managed tickets created in Jira.
* Knowledge on Salesforce CPQ package to create the Quote process.
* Knowledge on Salesforce CPQ capabilities and limitations and can clearly communicate those to customers.
* Use Data Loader, Workbench to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Designed and Developed **Apex classes, Apex Triggers, Controller,** and **extensions** for various functionalities of applications.
* Implemented Salesforce development for business using **Visualforce pages, Visualforce components,** and **SOQL queries.**
* Defined org wide defaults to restrict access from users and sharing rules to provide access for limited users.
* Developed **Apex triggers, classes** to achieve user’s desired functionality and dependent test classes.
* Implemented **Web to Case, Email to Case** functionalitiesto provide a better customer support to the customers.
* Experience on **Sales Cloud, Service Cloud, AppExchange,**and Salesforce Communities.
* Interface with vendor partner’s and Designed, Develop**,** maintain perform processesand implemented systems in Salesforce to support automation**for CRM, SaaS operations**, IT, and customer support processes.
* Developed Web Service Callouts from Salesforce to External Applications using **SOAP and REST API.**
* Experience in working with Force.com IDE and **Visual Studio Code** for writing Business logic in Apex Programming Language.
* Deployed Custom Metadata, Custom Objects, Lightning Application, Lightning Components and Apex Classes using **Change Set and ANT Migration** **tool**.

**Charter Communications Nov 2016 to June 2019**

**Salesforce Developer/Admin**

**St Luis, MO**

**Responsibilities:**

* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Developed custom functionality using **APEX Classes, Visualforce pages** and **APEX Triggers** as requirements.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and using other Platform based technologies like Visualforce, Force.com, and Web Services.
* Involved in SFDC Application Setup activities customizing apps to match the functional needs of the org.
* Modified **Apex scripts using Debug Logs** and System Log Console to catch Exceptions and execute Governor Limits.
* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events,** Tasks, Contacts, Cases, Reports and Dashboards.
* Developed custom Visual force pages automating Approval processes using Email Approvals and Parallel Approval steps. Importing data from external system to Salesforce using Apex Data Loader.
* Responsible for all the activities related to configuring **Data Loader, uploading data in CSV files into salesforce.com,** checking for the correctness of the data**.**
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Used field level security along with page layouts to manage access to fields.
* Built the deployment planning document and did the production migration.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on supporting tickets in the following areas: Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data
* Created various **Reports** (Summary reports, Matrix reports) and **Dashboards** and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Worked on importing data from external system to Salesforce application using **Apex Data Loader**.
* Created **workflows, approval process and field updates**.
* Designed, developed, and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.

**Sysintelli Software and Services Pvt Ltd Jan 2014 – Dec 2014**

**Salesforce Administrator**

**Hyderabad, India**

**Responsibilities:**

* Support daily operations of user systems including maintaining **Users, Profiles, Roles and Security**.
* Administrator for different **salesforce.com CRM application** for sales cloud and service cloud.
* Designed, developed, and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Triggers** to suit to the needs of the application.
* Designed, developed, and deployed **Apex Classes, Controller Classes** and **Apex Triggers,** packages for various functional needs in the application.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, and provided solutions for Standard objects & Custom Objects.
* Created Apex Classes, Controller, Extension Controllers and Apex Triggers for various Business/functional requirements.
* Developed Web Service Callouts from Salesforce to External Applications using **SOAP and REST API.**
* Developed Custom Web Services in Salesforce and published for External applications.
* Experienced in SOQL, SOSL query language necessary for the application in Apex Classes and Trigger.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Created Custom **Objects, Tabs, and Sharing Rules** as per the business requirements.
* Developed and deployed workflows for opportunities and products management.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Created custom Dashboards for manager’s homepage and gave access to dashboard for authorized people for individual divisions.
* Involved in data migration using **Import/Export Wizard and Data Loader.**
* Implemented requirements on **Salesforce.com platform and Force.com IDE Plug-in.**
* Supported end users with solutions and issues they face with any functionality.
* Creation or customization of custom or standard objects which include **Leads, Accounts, Contacts, Opportunities, Products and Cases.**
* Created different Workflow rules and Approvals for various campaign processes.