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**Professional Summary:**

Salesforce Certified Platform Developer/ Administrator and Working Experience in building new Applications with the Lightning App Builder and Lightning components.Experience on Salesforce Lightening for Customizing Reports and Dashboards for business uses.Salesforce development and SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks, and Events. Have developing experience in library application using custom visual force pages, Profiles, Permission Sets and Custom Lightening app. Experienced Java Developer ,Services Tester and DevOps Engineer, specialized in understanding the business requirements and experienced using Agile Methodology in delivering business solutions and providing support to end-users for various business applications in teaching/learning and Financial Services.

* Over**8** years of IT experience and a **Certified Salesforce.com Platform Developer,** **Devops** and excellent experience as **Salesforce Admin**as well.
* Extensive experience with the Salesforce.com development **life cycle**, **application design patterns**, **integration patterns** and copado tool **deployment planning**.
* Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, and Visual Force pages, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Proficient in dealing with functionalities related to **sales cloud** , **service cloud, Marketing cloud, Community Cloud, N cino, Custom Cloud and Analytics Cloud**.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Developed and recommended CRM roadmap for customers in the **Financial Domain**
* Experience working in **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test-driven**development.
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing by using Copado.
* Extensive exposure to **Black Box testing**, **Smoke testing**, **Usability testing**,**End-to-End testing**, **System testing**, **Regression testing**and **User Acceptance testing (UAT)**.
* Worked on different kinds of Managed packages like CPQ, Docusign and ncino.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Expertise in customizing standard Objects like **Accounts**,**Contacts**, **Opportunities**,**Products**,**Cases**,**Leads**, **Campaigns, Reports**(**Summary reports**,**tabular reports**, **Pie charts**)and**Dashboards**and **Report folders** for different user profiles as per the requirements.
* Expertise in **Salesforce security Authenticate users, Share objects and fields, real time event monitoring, API, shield platform encryption**.
* Created **lookup** and **master-detail relationships** on the objects and created **junction objects** and various advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **and Approval Process**, **Sharing rules** for **automated alerts**, **field updates** and **Email generation**

**Technical Skills:**

**Sales Force Technologies**  **:** Sales Force CRM, Sales Force SFA, Apex Language, Apex

Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Workflow & Approvals, Lightning, CaseManagement Automation, Custom Objects, Apex Data Loader.

**Sales Force Tools :** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, WORKBENCH.

**Client: Vtrixtek. May 2023-Till Date   
Role: Salesforce Administrator (CPQ and FSL)**

**Location: Austin TX**

**Responsibilities:**

* Responsible for design and building core framework between CPQ quote to cash and Field service lightning for enhanced case management features. Implemented event-based integration from middleware for lead creation and assignment in salesforce for enrollment users.
* Experience on SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud, Chatter and AppExchange applications.
* Developed Lightning apps with design systems using CSS and Parameters, App Builder and Lightning component features for the use of Desktop and Salesforce1 Mobile Platforms.
* Hand on experience in salesforce lightning feature and knowledge. And Implemented wave Analytics to track overall business which increased 20% of Sales Cloud, Service Cloud, Marketing Cloud Data loader and Data management, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules, GitHub, Jenkins, SAP. Confidential, Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* Hand on experience in salesforce lightning feature and knowledge. Started working on building an App-Exchange application to push leads from different partner Salesforce channels to our salesforce by establishing security around it.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Change Management (Testing, Training, Customer Betas, Internal and external communication) & Service cloud Console.
* Implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Worked with many standards features like Objects, Workflows, Record Types, Page layouts, Profiles, Roles, etc.
* Experience in Salesforce1 Mobile with out of box using Lightening.
* Implementation and rollout experience with salesforce.com **CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.**
* Worked with many standards features like Objects, Workflows, Record Types, Page layouts, Profiles, Roles, etc.
* Knowledge on the **Field Service Lightning (FSL) mobile app** how it works and aids on - site job management to a mobile workforce.

Customized existing Visual force to align with Salesforce new **Lightning UI** experience

**Client:CLOUD Q Aug 2020-Apr 2023**

**Role: Salesforce Developer (CPQ and FSL) / Senior Administraor**

**Location: Atlanta GA**

**Responsibilities:**

* Experience on SFDC implementations covering **Sales cloud, Service cloud, Marketing Cloud, Chatter and AppExchange**applications.
* Developed **Lightning apps**with design systems using CSS and Parameters, App Builder and **Lightning component**features for the use of Desktop and Salesforce1 Mobile Platforms.
* Hand on experience in salesforce **lightning feature**and knowledge. And Implemented wave Analytics to track overall business which increased 20% of entire sales
* Technical Knowledge about Salesforce **lightning schema builder, process builder, app builder, components and lightning connect** .
* Responsible for all the activities related to configuring Data Loader, Uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* Hand on experience in salesforce lightning feature and knowledge.
* Started working on building an App-Exchange application to push leads from different partner Salesforce channels to our salesforce by establishing security around it.
* Built **Workflow rules, Approval process** and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Change Management (Testing, Training, Customer Betas, Internal and external communication) & Service cloud Console.
* Implementation and rollout experience with salesforce.com **CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.**
* Worked with many standards features like Objects, Workflows, Record Types, Page layouts, Profiles, Roles, etc.
* Experience in **Salesforce1 Mobile**with out of box using Lightening.
* Extensively developed Visual-force pages, Apex class & Triggers for various custom functionalities for business requirements.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Developed heavy Integration components for data integrity with legacy systems and implemented event centric integration using **SOAP** and **REST API** .
* .Wokred on deployments tools like copado and changesets.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Process Builders,Flows,Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Report,Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Create custom objects, workflows, triggers, the Force.com IDE, migration tools, SOQL, SOSL and web services.
* Migrating Components to different environments using ANT Eclipse and Change Sets. Document the requirements
* Responsible in following Salesforce best practices and enforce data quality policies for successful Launch.Support Production Launch.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Test business applications and ensure performance is as designed; work with team members to resolve any issues
* Assist in performing and executing functional testing. Developing use cases, test scripts, and translate these for usage in automated regression testing
* Perform unit testing, integration testing, and performance testing of new application functionality. Analyze and mitigate issues identified during testing

**Client:CISCO (Duo Securities) December 2019-July 2020**

**Role: Salesforce CPQ Admin / Salesforce Developer**

**Location: Ann arbor, MI**

**Responsibilities:**

* Collaborate with other associates to design solutions that efficiently deliver the required enhancements on-time and within budget .
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Design and implement Salesforce technology, working closely with functional specialists to develop.Creative business solutions .
* Work with Salesforce.com Web Services APIs and different types of managed packges.
* Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization. Created various profiles and configured Permission sets based on the Organizational hierarchy.
* Manage projects throughout the entire Sales development life cycle (including Technical Design, coding testing, deployment, documentation and support).
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards,Reports.
* Created user Roles and Profiles and given them Security controls and Shared settings.
* Developing various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force
* pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report.
* Worked on data migration from databases to SFDC using Data Loader.Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.Worked on flows and process builders and various configuration tools.
* folders for different users and profiles based on the requirement.
* Authorized access to data, financial data and overall better customer security facilities .Install and Configure Apps as needed
* Doing admin related activities as first line of defense to support business stakeholders and development team.
* Communicate with Architect and Business analysts to best understand the needs for the system .
* Create custom objects, workflows, triggers, the Force.com IDE, migration tools, SOQL, SOSL and web services.
* Migrating Components to different environments using ANT Eclipse and Change Sets. Document the requirements
* Responsible in following Salesforce best practices and enforce data quality policies for successful Launch.Support Production Launch.
* Participate in code reviews and enforce the best practices.
* Enforce the data quality standards  
  Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation using copado and changes sets.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using JQuery and JavaScript.
* Used Developer Console, Force.com Explorer, Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Performed QA testing after Critical Updates to transition customer data smoothly to retain performance,usability of Salesforce.

**Client: Deloitte counsulting Ilc. April 2017- Dec 2019**

**Role: Salesforce Developer / Devops Engineer.**

**Location: Lakemary,Orlando/FL**

**Responsibilities:**

* Extensively worked on agile methodology and attended Daily status/standup meetings.
* Worked for different Consulting projects like State projects and federal projects like **Urban housing development (FDA)**, **ExxonMobil, SAGE Therapeutics, Deloitte Audit**  Etc.,
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Experience in building new Applications with the Lightning App Builder and Lightning components.Experience on Salesforce Lightening for Customizing Reports and Dashboards for business uses.
* Experience in building new Applications with the Lightning App Builder and Lightning components. Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use.
* Worked on end to end projects like Docusign integration. creating lightning buttons and lightning web components.
* Integrated Salesforce.com with an external application using Docusign based web services.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Worked on salesforce classic to lightning migration projects.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Also created Reports for custom financial data of current and potential portfolio.
* Configuration and administration of Salesforce.com enterprise editions.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Experience using Apex Data Loader and (nice to have experience in) other ETL tools such as Informatica or Boomi or Cast Iron
* Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales reps reports, installed and trained users in Cirrus Insight to track Sales appointments for call reports.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Worked at the client site with the customer and manager the project from end-to-end .
* involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services
* Worked on Customizing service console.
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Experience:**

**Client: Vision Technologies Oct 2016 – Apr 2017**

**Role: Java Developer / Release Engineer**

**Location: Austin,TX**

**Responsibilities:**

* Participated in software releases and service requests.
* Works closely with customers to package and deploy application code and/or scripts to support application bug fixes or enhancements.
* Collaborated with developers to enhance stability and scalability while prioritizing requests from operations, development and product teams
* Performed validation for client side as well as server side with the help of Struts Validation Frame Work.
* Used ORM technology such as Hibernate to provide an object model for the data in database for ease of access.
* Used Struts framework to implement the MVC architecture for most applications.
* Provided weekly status reports to the manager with the latest information of all ongoing activities.
* Involved in complete SDLC management using Rational Unified Process - Requirements gathering, Design, Analysis, Development and Testing.
* Developed and maintained elaborate services based architecture utilizing open source technologies like Hibernate ORM.
* Writing Test cases for the Business users and UAT to test the developed functionalities.

**Experience:**

**Client: Bank of America November 2015- August 2016**

**Role: Java Developer / Release engineer.**

**Location: Dallas,Tx**

**Responsibilities:**

* Worked on Registration and Insurance Licensing System which is being enhanced with new features. Architect and develop new or enhance existing front-end portal for cloud provisioning, continuous integration and devops.
* Used Hibernate mapping techniques such as One to One, Many to One and Many to Many mappings to represent relation between various entities in the project.
* Configured and used JBoss application server for creating Data source and enabling JNDI for beans and database lookups.
* nvolved in the implementation of Stateless session beans (EJB) for business logic layer and Entity beans for persistence.
* Used MySQL and Oracle platforms to create databases of student and faculty login information and their desired areas of study.
* Performs defect corrections for ensuring quality
* Work with different teams to understand integrations with BOFA systems
* Provide technical guidance to other support teams and architects
* Promote test driven development practices within the team, ensuring that unit test and acceptance tests are implemented to confirm that acceptance criteria are met
* Develop comprehensive code comment and code documentation
* Work as part of a scrum team and develop accurate work estimates, comprehensive code comments and code documentation
* Be willing to work on 24x7 on call basis
* Assist in managing and coordinating all production related activities with Service Coordinator and a team of offshore resources
* Provide leadership in critical production issue resolution both (Priority 1 and Priority 2)
* Work with business to prioritize production issues for resolution.

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**Client: DSS Soft tech. Sep 2012- Dec 2013**

**Role: Java Developer.**

**Location: Hyderabad,IN**

**Responsibilities:**

* Involved in the Analysis, System study and designing phase of the project.
* Discussing the new requirements and coordinating with team to develop the internal design based on the given Architecture
* Involved in Unit testing PL/SQL Stored Procedures and Functions.
* Worked with JavaScript MVC framework to organize client-side code and state.
* Participated in Code review and Quality Assurance.
* Involved coding SQL Queries, Stored Procedures and Triggers.
* Extensively worked on various ADF Faces Components to create the complex screens
* Used JDBC, application server provided transaction API for accessing data from the Oracle the using standard statements.
* Preparation and review of Unit Test Plan, Unit Testing, Test Results review and other quality related work.

**EDUCATION:**

* **Masters in Comuter Engineering** from Cleveland State University,OH.
* **Bachelor in Electronics and Communication Engineering**  from

Vardhaman college of Engineering, India.

* **- *References upon request***