**SAI SHIVA**

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**Sr. Salesforce Lightening Developer**

**PROFESSIONAL SUMMARY**

* Around 7 years of Salesforce Experience in the complete life cycle of SDLC including System Analysis, Design, Development, Testing and Deployment.
* Around 2 years of experience with Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components)
* Experience with the Force.com platform, including template solutions like Sales Cloud and Service Cloud
* Worked closely with Business Users in improving their business processes by suggesting the best practices that are possible through Salesforce.com -- the world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Hands on experience in Salesforce.com Development by developing the presentation layer in Visualforce and business logic in the Apex Programming by creating/using the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions, S-Controls and WebServices API.
* Have good working knowledge in querying salesforce.com database using SOQL& SOSL queries using Force.com Explorer.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Experience in Salesforce Testing and Administration spanning all facets of package software and SaaS application implementation.
* Experience with the Force.com platform, including template solutions like Sales Cloud and Service Cloud
* Experience in bulk data migration from Excel, MS outlook and Legacy Systems to Salesforce.com using Apex Data Loader, Import Wizard.
* In depth understanding of Salesforce programming including Lightning, APEX, Force.com, and VisualForce
* Experience as the technical developer on projects focused on Salesforce - Sales Cloud, Service Cloud, Marketing Cloud and the Force.com platform.
* Worked on various Salesforce/Veeva integrations with SAP, Oracle and other third party systems to support Order Management module.
* Well versed in cloud computing and on premise infrastructure integration for Salesforce.com using Force.com platform, Batch Apex, Web Services with third party applications.
* Experience as the technical developer on projects focused on Salesforce - Sales Cloud, Service Cloud, Marketing Cloud and the Force.com platform and which Used REST and SOAP web services.
* Hands on experience in designing and developing dynamic web content using HTML, XML, CSS, JavaScript and other web development technologies.
* Expertise in Server side programming/development using Java, JSP, Servlets, and XML and deploying in application servers Jboss and Weblogic.
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Navigational flow diagram using UML Tools like MS Visio.
* Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.
* Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum, Waterfall, RAD, POC and demos.
* Certified Salesforce Adminstrator.

**PROFESSIONAL EXPERIENCE**

**Sr. Salesforce Lightening Developer**

**Empower Retirement, Greenwood Village, CO September 2020 to Present**

**Responsibilities:**

* Interacted with various business user groups for requirements analysis, design and prepared Technical Design Document.
* Written complex relationship SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data from standard and custom objects.
* Developed Apex Custom, Extension Controller classes, Triggers, Visual force pages in the application for customizing Lead Conversion, Campaign, Opportunity and Custom objects.
* Worked on XML/JSON Parsing and mapping the XML/JSON string into the object entities for Integration.
* Involved in integrating Salesforce with external systems by making HTTP callouts.
* Written Apex test classes and achieved 90% of the organization code coverage by writing test utility methods.
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Utilized Salesforce1 mobile platform to allow uploading pictures relating to service requests and information about competitive products used.
* Designed, developed and customized custom objects, entity-relationship data model using Lookup, Master-Detail and Junction Object.
* Configured and created Out Of the Box Page Layouts, Record Types, Custom Tabs, and Validation rules, Sales Processes, Workflows and Approvals.
* Created workflow rules and defined related actions like Email Alerts, Field Updates, creating Tasks and Outbound messages.
* Written Sharing rules for data security on various Objects, for records visibility across various users in the organization based on role hierarchy using Criteria-Based, Owner-Based and Apex Managed Share.
* Implemented Inbound Email Handler interface for creation of records in Salesforce based on the Email received using Apex class.
* Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Worked with Exact Target marketing automation suite for emails, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Worked on Journey/Audience Builder in creating Email Campaigns.
* Created and customized Reports and Dashboards on Custom and Standard objects for different channels in the Organization.
* Managing the end-to-end technical delivery for multiple Salesforce, Veeva, and Siebel and custom applications
* Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
* Configuring workflows, users, fields, states, roles, products, security groups in Veeva Vault
* Worked on Veeva Vault integration with Veeva CRM, CLM admin tab configurations.
* Created Data Dictionary and Field level mapping of Salesforce and Siebel CRM systems for Integration and Migration, performed data migration using Data Loader.
* Deployed components across Sandbox and Production instances using Force.com migration tool, Change Sets.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce (SFDC)

**Environment**: Saleforce.com CRM, Force.com Platform, Apex Classes, Controllers (Custom and Extension), Visual force Pages, Components, Web Services, Veeva CRM SOAP, WSDL, REST, HTML, CSS, JavaScript, jQuery, Workflows, Approvals, Apex Data Loader, Sandbox, Lightning, Eclipse IDE Plug-in, Windows 7.

**Sr. Salesforce Developer**

**CBRE, Dallas, TX March 2020 to August 2020**

**Responsibilities:**

* Worked with Apex Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing.
* Scheduler to invoke Apex classes at regular intervals.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Generated the quotation word document from Salesforce.com and using the feature of CPQ product.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked with SOQL&SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on Apttus CPQ configuration and integration.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Worked on Apttus CPQ configuration and integration.
* I also worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, and contract templates.
* Provide training and coaching in the use of CPQ CRM systems. Identify training and development gaps and create plans to address.
* Developed a custom MARS Application to implement Change Management and Configuration Management for all Veeva applications.
* Integrate of Application with Salesforce.com with using SOAP and REST web services API.

**Environment**: Salesforce.com, Force.com, Apttus CPQ, Veeva CRM, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Salesforce Developer/Administrator**

**Careator Technologies Pvt Ltd Hyderabad, India June 2017 to December 2019**

**Responsibilities:**

* Creating application to maintain the details of the product from demand phase to production phase.
* Coordinated business process review meetings with multiple teams to establish standard workflow processes.
* Experience on Salesforce modules objects like Campaigns Management, Leads and Opportunities.
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Worked in designing and developing applications using force.com APIs along with rapid prototyping
* Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Defined Lookup and Master-Detail relationships on the standard and custom objects.
* Created Roll-up Summary fields to aggregate data from child records on the parent.
* Used Field-level Security to ensure that protected data Security is only shared with authorized persons.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Created VisualForce Pages to provide UI to the custom objects.
* Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.
* Wrote custom controllers implementing complex code for retrieval from Sales Force to VisualForce pages.
* Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
* Created VisualForce pages to provide customer status to sales team and executive team based on different geographical location filters.
* Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Wrote test methods and test cases with code coverage of more than 75%.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Created auto assignment rules using the workflow process to route tasks.
* Handled administration, maintenance and support of Salesforce modules for 50 users.
* Designed and Developed page layouts according to the user requirements.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Knowledge of Product Configuration & Rules, Commerce Process, Document Engine and Pricing functionality of Oracle Big Machines CPQ Cloud.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, VisualForce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Force.com IDE, change sets, sandbox, windows.

**Salesforce Developer**

**Amigos Software Solutions, Hyd, India August 2014 to May 2017**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Written SOQL queries against force.com platform.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment**: Saleforce.com platform, Seibel CRM, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, and Web services, Sandbox, Eclipse IDE.

**TECHNICAL SKILLS:**

Salesforce: Apex, Visual Force, Controllers, Triggers, SOQL, SOSL, S-Controls, Workflows, Approvals, Email Templates, Process Builder, Flows, Formulas, Validation Rules, AppExchange, Sales, Service, Marketing and Community cloud, Change Set, Reports, Dashboards

SFDC Tools:Force.com IDE, Rally, Eclipse, Data Loader, Doors, SVN, Jitter bit, Doors, Dell Boomi, Import Wizard and Force.com Ant Migration tool

Programming Java, J2EE, VB, HTML, XML, JavaScript, JSON

Web Technologies AngularJS, JavaScript, XML, HTML, React.js, XHTML, CSS, Bootstrap, AJAX, JQuery

Web/App Servers Apache, Tomcat, Web logic

Database ORACLE 8i/10g/11c, SQL Server2008/2008R2/2012, MySQL

Version Control SVN, GIT

MS Office Too Outlook, Word, Excel, PowerPoint, MS Office Suite