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**SUMMARY:**

* Around 8 Years of IT experience that includes 6 years’ experience in Salesforce CRM Platform and 3 years of experience with Java technologies.
* Certified Salesforce Administrator and Platform Developer 1.
* Create and customize standard and custom Apps, Objects, Tabs, Fields and Relationships, Buttons, Links and Actions, Label, home page component, Page Layouts, Compact Layouts, Validation Rules, List Views, Report Types.
* High level of proficiency in creating Users, Roles, Profiles, Public Groups, Permission Set, Queues, Email, Templates, Leatherheads.
* Experience in configuring Company-Wide settings and implementing Security and Sharing Rule.
* Good experience on Custom Tabs, Custom Objects, Custom Fields, Formula Fields, Validation Rules.
* Experience in working with multiple Sandbox and deploy the configuration from Sandbox org to production.
* Used different data tools - Apex Data Loader, Excel Connector, Contact Management, Import Wizard, SFDC Data Export and Mass Delete.
* Experience in customizing Force.com UI using Visual Force and Page builder technology - Page layouts, Search Layouts, Custom links, Custom Buttons etc.
* Involved in writing Apex Triggers, Classes, SOQL, SOSL, Batch Apex, Schedule Apex.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* In depth experience in the Mapping and Migration of data to and from Salesforce.com objects and fields to external legacy systems. Experience with SOAP and REST API's.
* Proposed and implemented better coding standards, unit testing, integration testing, refactoring, and version control.
* Developed Apex classes, Controller classes and Apex Triggers on Force.com platform to customize application according to the functional needs.
* Experience in obtaining data from external systems using Salesforce Connect. Experience in Salesforce.com MVC architecture, designed and developed Salesforce customizations using Apex Classes, Triggers and Visual force pages with Standard, Custom, and Extension controllers.
* Good experience in integrating external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Prepared various test cases to test the functionality of the code in accordance with the governor's limits.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Triggers, Custom controllers, and Extensions, SOQL, SOSL, Visual Force Pages, Lightning pages, Web services, Salesforce.com Configuration and Customizations, Workflow & Approvals, Dashboards, Case Management, Campaign Management. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Maven, Force.com Data Loader, Force.com Connect for Outlook, Rally, Force.com Platform (Sandbox, and Production), GitHub (CI and CD), Jenkins Deployment, Jira. |
| **Databases** | MySQL, Oracle, Microsoft SQL Server, JDBC |
| **Languages/Technologies** | Apex, Java, Java Script, UML, HTML, SQL, CSS |
| **Packages** | MS Word, MS PowerPoint, MS Excel, MS Project, MS Visio, Google Drive, Eclipse IDE |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, Unix |

**Professional Summary:**

**State of Texas, Austin, TX Jun 2019 – Aug 2020**

**Salesforce Administrator/Developer**

**Roles and Responsibilities:**

* Created various Custom Objects and Custom Fields
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Cases, Activities, Dashboards and Reports.
* Implemented security settings, object level security, field level and record level security
* Extensively used Tab permissions, Record Type and Page Layout permissions
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Developed Case Assignment Rules, Escalation Rule, Auto Response Rules, Email to Case, Web to Case
* Created Workflow Rules, Workflow actions and time dependent actions
* Configured Validation Rules based on business requirement
* Implemented pick lists, dependent pick lists, lookup, and master detail relationships
* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Created various Reports and Dashboards based on company's requirement
* Configured and integrated Salesforce for Outlook
* Arranged weekly webinars and trained end users to use SFDC application
* Trained end users whenever a new update of Salesforce is made
* Documented Salesforce fundamentals for easy understanding and navigation for business users
* Performed mass data imports using Apex Data Loader and Informatica Tool
* Developing, implementing, and testing on the Sandbox environment
* Managed Account Team Members
* Wrote Apex Triggers to meet business requirements

**Environment:**

Salesforce, Apex Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce App Exchange.

**EOG Resources, Houston, TX Jan 2018 -May 2020**

**Salesforce Administrator/Developer**

**Roles and Responsibilities:**

* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of accounts/contacts/opportunities for deactivated users.
* Regularly audits data to uncover data integrity issues and/or opportunities for process improvement.
* Performed mass data imports using the Apex data loader and import tools as requested by CRM Manager.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow Approvals.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Worked with Pervasive Data integrator for Comprehensive data Integration.
* Deployed web to case and email to case as case creation channels.
* Modified the sharing model as required.
* Created and maintained custom fields and modifying Picklist values and field dependencies.
* Developed custom objects, reports and configured analytic snapshots for sales performance and lead generation statistics.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Imported and updated campaign data.
* Modified Lead Assignment Rules.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Managed security controls by modifying sharing settings, field accessibility, password policies, session settings and network access.
* Modified Apex Class, Apex Test Methods, Triggers and Visualforce Pages.
* Work closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
* Worked closely with sales team and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com.
* Provided training to the internal users and helped them in getting used to the application, generated reports and save them for the further access to the users.

**Environment:**

Salesforce, Informatica Tool, Apex Data Loader, Security Controls, Google Chrome, Command Links, Workflow and Approvals, Custom Objects, Picklist Values, Sales Performance Lead Generation

**Bank of New York, NY Jan 2017 – Nov 2017**

**Salesforce Administrator/Developer**

**Roles and Responsibilities:**

* Interacted with various business team members to gather and documented the requirements.
* Prepared technical documents and implemented the requirements on Salesforce.com platform.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Cases, Opportunities, and Campaigns.
* Designed, Implemented, and deployed the Custom objects, Custom Fields, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Rolled out Salesforce Chatter to all users to improve and accelerate company-wide Communication.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Set up Assignment rules, Web-to-Lead and Auto-Response rules.
* Configured validation rules based on business requirements.
* Created custom reports used Tabular, Summary and Matrix reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Applied workflow processes, workflow actions and time dependent workflow actions.
* Extensively used tools such Informatica for integration of data.
* Used Apex Data loader for bulk import and export of data.
* Configured and integrated Salesforce for Outlook.
* Customized Apex Triggers, Apex Classes, Apex Test Methods and Visualforce Pages.
* Conducted internal training sessions for business users on Salesforce technology functionalities, especially with respect to reports and dashboards.

**Environment:**

Salesforce, Apex Data Loader, Salesforce for Outlook, Email to case, Web to lead.

**Country financial, Bloomington, IL Jan 2016 – Dec 2016**

**Salesforce Administrator/Developer**

**Roles and Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Data migration to Salesforce using Data Loader.
* Queried Salesforce database using SOQL SOSL queries using work bench.
* Involved in analysis of functional and technical requirements created the custom objects, formula fields, lookup, and master-detail relationships.
* Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
* Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as a sales tool.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy and created public groups.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Configured multiple Outlook settings for various users and perform field mapping and matching criteria and other advanced settings based on the requirements.
* Worked on making minor enhancements to SFDC application required by business users from time to time.
* Worked with developers to modify Visualforce Pages, Apex Classes, Apex Test Methods and Triggers.
* Involved in SFDC application support for business users.
* Advised the sales and support team on efficient utilizing of Salesforce.
* Analyzed different business reports and guided the team on deployment and customization of those reports in Salesforce.

**Environment:**

SalesForce.com Platform, Workflow Rules, SOQL, SOSL, Data Loader, Import Wizard.

**Span Infotech, Bangalore, KA Apr 2013 – Nov 2014**

**Role: . Java Developer**

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles framework, Struts, and UML.
* Used Ajax in one of the modules to do asynchronous changes to the pages.
* Worked with struts front-end utilizing the struts tiles framework and the struts validation framework to implement the GUI Interface.
* Developed client request validations and processing using JavaScript.
* Involved in writing the Stateless Session Beans.
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool.
* Used JNDI realms to authenticate users in a web application.
* Solely responsible for writing the automation tool in java for manipulating the dates.
* Used JSTL in struts based JSPs.
* Worked with Cascading Style Sheets (CSS).
* Involved in writing Unit test scripts to check the functionality of the middle tier and aid in debugging phases.
* Worked on XML conversions and validations.

**Environment:** Java 1.4 SDK, java Script, JSP 2.0, AJAX, XML, JSTL, JNDI, EJB 2.0, UML, Web sphere, Struts, CSS, Apache Ant 1.6.2, Eclipse, Log4J, hibernate.