## The Life of a Salesforce Certified Administrator | Silver SoftworksSUMBUL

Salesforce Admin / Developer

**Professional Summary:**

* 8+ years of IT experience as Salesforce/Force.com Developer.
* Experience in implementing Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Web Service APIs, etc. to achieve complex business functionalities.
* Experience in Administration, Configuration, Implementation (Soap API, Rest API, and Metadata API as Call in and callout services) and Support of Salesforce CRM applications.
* Experience in modifying Visual force pages to support the Lightning Experience and good understanding of lightning mode and its features
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries, and worked with large data volume manipulations.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Involved in estimation and analysis for migration from classic to lightning.
* Experience in developing client-specific solutions on force.com platform using Apex classes and Triggers, VisualForce, Force.com IDE, SOQL, SOSL.
* Highly experienced with Zuora for Salesforce for commerce, billing, and financial subscriptions.
* Responsible for design and code review, and release management.
* Hands-on experience in several mid-size, global implementations using Apttus CPQ.
* Creating and managing custom fields, page layouts, Visual Force pages, triggers, search layouts, record types, workflows, approval processes, and validation rules
* Experience in integration of Salesforce.com Applications with Other applications with an emphasis on the Web Services/XML.
* Well versed with current releases of Salesforce and hands-on experience in new features such as lighting and Communities.
* Proficient in CMM Level 5 standards, METHOD I, and quality aspects.
* Experience in working across various SFDC implementations like Sales Cloud, Service Cloud, Chatter, SDLC process in Agile Scrum methodology.
* Well acquainted with all phases of the Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) with expertise in Requirement gathering, Analysis, Designing, Development, and Testing.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development& Delivery, and System Testing.

**Technical Skills:**

**Salesforce Technologies:** Apex Triggers, Apex Classes, SOQL, SOSL, Visual force Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**Salesforce Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatics Cloud Connector, Outlook

Connector, Excel Connector, Workbench.

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Operating Systems:** Windows NT / 2000 / XP Pro / Vista/7, Windows Server 2000 / 2003 / 2008, Linux,

Macintosh, UNIX.

**Programming Languages:** C, Java, Java Script, jQuery, SQL, UML, HTML, XML, XHTML, DHTML, CSS,

BOOTSTRAP, AJAX, C#, CSS Dreamweaver, PHP, Servlet, Bootstrap.

**Professional Experience:**

**Salesforce Developer**

**Client: Hanger Clinic, Austin, TX**

**Jan 2019 - Present**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Good experience with Salesforce Lightning development
* Use of Apex, Visual force, Visual Workflow, JavaScript, and/or Lightning components to create unique customer-based solutions
* Ability to write in HTML, CSS, JavaScript, and popular Web UI frameworks within Visual force pages or Lightning components
* Hands-on design and development of custom solutions on the force.com platform including work in Apex, Visual force and Lightning components framework
* 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.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app and responsible for developing Salesforce.com custom application using Apex, Visual force, and AppExchange.
* Installed and maintained AppExchange apps such as Experian QAS, Smart sheet, and Zuora.
* Worked on Third-party tools like Zuora used for Automatic billing and Manage recurring revenue.
* Developed and supported Extraction, Transformation, and Load process (ETL) using Informatics
* Involved in customizing Customer Portal and partner portal and managing Community applications such as Ideas and Answers.
* Worked on release management items i.e. component tracking, pre-deployment activities, Code backup, Data backup, code migration through change-sets and Force.com IDE and post-deployment activities
* Responsible for the Release Management, migrating code from development, UAT to production
* Involved in onsite-offshore coordination, the daily handover of tasks, etc.
* Expertise in the development of Apex Classes, Triggers, Visual force pages, Components, Email Services, S-Controls using Force.com IDE.
* Maintained CPQ (Configure, Price, Quote) tool updated with the latest functionality by Installing Apttus CPQ releases.
* Implement Salesforce.com Communities and on-board users utilizing standard profiles and objects.
* Having experience with the integration of Salesforce with Heroku for Data replication, Data proxies, Custom user interfaces, and external process.
* Experience in SFDC Integration using Web Service and Apex Programming Salesforce.
* Experience in bulk data migration and integration using Apex Data Loader.
* Extensive experience in developing APEX classes, Triggers, Visual force pages, Controllers, writing Workflows, Integration, and Force.com API.
* Experience in working with Salesforce.com sandbox Integration and production environments
* Having experience in Build & Deployment phase and usage of Continuous Integration (CI/CD) tools, build configuration, automation & smoke test processes, managing, configuring, and maintaining source control management systems.
* Developed Custom Visualforce.com Pages for communities
* Responsible for Unit testing and performance testing of SFDC API/Web Service.
* Involved in integrating Salesforce
* Cloud with web analytics tools like Web trends, Google Analytics.
* Extensive experience working on Salesforce Lightning Process Builder, Lightning UI/UX, app builder, and creating Visual Workflows, Salesforce Support, communities, and Chatter groups.
* Worked on Visual flow for automating the user actions and displayed appropriate information on the screens.
* Worked on Process Builder for calling the apex methods for updating the contact information with zip code.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop the rich user interface and better interaction of pages.
* Worked on designing part like enabling Aura framework- migration from standard Salesforce static to lightning for better UI purpose. Build Lightning controllers with the AURA framework.
* Extensive experience in the Integration of Data from Traditional Applications to Salesforce using REST/SOAP API, and bulk API.
* Worked on the Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in the Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Configured Live Agent, created visual force pages, and deployed those using Force.com Sites.
* Used the JIRA tool for tracking the stories and creating tasks. Worked in an agile environment with Scrum Methodology.

**Environment:** Saleforce.com platform, Apex Language, Apex Classes, Controller Classes, Sales Cloud, Service cloud, Apex Triggers, Visual Force Pages, HTML, XML, Web Services, Eclipse IDE Plug-in Objects, Tabs, Email Templates, Roles, Profiles, HTML, Force.com ID

**Salesforce Developer / Admin**

**Client: Abbvie, Lake County, IL**

**July 2017 – Dec 2018**

**Responsibilities:**

* Worked on installing and upgrading AppExchange apps like Cipher cloud, Grid buddy.
* Worked on Replicate data from Salesforce to Oracle to generate reports, find missing records from Siebel to Salesforce.
* Developed various Visual force Pages, Apex Classes, Apex Triggers, and Apex Controllers. Created Batch jobs and schedule jobs to run at scheduled times and also created bulk jobs to handle large records.
* Created list views, Reports, Dashboards, Page layouts, Custom objects, custom fields, validation rules.
* Created pick lists, dependent pick lists, lookup, master-detail relationships, and formula fields on custom objects.
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
* Have a good experience with Data Loader, Eclipse, Git, and ANT migration tool.
* Worked on version control of metadata using GIT (GitHub, Gitlab), SVN.
* Taken care of seasonal releases preparation steps on sandboxes and version-controlled new metadata, which came with new releases.
* Working on converting existing visual force pages into the Lightning framework and created components and apps using a lightning framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Involved in Analysis, Design, Development, and testing in agile methodology.
* Involved in developing Salesforce Lightning applications using Lightning Components, Controllers, and Events and used custom CSS in the components.
* Worked on data import and export using data loader, import wizard, and also using Salesforce API.
* Handled deployments between orgs and made all sandboxes sync with Prod org.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
* Creating sync of contacts, email alerts, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Experience in Diagnose and solve technical problems related to e-commerce and SFCC implementation
* Interacted with clients to create end-to-end specifications for e-commerce solutions and articulate business need in terms of Business Manager Configuration
* Integrated commerce cloud with 3rd party/backend systems leveraging link cartridge/OCAPI/custom services while ensuring scalability, performance and coding guidelines
* Implemented Digital Consumer experiences based on a foundation of SFCC (Salesforce commerce cloud) to meet expected quality standards.
* Implemented customizations to the Salesforce Commerce Cloud system
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation, and working with real-time troubleshooting.

**Environment:** SaleForce.com platform, OOPs, SOQL, SQL, GitHub Sales Cloud, Jira, Sandbox Testing, HTML, XML, SOAP, REST web services, JavaScript, Eclipse IDE, Governor limits.

**Salesforce Admin / Developer**

**Client: CVS, Hartford, CT**

**January 2015 – June 2017**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Designed and created Custom objects, Relationships (Lookup, Mater-Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Created HTML, Text-based Email Templates, and Folder for different business groups.
* Built Workflow rules, Approval process, and created related actions Field update, Email alert, Creating a Task, and outbound messaging.
* Used Informatics Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Written complex validation rules on standard and custom object to perform based on the record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from Salesforce to Outlook, and vice-versa.
* Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication.
* Configured Single Sign-On for sandbox and production instances with Active Directory as IdP and created my domain
* Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products, and configured Account Teams for team selling.
* Configured Web-to-Lead, field mapping for conversion, and created Lead assignment rules.
* Created and configured Escalation, Assignment rules, Web-to-Case, Email-to-Case on Case object.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Migrated bulk data from an external data source to Salesforce using Data Loader bulk API.

**Environment:** SaleForce.com platform, Force.com, Sales Cloud, Service cloud, Apex Data Loader, Salesforce Enterprise Edition, Apex, Visual force, Eclipse IDE Plug-in Objects

**Salesforce Administrator**

**Client: Fleetpride, Irving TX**

**June 2012– December 2014**

**Responsibilities:**

* Performed roles of Salesforce Configuration and Administrator.
* Created relationships using Lookup and Master-detail among custom and standard objects and created junction objects to establish many-to-many relationships among objects.
* Created various Formula, Roll-up Summary Fields, Record Types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons, and Actions on a record detail and edit pages.
* Customized various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.
* Customized Leads by creating a Lead process for various groups, assignment rules, web-to-lead, and custom lead conversion.
* Implemented Case Management Automation to track and solve customer issues by creating the support process, record types, and assignment and escalation rules.
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Administered, configured, and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow Rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating a task, outbound messaging, and time-dependent actions.
* Created custom pipeline reports and other reports for different business users using tabular, summary, and matrix reports and dashboards.
* Worked on Salesforce integration with Jira
* Deployed components across organizations (Production and Sandboxes) using Eclipse, Force.com Migration Tool, and Change Set.
* Provided post-implementation support to assist end-users in creating reports, dashboards, and specific Administration tasks including creating and maintaining user-profiles and privileges.
* Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including managing releases and change control processes.

**Education details:**

Bachelor in Computer Science

**Certifications:**

Salesforce Certified Platform Developer

Salesforce Certified Administrator