**PROFESSIONAL SUMMARY:**

* Over**11 + years** of IT experience with 5years as a **Salesforce.com Platform Developer**and excellent experience as **Salesforce Administrator**as well.
* Experience in working across various SFDC implementations covering full life cycle of **SalesCloud, ServiceCloud, Community Cloud**and **Health Cloud**.
* Proficient in developing Apex classes, Controller, Asynchronous Methods, Apex Triggers on Force.com platform to customize application according to the functional needs.
* Experience in Software Development Life Cycle (**SDLC**) with various methodologies like **Waterfall** and **Agile (Scrum).**
* Good experience of web technologies like **HTML, HTML5,XML, CSS, JavaScript**.
* Integrated Salesforce application with external systems using **Web Services**using SOAP WSDL and REST API’s.
* Enhancements, testing, deployment and maintenance of enterprise applications.
* Good experience in developing **Salesforce Lightning Apps,Aura Components, Controllers and Events**.
* Involved in various projects in end-to-end implementations with multiple roles as an **Administrator, Business Analyst**and **Developer.**
* Experience in migrating code from sandbox to production using Change Sets, Visual Studio Code and **Copado**.
* Ability to handle full workload and meet proposed deadlines.
* Experienced in **producing business requirement documents, functional requirement documents**, and **use case specifications** from sessions and discussions.
* Experience in creating **Custom Objects, Tabs, Fields, Custom settings, Custom Metadata, Formula fields, Validation rules, Reports, Workflows, Approval processes** and **Process Builder for automated alerts, field** updates and Email generation according to the application requirements.
* Experience in designing of **Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders**, Report Extractions to various formats, **Snapshots** and **Dashboards**.
* Business Analysis experience in web-based, and client-server applications deployment. Primarily in the CRM and Health& Welfare industries.
* Experience in Providing Training and Documentation on Salesforce Apps to the end users.
* Implemented **Security** and **sharing rules** at Object, Field and Record levels for different users in the organization.
* Experienced in **data migration** from **ACT, Excel, MS outlook** and **Legacy Systems** using various data migration tools like **Data loader, Import/Export wizard**.

**CERTIFICATIONS:**

* Salesforce Certified Platform DeveloperI & II
* Salesforce Certified Admin 201

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **SalesforceTechnologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Controls, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform, Git and git hub, Copado |
| **Databases** | MS SQL Server |
| **Computer Skills** | SQL, PL/SQL, Advance Excel (Data functions, Pivot tables, V Lookups etc.), Access. |
| **Languages** | Apex, Java Script, Action Script, UML, HTML, XML, XHTML, DHTML, SQL, VB Script |
| **Documentation Tools** | MS Office, MS Visio Pro. |
| **Operating Systems** | Windows, Windows Server 2000/2003/2008, UNIX, Windows 7. |

**PROFESSIONAL EXPERIENCE:**

**Prospero Health, MinnesotaOct 2021 – till date**

**Senior SalesforceAnalyst**

**Responsibilities:**

* Developed Project from the scratch
* Used Agile methodology.
* Used Azure DevOps Portal.
* Worked on sales cloud by customizing the Sales console cloud.
* Created Flows, Process builders and Workflows.
* **Created Custom objects, Page layouts, Custom tabs,** and Aura Components.
* Deployment experience using **Copado** and Changesets.
* Migrated data from Traditional Applications to Salesforce using **Import Wizard, Workbench** and **Data Loader Utility**.
* Developed **Apex Classes, Apex Triggers, Apex Controllers** (standard, custom and extension), **schedulable Apex classes**, and **Batch Apex** to meet various functional needs in the application and schema builder for development.
* Performed **unit testing, integration testing, bulk testing, staging** and User Acceptance Test in full copy Sandbox.

**Project Description:** The project is related to Prospero Health where they want healthcare staff to manage their patients with their health plan.

**Environment:**Salesforce platform, Sales/health cloud, Apex, Component Controllers, Data Loader, HTML, Security Controls, Copado.

**Siemens, Washington, DCMar 2021 – Oct 2021**

**Salesforce Sales Cloud Developer**

**Responsibilities:**

* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and **SDLC** methodology.
* Used Agile methodology.
* Worked on Production **Change Requests**.
* Worked on **Sales cloud** to extend the features of the SAP CRM, by making the best use of built-in templates provided by the Sales Cloud and build an interactive site for the business users.
* **Created Custom objects, Page layouts, Custom tabs** and Aura Components.
* Deployment experience using **Copado**, change sets and Visual Studio.
* Migrated data from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Developed **Apex Classes, Apex Triggers, Apex Controllers** (standard, custom and extension), **schedulable Apex classes**, and **Batch Apex** to meet various functional needs in the application and schema builder for development.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Performed **unit testing, integration testing, bulk testing, staging** and User Acceptance Test in full copy Sandbox.

**Project Description:** The Project is the migration of SAP CRM to Salesforce Lightning. Major Objects worked where Accounts, Opportunity, Opportunity Products, Territory Management and Reporting.

**Environment:**Salesforce platform, Service cloud, Apex, Salesforce communities, Sales Cloud, Community Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Security Controls, Copado.

**Costco Wholesale, Issaquah, WA Oct 2019 – Feb 2021**

**Sr Salesforce Developer**

**Responsibilities:**

* Worked on Salesforce-to-Salesforce Connections.
* Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and **SDLC** methodology.
* Worked on **Agile** methodology.
* Implemented **Community cloud** to extend the features of the CRM, by making the best use of built-in templates provided by the Community Cloud and build an interactive site for the business users.
* Worked on **Service cloud**.
* **Custom objects, Page layouts, Custom tabs** and Components.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Deployment experience using Force.com IDE and change sets as well as hands on Sandbox management experience.
* Developed **Visual force Pages, Apex Classes, Apex Triggers, Apex Controllers** (standard, custom and extension), **schedulable Apex classes**, and **Batch Apex** to meet various functional needs in the application and schema builder for development.

**Project Description:**Business had the requirement to Transfer their data from one Org to another. The solutioning was given to build this through S2S connections. This capability exists only in Classic and was successfully implemented to build the sandbox-to-sandbox connection. Major objects worked where Accounts, Opportunity, and Opportunity Products.

**Environment:**Salesforce platform, Service cloud, Apex, Salesforce communities, Sales Cloud, Community Cloud, Marketing Cloud, Visual Force Pages, ComponentControllers, Data Loader.

**Zenith Insurance, Los Angeles, CANov 2018 – Sep 2019**

**SalesforceDeveloper**

**Responsibilities:**

* Designed, developed, and deployed **Apex Classes** and **Test classes**, **Controller Classes** and **Apex Triggers, validation rules** for various functional needs in the application.
* Proficient in business process engineering and software development full life cycle includes requirements gathering, analysis, design, development, testing, and deployment of Sales Cloud application.
* Developed **Apex triggers, Apex classes** and test classes working around the governor limits.
* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created **workflow rules** and **defined related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Organized email templates and inbound emails using **Visual force** for the clients and customers.
* Composed various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, and Renewal Forecasting.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Used community cloud to build deeper relationship with customers to provide better service and assistance.
* Developed various **Batch Apex classes** and scheduled those **using Apex Schedulable classes** on daily basis.
* Involved in various activities of the project, like information gathering, analyzing the information, and documenting the functional and non-functional requirements.
* Provided support to ongoing salesforce.com maintenance and administration services.
* Including periodic **data cleansing, custom objects, workflow** and **Triggers**.
* Used Dashboards to keep in track the percentage of sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:**Saleforce.com platform, Apex, Visual force, Controller extensions, Data Loader, HTML, Workflow &amp; Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Cast Iron, Sandbox data loading, Windows XP, Eclipse IDE Plug-in, Sandbox Test.

**Cognizant Technologies Solutions, India June 2013 – Nov 2014**

**Salesforce Business Analyst/ Administrator**

**Responsibilities:**

* Involved in **Business requirement meetings** like gathering information for IT team and analyzing the information provided by Business.
* Created and managed users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards** and **Reports**.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from CSV files.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Defining **Custom Formulas** and **creating Validation Rules** to suit the needs of the data model and ensure data quality.
* Prepared various test cases to test the functionality of the code in accordance to the **governor’s limits**.
* Involved in documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.

**Environment:**Salesforce.com platform, Apex Script, Visual Force Pages, Controllers, CSS, Workflow Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, HTML, Java Script, Reports, Dashboards.

**Xerox Corporation, India Oct 2011 – June 2013**

**System Development Analyst**

**Responsibilities:**

* Engage client to gather requirements/business rules and ensure alignment with development teams
* Translator stakeholder requirement into different tangible deliverables such as functional specification, user cases, user stories, workflow/process diagram, data flow/data model diagrams
* Evaluate risk related to requirements implementation, testing processes, project communications
* Draft and maintain business requirements and align them with functional and technical requirements.
* Monitoring defects and interacting with business & developers in order to fix during UAT
* Involved in writing stories and getting approval with business and worked with Product owners to get it prioritize during backlog grooming

**Environment:**Workstream tool, VB 6.0, C# Win Forms, XML, Oracle 10g, HPQC, SharePoint, MS Visio, Agile.

**Aon Hewitt, India Mar 2010 – Dec 2010Software Engineer**

**Responsibilities:**

* Engaged client to gather software requirements/business rules and ensured alignment with development teams.
* Communicated client’s business requirements by constructing easy- to-understand data and process models.
* Drafted and maintained business requirements and aligned them with functional and technical requirements.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Guided and mentored team members with process and creating of test cases and logging defects.
* Translated stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
* Evaluate risks related to requirements implementation, testing processes, project communications, and trainings.
* Identified and reconciled the errors in client data to ensure accurate business requirements.

**Environment:**C# Win Forms, WCF Web Services, XML, Oracle 10g, HPQC, SharePoint, MS Visio, SDLC

**Adroitec Technologies, India Sep 2007 – Feb 2010Software Engineer**

**Responsibilities:**

* Responsibilities include gathering business requirements
* Hands on experience with Business-to-Business applications (B2B).
* Expertise business analyst in software deliverables including requirements elicitation, creating business requirements documentation (BRD) and functional requirements documentation (FRD).
* Created reports and Dashboards utilizing Excel.
* Used Microsoft Visio for Business Process Modelling and Data flow diagrams.
* Worked on AutoCAD and PDMS (Plant Design Management System) to integration with .Net Application thorough API to created 2D/3D electrical drawings
* Worked on AutoCAD and PDMS (Plant Design Management System) to develop Engineering drawings

**Environment:**VB.Net, Win Forms, Crystal Reports, PML-PDMS, AutoCAD VB.Net API, SQL Server 2005, HPQC, SharePoint, MS Visio, SDLC

**Client:SR Infotech, India Aug 2006 – Aug 2007**

**Role: Software Engineer**

**Responsibilities:**

* Involved in requirement gathering, code development, unit testing and maintaining project artifacts
* Worked to develop Win32 application in VB.Net and SQL Server 2005
* Developed and designed windows forms and crystal reports
* Created Stored Procedures, Views and Triggers and Joins to manipulate the data.
* Used ADO.Net to carry out DB operations from .Net application

**Environment:**VB.Net Win forms, XML, Crystal Reports and SQL Server 2000