**EXPERIENCE SUMMARY:**

* Subject Matter Expert in Administration & Development of Salesforce CRM
* Experienced in Sales Cloud, Service Cloud, Marketing Cloud, Commerce Cloud, and Cloud craze
* Have performed timely delivery of technology and software solutions for the organizations
* Have provided designing alternatives and best practices by contributing in design sessions
* Well versed in Data integration via APIs
* Implemented security and sharing rules at object, field, and record level for different users at different levels within an organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on the design of custom objects, custom tabs, custom fields, custom button, email services, custom settings, custom reports, and report folders, report extractions to various formats, design of visual force pages, dashboards and various other components as per the client and application requirements.
* Created the validation rules, approval process, and work-flows for automated lead routing, lead escalation and email alerts.
* Hands on experience of configuring Cloud craze components
* Experienced in Catalogue configuration, Storefront Configuration, Product Configuration, Cart and wish list configuration.
* Hands on experience on implementing constraint rules, price matrix and Price rule sets, promotions, localization etc.
* Designed various webpages in visual force for functional needs within Salesforce.
* Designed and developed apex triggers for various functional needs in the application.
* Involved in unit testing and test coverage for triggers.
* Worked on HTML, JavaScript, Ajax, and JSON.
* Experienced in importing and exporting data in salesforce.com from legacy system via data loader.
* Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
* Proficient in writing SOQL queries
* Proficient with Agile Methodology
* Worked on JIRA and Confluence, by working closely with the Scrum Masters, and attending Scrum sessions
* Implemented quality assurance best practices
* Developed and optimized business processes
* Coordinated with the business to understand the business and structure and resolve the issues.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Work with Asset Management marketing team, internal staff and production team to plan and execute development cycle

**EDUCATION:**

* Bachelors of Engineering, Computer Science from Punjab UNIVERSITY, India
* Masters in Information Technology, University of Illinois

**TECHNICAL SKILLS:**

**Languages:**  APEX, C#

**Web Technologies:** Visual force, JavaScript, HTML, CSS

**RDBMS:** SOQL

**CRM Technologies:** SalesForce.com

**Force.com Tools/Editors:** Apex Data Loader, Force.com IDE, Workbench

**EMPLOYMENT:**

Client : Provident Bank, **Antonito , CO**

Role: Sr. Salesforce Developer/Consultant

Duration: June 2019 – Current

Technologies: Apex, Visualforce, Lightning

**Roles & Responsibilities:**

Performed integration from third party system both ways, getting the data and moving the data to Salesforce

Worked with REST APIs and integration with external system

Worked on Javascript remoting along with HTML pages with Lightning design system

Worked on SOQL and SOSL queries

Worked on Visualforce pages for searching the data within Salesforce

Worked on refactoring of the old code and making it fall into best practices

Designed a particular framework to record the errors within Salesforce

Participated and lead the client discussions and client working sessions

Hands on experience of configuring Cloud craze components

Experienced in Catalogue configuration, Storefront Configuration, Product Configuration, Cart and wish list configuration.

Hands on experience on implementing constraint rules, price matrix and Price rule sets, promotions, localization etc.

Used lightning design systems to make Visualforce pages as per the lightning UI

Created lightning component for Docusgin for electronic sending of the document

Worked on Intelij, illuminated cloud, Gitlab for Version control, Backup, and moving of the data from different sandboxes and orgs

Worked on communities to expose Omniscripts via guest site profile

Setup live agent and omnichannel for case tracking

Created and managed Apex Classes, Triggers, Web Hooks, and Visualforce pages

Worked on JIRA and Confluence, by working closely with the Scrum Masters and attending the Scrum sessions

Coordinated with the business to understand the business and structure and resolve the issues.

Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.

Work with Asset Management marketing team, internal staff and production team to plan and execute development cycle.

Client: Orbitz Travel, **Antonito , CO**

Role: Salesforce Consultant

Duration: March 2018 to April 2019

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

Performed integration applying REST/SOAP APIs between PeopleSoft and SalesForce.

Created Apex Classes, Test Classes

Unit testing and test coverage for triggers.

Created workflow rules and custom approval process through code, tasks, and email alerts to suit the needs of the application.

Created email services to approve or reject the deal.

Creation of custom fields, objects, and process builder

Worked on Javascript remoting along with HTML pages with Lightning design system

Worked on SOQL and SOSL querries

Worked on Visualforce pages for searching the data within Salesforce

Client: Bank of Midwest, **Antonito , CO**

Role: Developer/Admin

Duration: Dec 2016 to Feb 2018

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

Analyzed requirements and was involved in the development for all modules.

Interacted with the client to gather requirements.

Worked on Governor Limits to maintain the code and data quality

Customized different page layouts and assigned them for different profile users.

Created workflow rules and custom approval process through code, tasks, and email alerts to suit the needs of the application.

Created email services to approve or reject the deal.

Scheduled the reports and dashboards for management and department heads based on the requirement.

Designed and developed Apex program, Apex triggers for various functional needs in the application.

Unit testing and test coverage for triggers.

Performed integration applying REST/SOAP APIs between PeopleSoft and SalesForce.

Used third party tools such as Informatica, Jitterbit.

Client: **Wells Fargo Bank** – **San Francisco,CA**

Role: Salesforce Developer

Duration: June 2016 to November 2016

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

Analyzed requirements and w involved in the development for all the modules.

Interacted with the client to gather requirements.

Customized different page layouts and assigned them for different profile users.

Creating workflow rules, standard approval process, tasks, and email alerts to suit the needs of the application.

Email templates.

Created email services to approve or reject the deal through email.

Scheduled the reports and dashboards for management and department heads based on the requirement.

Designed and developed Apex program, Apex triggers for various functional needs in the application.

Unit testing and test coverage for triggers.

Client: **Capitol Music Group** – **Los Angeles, CA**

Role: Salesforce Developer

Duration: June 2015 to May 2016

Technologies: Apex, Visual Force, JavaScript, Html

CRM: SalesForce.com

**Roles & Responsibilities:**

Analyzed requirements and involved in the development of all modules

Interacted with the clients to gather requirements

Customized different page layouts and assigned them to different profile users

Customized tabs among different business user groups and centers

Created workflow rules, tasks, email alerts, and components to suit the needs of the application

Schedule reports and dashboards for management and department heads.

Conducted all data migration using the salesforce.com import tool. Migrated data from MS Excel / CSV files to SFDC using Apex Data Loader.

Designed and developed Apex programming and Apex triggers for various functional needs in the application.

Designed various WebPages in Visual Force for functional needs within Salesforce.

Involved in unit testing and test coverage for triggers

Client: **Farmington Bank, Hartford CT**  
           Role: Developer/Admin.

Duration: Feb 2014 to May 2015      
 Technologies: Apex, Visual Force  
 CRM: SalesForce.com

**Roles & Responsibilities:**

* Understanding the Business requirements and functional specification documents
* Requirements gathering and data collection from various clients
* Customization of the organization profile and creation of custom objects, custom fields, and formula fields as per the requirement
* Creation of page layout for custom object as well as standard objects for respected profiles
* Evaluated data entry and import processes to ensure proper data quality standards along with Apex Data Loader
* Worked closely with management and other department heads to accomplish requested deliverables using Salesforce.com CRM application
* Maintained, enhanced, and created workflows and validation rules
* Interacted with the end users for testing of the application
* Configured and set-up relationships between various objects
* Created the package for copying the data from one instance to another instance
* Build enhanced dashboards in SFDC
* Created the sites and implemented the site on browsers and public site settings