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**SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Around 7 years of professional experience in Salesforce.com CRM Platform and developing Applications hosted on salesforce platform
* Worked with various Salesforce.com Standard and Custom **Objects** like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Created **Workflow** Rules, Page Layout, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow and **Approvals**.
* Programming experience in **LWC , Lightning , Aura framework ,** **HTML** and other web based technologies like **JAVASCRIPT , JQUERY , CSS .**
* Knowledge of Web-to-lead, Web-to-case, Email-to-case in Lead and **Case Management.**
* Proficient with **SOQL** and **SOSL** query language,**Aggregate** SOQL functions to specify the criteria that should be used to select data from the force.com database.
* Worked with **Reports** and **Dashboards** as per the business requirements.
* Worked on managing **Service** **Cloud** **console** and automation of **Case** **Management.**
* Worked on **Entitlement** management with configuring Milestones and worked on **LiveAgent**
* Proficiency on **Data Sharing model** with in depth understanding on Organization wide defaults, role hierarchy, sharing rules, Public groups and manual sharing of records.
* Good knowledge of working on **sales cloud** involving objects like Accounts, Contacts , leads , Opportunities , Tasks, Events .
* Implemented the latest salesforce features and keeps track of the new salesforce features for every release.
* Developed **Apex Classes**, Apex **Triggers**, **Apex Controllers** to develop custom business logic of the clients.
* Good Knowledge on **Apex Scheduler**, Batch Apex, Apex Class, **WSDL**, SOAP and REST web service.
* Experience in moving code from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Worked on customizing the Experience pages for the external users .
* Developed LWC Components that are generic and can be used anywhere .
* Maintained **coding best practices** in Apex, lightning , Test Classes , Visualforce pages , LWC Components .
* Used **REST** APIs to integrate Salesforce endpoints from Force.com to external applications.
* Worked on **third party applications** like **RIVA** (integration for syncing Outlook and Salesforce) , **Precision Lender** (To Support Lending process) , **DataDog**(For monitoring the Community page performance)
* Strong **problem solving and technical skills** coupled with confident decision making for enabling effective solution leading to high customer satisfaction as well as low operational cost.
* Abiliy to resolve deployment errors and help in smooth deployment process .
* Effective team player with **good communication**, analytical skills .Experience in **managing teams** and handling multiple stakeholders.

**EDUCATION**

**University of Central Missouri –** Master of Science in Computer Science

**GPA:** 3.6/4.0, **Dec 2016**

**JNTU Hyderabad –** Bachelor’s in Information Technology.

**GPA:** 3.4/4.0, **May 2015**

**SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Technical Skills:** JAVA,Lightning Web Components(LWC),Sales Cloud,Service Cloud , Experience cloud , Marketing cloud,Financial Service Cloud, AURA, APEX, JAVASCRIPT, CSS, HTML, Visual Force, Linux , MySQL server .

**Tools:** Apex Data loader, Force.com Eclipse IDE Plug-in, Change sets, Sandbox, AWS,Pardot, Selenium WebDriver, Eclipse IDE, GITHUB.Lightning Framework , Aura Framework , Lightning web components ,IntelliJ , Copado, Azure Devops

**CERTIFICATIONS**

* Salesforce Certified Platform Developer II
* Salesfore Certified JavaScript Developer I
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator

**WorkExperience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Client : Citizens bank**

**Location : Providence , RI**

**Role : Sr Salesforce Developer Mar ’22 – Present**

**Responsibilities :**

I am currently working as Sr Salesforce developer in Love my Returns POD. Our POD is focused on maintainig Lender based applications in commercial banking domain of citizensbank .Working on Sales cloud , Experience cloud ,Service cloud and integrations with other applications of Citizens bank.

* Participate in **JAD sessions** involving Business Users and Sponsor groups to analyze and understand the business requirements by AGILE methodology.
* Involve in **requirements gathering** with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Develop **Apex Classes**, Controller Classes and Apex Triggers on Force.com for various functional needs in the application and experienced in using customization whenever needed.
* Involve in writing/implementing **Batch Apex**, Apex chaining , **future methods** and Schedulable interface to avoid the **governor limits**
* Create multiple **Lightning Web Components**, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Refactor and **redesign community pages** to increase functionality, response time, and user experience; including full **refactoring** of legacy Apex code and creating new Lightning Web Components
* Used **HTML, CSS ,Aura tags ,Lightning tags** , SLDS to develop webpages in LWC ,aura ,VF pages and Lightning tags to align **the corporate branding** and UI needs of clients .
* Trigger **interface events** by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Works extensively on **Salesforce Experience Cloud**. Created various customer support communities with which customers/partners can directly with the business and upload files, any data.
* Worked Extensively on **Lightning flows** to avoid code customization in meeting the requirements
* Write **SOQL, SOSL, Aggregate**, Relationship queries in apex classes, triggers to retrieve optimized data from subject’s and developed complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Work with third party application Precision lender integration from Salesforce .Customised Opportunity and OpportunityLineItems creations from precision lender.
* Setup Community page Performance monitoring using DATADOG application.
* Work on the fixing all the org wide **test classes** and increase the org code coverage as part of the maintenance sprints.
* Use Tools like COPADO , VisualStudio Code and Github for development and deployment Process.
* Involve **in Web Services implementation** and integration SFDC for Inbound and Outbound implementations with 3rd party System using **REST APIs**.

**Environment** Salesforce.com,Lightning web Components(LWC) ,Lightning Design system , Aura Framework, Apex Classes, Controllers, Triggers, ,Copado, VisualStudio CodeREST API callouts, Sales cloud,Experience Cloud (Community Cloud) , JavaScript.

**Client :JPMC Chase**

**Location : Plano , TX**

**Role : Sr Salesforce Developer July ‘19 -Feb’22**

* Actively involved in Agile Sprint meetings with Customers, Business process owners, Scrum Master, Development team in each Sprint of Scrum. Performs the backlog grooming and estimation of stories.
* Worked on Sales Cloud lightning platform involving objects like Account , Contact ,Lead , Tasks , Cases for JPMorgan Chase Commercial banking as part of business requirements
* Worked on Developing lightning web components that can be used anywhere aligning with the company’s standards
* Worked on creating responsive dynamic pages using lightning components, Aura framework, JavaScript and concepts of lightning events.
* Involved in developing Salesforce Lightning applications using Lightning Web Components framework and used custom CSS in the components.
* Implemented new salesforce Release features as part of the requirements .
* Configured Lightning record pages , sharing settings , Matching Rules , Duplicate rules , validation rules , Flows .
* Involved in integrating Salesforce with FactSet ,InsideView and displaying it on the RecordPages.
* Customised sobjects using Apex controllers , Apex triggers to meet the client business requirements .
* Used various tools like bitbucket ,Microsoft Visual studio , JIRA , Jenkins Jules for deploying metadata
* Use Salesforce Data loader, Workbench REST API, and Import data wizard for migrating prod data to lower environments for business Users to Test.
* Developed batch classes to Merge sobjects and one time data updates in production.
* Identify and fix critical issues in rapid development and deployment process for the Prod release.
* Setup Salesforce Financial ServiceCloud for the bankers to track Clients investment, financial holdings and other data in the org .
* Configured Financial Service cloud Client and HouseHold profiles and referral performance along with details of referrals and expressed interest.
* Write Test Classes with best practices to Test the functionality to achieve the required code coverage .
* Point of contact for RIVA , an Appexchange application used to sync the meetings from outlook to salesforce and Events to Microsoft outlook.

**Environment** Salesforce.com, Lightning Design system ,Financial Service Cloud , Salesforce DX , Lightning web components,RIVA , Splunk ,Microsoft visual studio, Bitbucket, Aura Framework , Apex Classes, Controllers, Triggers, Visual Force, SOQL, SOSL, , REST callouts, Sales cloud, JavaScript.

**Client :COMCAST**

**Location : Philadelphia , PA**

**Role : Salesforce Developer – Salesforce Mar ‘19- July ‘19**

* Engaged in Refinement sessions with the business users and product owners and gave them valuable feedback related to salesforce.
* Created universal web form for Sales Reps using Lightning components where reps can create and update leads without logging into salesforce/
* Created responsive and re-usable lighting components which is accessible across the devices like ipad , iphone and Desktop.
* Used lightning Events for Intercommunication between child and parent lightning flows in the universal web forms
* Performed UI tweaks as per the requirement on the lightning components .
* Created lightning flows for the Mobile eligibility check for the leads and a records has been created at the end of the flow .
* Enhanced the existing functionality of the integration using API Calls , where reps are allowed to book and create appointments for customers .
* Embedded lightning classes from the lightning flows and reduced the effort of coding .
* Deployed all the developed components using Eclipse, GITHUB , JENKINS and fixed the JENKINS build issues .
* Created batch class ,to update the status of the records of Event , Task object .
* Worked on merging one object into another object , by modifying classes associated with the object ,without effecting the existing functionality.
* Worked on Azure DevOps to track stories and check out the code
* Achieved Code coverage of 85% and performed UnitTesting and Sanity Testing after deploying into QA.
* Worked on the the Defect fixes and created documentation on the changes done .

**Environment** Salesforce.com,Lightning Design system,Illuminated Cloud,IntelliJ, Aura Framework Force.com, Apex Classes, Controllers, Triggers, Visual Force, SOQL, SOSL, Azure DevOps,Copado, REST callouts, Sales cloud, JavaScript.

**Client : USAA**

**Location : San Antonio, TX**

**Role : Software Developer – Salesforce Oct ‘17 – Mar ‘19**

* Worked closely with **Business Analysts** in Requirements gathering throughout the planning and implementation
* **Gathered the requirements** and studied the existing application to start building **documentation**, which was to be provided to offshore to create the application in different org.
* Involved in Agile methodologies with bi-weekly sprints and participated in the Planning Iteration meetings
* Involved in migrating salesforce **applications from classic to lightning** experience from scratch.
* Experience using Salesforce **Lightning UI**. Created new Components and Apps in Salesforce Lightning.
* Experience in migrating data from legacy systems to Salesforce **using Apex Data Loader** .
* Used complex **SOQL** Queries in the Codes and also in the tools like Data Loader to Extract, Insert or Update vast data (millions of records) from/into custom objects & Standard objects.
* Developed and configured various **Custom Reports** and **Report Folders** for different user based on the need in the organization.
* Worked with Campaign managers , campaigns , Campaign member , Campaign member status objects to develop automated email campaign that can use **Pardot’s** Dynamic Content system .
* Deployed the metadata components using Copado and managed Test Coverage using Copado.
* Designed and modified **Approval processes** and created Approval steps which used email alerts and field updates.
* Well maintained **Test Code Coverage** & Unit Testing for all the codes in the system following the Salesforce limits.
* Customized different pagelayouts and assigned them to different profiles and Users.
* Created and used Email templates in HTML and Visualforce.

**Environment**:  Salesforce.com IDE, Copado,Apex Triggers, Visualforce Pages, Pardot,Apex Controllers, Lightning components, Lightning Design system, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, REST API, JSON, Javascript, Lightning Framework, ChangeSets, Deployment from Sandbox.

**Client : JVR systems ,**

**Location : Plano, TX**

**Role : Jr Salesforce Developer. Sep ‘16 – Oct 2017**

* Worked with various salesforce.com objects like Accounts, contacts, Cases and Custom Objects
* Customized different pagelayouts and assigned them to different profiles and Users.
* Worked on Service Cloud Application for **Automation of Case Management.**
* Knowledge in **Apex** **Classes**, Controller Classes and **Apex** **Triggers**, **Visualforce** pages for various functional needs in the application.
* Maintained data security between various users and roles in the organization using Profiles, Roles, Sharing Settings, Organization Wide Defaults, Field-level security.
* Developed Apex classes with basic **SOQL** and **SOSL** queries and created VisualForce to display Records, Fields, values.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using **Eclipse**.
* Involved in Business Automation tasks using **Workflows**, **Apex**, Email Notifications and branded templates.
* Used **DATA** **LOADER** to import the data to the organization.
* Debug Apex scripts using **Debug** **Logs** and System Log Console to catch Exceptions and execute Governor Limits.
* Extracted data from external systems to display in the Salesforce.com pages using **REST** services.
* Worked on new concepts of Salesforce **Lightning** components.
* Used **Change** **Sets** to move components from Sandbox to Production.

**Environment**:  Salesforce.com IDE, Apex Triggers, Visualforce Pages, Apex Controllers, Sales Cloud, Service Cloud, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, REST API, JSON, Javascript, Lightning Framework, ChangeSets, Deployment from Sandbox.