**Professional Summary:**

* 5+ years of experience in Salesforce.com CRM Platform, Apex technologies, Sales Cloud, Service Cloud, Marketing cloud.
* Experience in working with Eclipse IDE with Force.com Plug-in and Mavens Mate environment for writing Business logic in Apex Programming Language.
* Extensive experience in both SFDC Administrative and Development.
* Expertise in building lightning components using aura framework, creating Visualforce pages.
* Experience on communities and classic to lightning migration.
* Experience using salesforce Lightning UI, lightning app builder, Lightning component framework, Lightning process builder.
* Used GIT Hub to merge the configurational code changes properly, and make sure that necessary Sandboxes are not out of sync, prior to deployment.
* Experience in the Product data management for controlling and tracking the records.
* Experience with Apttus CPQ to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Proficient in data migration and integration using tools like Informatica on Demand, Data Loader, MuleSoft and Force.com migration Tool.
* Experience in designing skills with E-R Diagram and UML Diagrams.
* Working experience on tools like fisheye for reviewing the code, sensei for sprint retrospection and planning poker for estimating the story points.
* Created team specific agile process flow in JIRA to move tasks from one activity to another.
* Experience in using JIRA for issue tracking issues
* Extensive experience in developing enterprise applications using Java technologies such as JSP, Servlets, Spring MVC, XML, JDBC and CSS.
* Good exposure to RDBMS, SQL and PL/SQL, writing SQL scripts for efficient report generation.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com.
* Great involvement in creating salesforce Lightning Apps, Components, Controllers and Events.
* Altered existing Visualforce to adjust to salesforce new Lightning UI encounter.
* Knowledge & experience working in teams implementing Agile Methodologies.

**Professional Background:**

**Salesforce Developer/Administrator**

Morgan Stanley, Montreal, QC Sept 2019 - Present

**Responsibilities**:

* Maintain Communication between multiple divisions within WK (Wolters Kluwer Health) and Responsible for streamlining system configurations for all WK divisions
* Specify and design solutions across business areas or systems.
* Analyzes Salesforce configuration and make recommendations on best practices and process improvements.
* Work with Demand Tools for data loads, exports, marketing list bounces and monthly audits.
* Create and maintain all development code in SFDC including APEX, Visual Force, JAVA, CCS, and HTML.
* Evaluate and undertake impact analyses on major design options and assess associated risks.
* Ensure that the system design balances functional, service quality, security, and systems management requirements.
* Capture project scope and achieve agreement on deliverables and completion dates in partnership with various stakeholders.
* Design and Maintain Integration with desk.com, Hub Spot and NetSuite, JIRA, LinkPoint360.
* Implemented JIT (Just in Time Provisioning) for the entire application as Single Sign-on Module.
* Implemented the Job Close Functionality through various validations, callouts and data
* exchange process through local services.
* WWSPS, Connected Diagnostics and Many more to CSS (Cummins Service System) using REST and SOAP web services.
* Designed and developed Validation Rules to maintain data quantity and data consistency.
* Supported in onboarding new locations through Account Creations, Role mapping and group
* access across the world (Australia, Mexico, Spain, France & Canada).
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Customizing the Apttus product Configurator and quote application according to business needs
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages.Wrote Test Scripts for various scenarios.
* Used CSS, HTML tags, media queries, calling a static resource on to the Visualforce page and many more for a grandeur application.
* Implemented Notes functionality, where in a user can edit and create his notes but can't edit the other user notes, inside a custom defined popup.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Implemented the bold functionality, which is like that of Gmail Inbox, where in the job turns bold
* Management, sharing rules, and security controls.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com
* Implemented Salesforce.com customizations and drove user acceptance testing (UAT).

**Environment**: Salesforce.com platform, Service Cloud, Sales Cloud, Apex Language, Visual force, Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Salesforce Developer/Administrator**

NTT Data, Toronto, Canada Sept 2017 – August 2019

**Responsibilities**:

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Involved in identifying, planning new Salesforce.com features and functions new screens, workflow, force.com objects, and reports in response to business needs.
* Worked with Data loader for loading the attachments into salesforce.com.
* Analyzed, converted business workflows to Salesforce workflows and assigned workflow alerts.
* Used SOSL/SOQL to extract data from the platform database.
* Created various Reports summary reports, matrix reports, pie charts, dashboards and graphics and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various reports for different user profiles based on the needs of the organization.
* Created sliders, custom buttons, and auto-grow text areas and imported HTML editor into Visual Force pages.
* Involved in working with CSS and Java Scripting while designing the Visual Force Pages.
* Created and used Email templates in HTML and Visual force.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created Tabular, Summary, Matrix and Joined Reports using standard and custom Report Types.
* Add/Build/Configure/Maintain all aspects of Salesforce instance in Sandbox and Production.
* Used the sandbox for testing and performed User acceptance testing.

**Environment**: Salesforce.com Platform, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript, Workflows, Approvals, Reports, Dashboards, Email Services, Custom-Objects, SOQL, SOSL, Integration, Force.com Sandbox and production, Force.com IDE.

**Salesforce Developer**

Infosys, Hyderabad, Telangana August 2015 to August 2017

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various salesforce.com objects like Accounts, Contacts, Cases, Activities, Reports and Dashboards.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
* Developed Custom Objects, Custom Reports for the sales performance and lead generation statistics.
* Define and implement improvements to business process and ad-hoc projects in the face of ever-changing marketplace and consumers.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Developed workflows, assignment rules, escalation rules, case teams, Custom Metadata, custom settings and other inbuilt functionality.
* Created and used Email templates in HTML and Visualforce.
* Conduct meetings and facilitate collaborative discussions for requirement changes and new functionality needs.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Bulk API HTML, Java Script, Changesets, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOQL and SOSL

**Educational Background:**

Electronics and Communication Engineering,

Jawaharlal Nehru Technological University, Hyderabad, Telangana

**Technical Skills:**

Programming Languages Java, APEX, HTML, SOAP DHTML/JavaScript, XML and XSL/XSLT

Salesforce.com Technologies Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex

Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers), Apttus CPQ

Salesforce Tools Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Custom Metadata Types, Dynamic Visualforce pages, Force.com Platform (Sandbox, and Production).

Web Technologies/Tools HTML, XHTML, DHTML, XML, XSLT, CSS, AJAX, JSON, Web services

Scripting Languages JavaScript, ANT, UNIX shell scripts, and AJAX.

Databases MySQL, Oracle 9i, MS SQL Server 2000/7.0/6.5, MS Access 7.0

Version Control Tools VSS, CVS, GIT, Jive

Protocols HTTP, HTTPS, FTP, TCP/IP, SOAP, REST