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## PROFESSIONAL SUMMARY:

- ✦ **Around 8+** years of experience in application design, customization, development, support which includes 6 years of experience in Salesforce CRM platform as **Developer and Administrator**, 2 years of experience as Java Developer and expertise in **J2EE** and client Server technologies.
- ✦ Experience with the Salesforce Lightning Components and **Lightning Pages, Lightning Design Systems**.
- ✦ Possess comprehensive understanding on SFDC Classic and Lightning full life cycle.
- ✦ Experience in working on **Apex Language (Triggers, Classes, Test Methods)**, Visualforce Pages and Visualforce Components & Controllers, Salesforce AppExchange and JAVA.
- ✦ Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
- ✦ Proficient in designing the components using Objects and Fields, Roles, Page layouts, Visualforce Pages, Apex Classes, Controllers & Triggers, Workflows for automating different business process and various other components as per the client and application requirements.
- ✦ Designed customizations and configurations of SFDC objects, page layouts, workflows, document templates, data fields, reports and dashboards according to the business need.
- ✦ Creating Web Services for handling requests and API and SaaS based applications using **REST** or SOAP-based web services (**SOA**)
- ✦ Experience in using **SOAP** web services for communicating with external systems and REST API for communicating with internal **PHP** system.
- ✦ Experience in writing **SOQL, SOSL**, Aggregate, Relationship queries in apex classes, triggers and batch classes.
- ✦ Deploying Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
- ✦ Extensive experience using Salesforce.com Administration and Creating Roles, Profiles, Page Layouts, Workflow Alerts and Actions, and Approval Workflows.
- ✦ Implemented security and sharing rules at object, field, and record level for different users at various levels of organization.
- ✦ Developed **SFDC** Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
- ✦ Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Flow/Navigational flow diagram using **UML**.
- ✦ Understanding of the **SFDC** data model, customizing schema using custom objects, fields, master - detail and lookup relationship.
- ✦ Experience in Salesforce for Outlook (SFO) product Outlook Connector.
- ✦ Experience with extraction, transformation and load (**ETL**) tools.
- ✦ Experienced in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP**.
- ✦ Hands on experienced in database development using **PL/SQL in MySQL, SQL server 2005 and oracle**.
- ✦ Strong knowledge about Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
- ✦ Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages
- ✦ Good Expertise in creating various Reports which include matrix and summary reports, dashboards and graphics, pie charts and Report Folders.
- ✦ User Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
- ✦ Knowledge in campaigns with tools focused on data, emails, marketing automation, CRM, content marketing, engagement, and conversion optimization.
- ✦ Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- ✦ Experience with end to end implementation one or more of Sales Force CRM suite of products - service cloud, marketing cloud, **Heroku** and **Wave**.
- ✦ Knowledge of WSDL, web services **SOAP API, BULK API, REST API, force.com callouts, Batch and Schedule Apex Programs**
- ✦ Experienced in working across various SFDC implementations covering **Sales Cloud, Service Cloud, Call Center and Chatter**.
- ✦ Worked extensively with lightning process builder flows, Connect API, Chatter and quick Actions.
- ✦ Extensive knowledge in tools such as SourceTree (**GIT**), **Jenkins, Eclipse, Mavens Mate and Sublime**.
- ✦ Experience in working with **Salesforce.com sandbox and production environments**.
- ✦ Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.
- ✦ Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Informatica Cloud**.

- ✚ Gained a strong knowledge of synchronization, data-modeling, data extraction, transformation, data Loading, scheduling, monitoring, and reporting in a cloud computing environment.
- ✚ I have a good understanding of development environment using **AGILE** methodologies with **SCRUM** process. Participated in Daily Scrums, Sprint Planning, Sprint Retrospective meetings.

#### EDUCATIONAL DETAILS:

- ✚ Bachelor of Technology from JNTUH, India.
- ✚ MIM from Missouri Western State University.

#### CERTIFICATIONS:

- ✚ Salesforce Certified Administrator.

#### TECHNICAL SKILLS:

Salesforce Technologies	Force.com, Web Services API, Lightning, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Apex deployment Tools, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench.
Salesforce Tools	Force.com, Eclipse, Eclipse IDE Plug-in, Apex Data Loader, Workbench, Force.com Platform, SFDX, Salesforce CLI, VS code, Lightning Inspector, Sand box testing, Change Sets, ANT.
Languages	Apex, C, C++, Java, OOPS, SQL, Python.
Databases	MS Access, Oracle Applications, SQL Server, MySQL.
Web Technologies	HTML, XML, HTML-5, CSS, jQuery.
Web Services	SOAP, Restful web services, WSDL.
Scripting	JavaScript, JSON, AJAX.
Operating Systems	Windows NT, 2000, XP Pro, Windows 7, Windows Server 2000, 2003, Linux, Mac.
Version Control	GitHub, Bitbucket.

#### PROFESSIONAL EXPERIENCE:

Jan/2020 to Till Date

**Role: Sr. Salesforce Lightning Developer**  
**Client: Century Link , Monroe, LA**

**Description:** Salesforce for Consumer and Small Business (SFC & SMB) is a 360o view system to capture and maintain individual and small business customers data from various in premises systems and applications. This Salesforce console application is utilized by the Sales and Service Agents. The application is integrated with many back-end systems to support Customer Relationship Management, Person Accounts and Business Accounts, Service Location qualification, Orders, Billing inquiries, Payment management and Trouble Ticket management.

##### Responsibilities:

- o Experience in **Administration, Configuration, Implementation, Lightning** and **support experience with Salesforce platform**.
- o Proficient at analysing issues and obstacles to determine **root cause(s), weighing options**, choosing appropriate courses of action, and measuring and **revising strategy** based on results.
- o Responsible for process flow, User Stories, Prioritizing and grooming backlogs.
- o Created modern Enterprise Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component** features.
- o Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
- o Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
- o Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
- o Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
- o Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- o Enabled Aura Framework, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
- o Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.

- Updated the APEX Controller and Helper functions regularly making the Component Context aware as per business requirement.
- Implemented Salesforce **Lightning Components** for a small set of users within the organization.
- Worked on translating several **Visual Force pages** to the **lightning framework**.
- Used **lightning Process Builder** to overcome complex workflows which easily automates the business process in a new visual presentation.
- Worked with **Data loader** for loading the attachments into salesforce.com, related to objects like **Accounts, Contacts, Opportunities, and Activities**.
- Worked on supporting service cloud like cases and **creating case escalation rules** for customer support.
- Developed **tasks, emails and alerts to trigger** via **workflows** to track customer related tasks and activities.
- **Data Migration** of the **executed contracts** from one instance to another instance leveraging the presence of Data Loader tool.
- Involved in **data mapping** and **migration of data** from legacy systems to Salesforce.com objects and fields.

**Environment:** Salesforce.com, Apex, Apex Data Loader, Force.com IDE, Meta-data API, Salesforce CRM, Force.com, Apex Language, Visualforce, Custom Component, Aura, SLDS, Lightning Component, Sales Cloud, Service Cloud, Custom Controllers, SOAP API, Restful web services, JIRA, Jenkins, ANT, GitHub, and Visual Studio.

06/2018 to 12/2019

**Role: Salesforce Lightning Developer**

**Client: Blue Cross and Blue Shield, Dallas TX**

**Responsibilities:**

- Designed and developed **lightning components** for custom work.com application.
- Experience in implementing **JavaScript, JQuery, CSS** for both Visualforce pages and lightning components using Salesforce Lightning design system and **AURA** tags.
- Responsible for Custom Developed Service Contract Application to make them lightning ready.
- Responsible for making visualforce pages work in lightning framework by updating the logic.
- Responsible for changing the visualforce pages to look and feel as lightning by adding **SLDS** styles.
- Worked on Salesforce Communities and created **VF pages** for Communities.
- Developed a Rest API which return number of premier points on the service contract, which is used by another org to display the points on the Custom visual force Page for the customers to view their points.
- Migrate data using **Apex Data-loader**.
- Proficient in security and **sharing rules at object, field, and record level** for different users at different levels of organization.
- Developed a Custom Button to implement versioning functionality.
- Developed **Order Batch Job** which picks order and provision service contract for them and implemented scheduler, so that it run every 15 minutes.
- Developed and Chained two batch jobs which were implement using **Queueable interface**.
- Developed and Maintained **Jitterbit Job** for data integration between two orgs.
- Implemented **Case management automation** (on Case Object) to track and solve customer's issues
- Worked on Service cloud, Sales Cloud, supported cases, developed workflows and triggers for automated case resolutions.
- Implemented Email-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
- Developed Visual Forces pages and used **Angular Framework** to make page more responsive and used **Bootstrap CSS** to make page's look and feel very good.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers**.
- Customized the Out of the box Lead Conversion functionality to support business requirement with a combination of Triggers, Classes and Visual Force Pages.
- Extensively used ID, Name, and Xpath techniques for object identification.
- **Automated sharing rules** whenever there is a new change in Sales teams instead of using an Apex trigger.
- Created **Jenkins job for Auto deploy** the code using the **ant** and created jobs for running regressions.
- Deployed Apex using Force.com IDE, Force.com **Migration Tool and Web Services API**.
- Written **Escalation rules** to escalate the cases.

- Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
- Created **workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.**
- Created **Email templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
- Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created **users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions** to provide shared access among different users.
- Created **profiles and implemented Object and field level security** to hide critical information on the profile users.
- Acted as Scrum Master for the team to Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc).

**Environment:** Lightning Component, Jenkins, Salesforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Oracle 10g, Custom Objects, Custom Tabs, Email Services, AngularJs, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Oracle, Jitterbit.

06/2016 to 05/2018

**Role:** Salesforce Admin/Developer  
**Client:** Renesas

**Description:** Renesas America implemented Salesforce to support its sales representatives (Sales Reps) distributors (Disti) by providing an application that is simple and easy to use. The To -Be system is required to have reasonably faster response time. The other notable features of the application would unified data view, workflow driven activity management and strong escalation mechanism thru notifications. Through this implementation, Renesas will unify its demand creation process using com workflow process for both legacy Renesas (Red) & legacy NEC (Blue) products.

**Responsibilities:**

- Performed the roles of **Salesforce.com Developer and Admin** in the organization.
- Developed and configured various **Reports and Report Folders** for different user profiles based on the need in the organization.
- Designed, developed and deployed the **Custom objects, Entity-Relationship data model, Formulas, Custom tabs, Components, Roles, Public Groups, Permission Sets, Custom Settings, and Labels** to suit to the needs of the application.
- Created **Custom Objects and fields for transactional and contractual information.**
- Worked on **Validation Rules, Workflows, and Approval Processes, Page Layouts, Sharing rules, Profiles, Creating Roles.**
- Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
- Designed and developed **Visual Force pages** based on the business requirements.
- Defined **Lookup and master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
- Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
- Created **email templates and inbound emails** using Visual Force for clients and customers.
- Created and maintained the **documentation for Design, Migration, and Integration.**
- Involved in **deploying applications from Sandbox to Production.**
- Worked on different portals like **Self Service Portal, Partner Portal, and Customer Portal.**
- Used **Data loader** for all data **adding, updating, and deleting, exporting data.**
- **Load/Manage** the data using **Apex Data Loader and excel Connector.**
- Using **Apex Data Loader and Import Wizard** for migrating records to sources and loaded data into Call Centre application and for cleaning of data.

**Environment:** Salesforce.com platform, Force.com API, Apex, Visual force, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual force, Salesforce.com Data Loader, Security Controls, HTML, XML, CSS, Sandbox, Dashboards.

06/2014 to 08/2015

**Salesforce Consultant**  
**Telstra, Chennai, Tamil Nadu**

**Responsibilities:**

- Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Used **field level security** along with page layout to manage the **visibility and accessibility** of fields for different profiles.
- Worked on various Salesforce.com **standard objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.**
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
- Imported data from excel sheets in to **Leads, Accounts, Contacts, and Opportunities** using **Data Loader and Import Wizard.**
- Implemented **Web to Case, Email to Case functionalities** to provide better customer support to the customers.
- Involved in Level-2 support for some applications to resolve show-stoppers by working with the Dev team.
- Created the Public groups based on the access permissions.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Developed Visualforce Pages to include **extra functionality** and **wrote Apex Classes** to provide functionality to the visual pages.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created Custom profiles and assigned to the users based on their roles in the organization.
- Created various reports (summary reports, matrix reports, pie charts, dashboards) and setup report folders to authenticate users based on their profiles (permissions).

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, SOSL, SOQL, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

06/2012 to 05/2014

**JAVA DEVELOPER**  
**TECHNO SOFT, INDIA**

**Responsibilities:**

- Involved in Design, Development and Support of the application used **AGILE** methodology.
- Extensively used My Eclipse as an IDE for building, developing and integrating the application.
- Extensively used **Rally's** Agile Management tool (Rally Dev).
- Involved in the development of the application based on backend **Spring MVC** architecture.
- Utilized Spring **MVC** framework to implement design patterns like **IOC** (Dependency Injection), Spring DAO (Data access objects), Data Transfer objects, Business objects, ORM Mappings.
- Design to reuse Spring framework starting from user submitting the **HTTP** Servlet request from JSP and Dispatcher Servlet passing the request to Controller to service layer and delegating the request to DAO layer for via Facade using Business Delegator Design Pattern.
- Extensively worked with Spring DAO to handle exception for database transaction like open connections, no result, connection aborted, closing the connections etc.
- Extensively used Spring IOC architectural model to inject objects based on the selection of components like setter injection and Interface injection to manage the object references.
- Developed Data Access Layer using Hibernate and **DAO** Design Pattern.
- Worked with Design Patterns like value object, session facade and Factory.
- Developed the presentation Tier using **JSP, JSTL, XHTML, and HTML.**
- Third party credit card information accessed via SOAP Web-Services.
- Manipulated DB2 for data retrieving and storing using **ORM.**

- Developed Web Service client interface with **JAX-RPC** from WSDL files for invoking the methods using SOAP.
- Extensively worked on SOA and Web Services in Axis2.0 to get the data from third party systems.
- Provided SQL scripts and PL/SQL stored procedures for querying the database.
- Provide Maven, MS build tool for building and deploying the application.
- Building and Deployed the application in Web Logic Application Server.
- Created system architecture and design using the UML Analysis Model and Design Model.
- Developed Servlets and a JSP for performing **CRUD** operations on domain specific entities.
- Provided JUnit test cases for the application to support the Test-Driven Development (TDD).
- Check-in and Checkout of application is achieved using **CVS**.

**Environment:** Web Services, Spring, Hibernate, XML, SOA, SOAP, JAXRPC, Maven, JSP, HTML, XHTML, TDD, SQL, WSDL, RallyDev, JavaScript, myEclipse, Servlet, Web Logic 10.3.4, CVS, Maven, UML, JUnit.