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**Professional Summary**

* Having **9.5** years of experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in SalesForce.com technologies.
* Having **8** years of experience as a Salesforce.com Certified Developer – DEV401, ADMIN 201.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Experience in SFDC Configurations/Customizations - as Administrator and Developer.
* Experience in developing User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers, etc.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales and Service Clouds.
* Hands on experience on creating custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Experience on implementing Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, and working with Force.com IDE.
* Have good experience in Trigger, Test Methods, and writing SOQL and SOSL queries.
* Have good understanding and knowledge of the functionality of Web Services for SOAP API and REST API.
* Experience on translating business process into Custom Objects and creating Look-up relationships and Master-detail relationships.
* Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Changeset migration code and configuration from the Dev sandbox to Production.
* Worked on salesforce lightning modules and Aura components.

Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.

**Education**

* **M.C.A** from JNT University, Hyderabad with **65%** aggregate in 2009.

**Certifications**

* Dev. 401 certified developer Certification Number: 1298090
* Saleforce.com Certified Administrator Certification Number :1798487
* Saleforce.com Certified service cloud consultant Certification Number:9803927
* Salesforce.com Certified Platform Developer I Certification Number:16669959
* Salesforce.com Certified sales cloud consultant Certification Number:16956387

**VISAS**

* USA B1/B2 visa.

**Software Skills**

CRM : Sales force, Force.com

Programming Languages : APEX, C#.Net, Asp.net

Web Technologies : Visual Force, HTML, Java Script, CSS

IDE Environments : Apex Data Loader, Force.com

Databases : Soql,Sosl

Operating System : Windows 7, 8

**Professional Experience:**

* Working as a IT Analyst in **Tata Consultancy Services** from Aug 2015 to Till Date.
* Worked as Sr.Software Engineer in **Vertex** **Computer Systems**. from March, 2012 to Aug7th 2015.
* Worked as Software Engineer in Visual It Solutions. from Jan, 2011 to March 2012.

**PROJECTS:**

**Project#1:**

**Project Title** : Neustar Communicatios

**Client**  : Neustar

**Team Size** : 5

**Role**  : Team member/ Sales force Developer/

**Duration** : Oct 2019 to Till Date.

**Environment** : SalesForce.com, Apex, HTML, SOQL, Visual Force,Lightning,

Force IDE,

**Description:**

Neustar is currently using Salesforce Cloud for their Front-Office operations. TCS is strategic partner for its maintenance and patch application

**Responsibilities:**

* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods ,Work flows and process Builders.
* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Worked on lightning components and applications
* Worked on Jira ticketing Tool and Involved App exchange Package Installations.
* Requirement gathering and creation of Jira tickets
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on client location at Sterling, VA.
* Worked on CPQ and Conga solutions
* Successfully Delivered Console Live Agent with End to End Implementations.

**Project#2:**

**Project Title** : Pandora

**Client**  : Pandora

**Team Size** : 2

**Role**  : Team member/ Sales force Developer/ Admin

**Duration** : Jan 2018 to Till Date.

**Environment** : SalesForce.com, Apex, HTML, SOQL, Visual Force,

Force IDE,

**Description:**

Pandora Radio (also known as Pandora Internet Radio or simply Pandora) is a music streaming and automated music recommendation internet radio service. The revenue is generated through advertisements.

My role is to provide application support to the salesperson and end users. It involves enhancement as well as support.

**Responsibilities:**

* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods ,Work flows and process Builders.
* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Worked on lightning components and applications
* Worked on Jira ticketing Tool and Involved App exchange Package Installations.
* Requirement gathering and creation of Jira tickets
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on client location at Mexico

**Project#2:**

**Project Title** : Ardent Mills

**Client**  : Ardent Mills

**Team Size** : 1

**Role**  : Team member/ Sales force Developer/ Admin

**Duration** : Aug 2016 to Till Date.

**Environment** : SalesForce.com, Apex, HTML, SOQL, Visual Force,

Force IDE, Marketing cloud.

**Description:**

Ardent Mills offers the industry’s broadest range of flours, mixes, blends and specialty products, customized to meet business needs backed by technical support, customer service and supply assurance of a coast-coast network of 40 community mills, three bakery center and a special mill.

**Responsibilities:**

* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods and Work flows.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Pick list fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick list field.

**Project#3:**

**Project Title** : Pavilion Club car

**Client**  : Ingersoll Rand (IR)

**Team Size** : 5

**Role**  : Team member/ Sales force Developer/ Admin

**Duration** : Aug 2015 to Aug 2016.

**Environment** : SalesForce.com, Apex, HTML, SOQL, Visual Force, Force IDE**.**

**Description:**

Pavilion Club car site you can handle important business functions, like reviewing open orders and submitting DSI or warranty claims. You can also view marketing promotions, access bulletins and get information on your orders, your account, custom solutions and Parts Ordering and more.

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modelling of the application and ensured that they are within the Sales force governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.
* Created sites and implemented bootstrap data tables with responsive UI.
* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Deploy using Force.com IDE tool, Change sets and Eclipse for sandbox to production environments.
* Created technical design document and functional design documents as per business requirement.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist field.

**Project#4:**

**Project Title** : B-Sure(AppExchange)

**Client**  : Nestle, Berry

**Team Size** : 4

**Role**  : Team member/ Salesforce Developer/ Admin

**Duration** : June 2014 to Aug 2015.

**Environment** : SalesForce.com, Apex, HTML, SOQL, Visual Force, Force IDE.

**Description:**

B-Sure will allow a company to “be sure” about the business relationships that are formed with their customers and/or suppliers. The product automates the workflow, documents, security and reviews associated with the credit and risk analysis of customers and suppliers. B-Sure product helps its Analyst’s manage the information and review process for both Suppliers and Customers.

Some of the application features are:

• Manage Credit Team assign ment, Non Credit team assignment for both Suppliers and Customers

• Store information for each supplier

• Keep history of all reviews, spends, communications

• Automated work process to receive reminders and updates from the application

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.
* As a part of Administrative tasks Created custom objects, custom Fields, Validation Rules, and formula fields.
* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Deploy using Force.com IDE tool, Change sets and Eclipse for sandbox to production environments.
* Created technical design document and functional design documents as per business requirement.
* Developed integrations to integrate data from Salesforce.com using SOAP APIs and REST APIs.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like PicklistFields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist field

**Project#5:**

**Project Title** : TIE

**Client**  : P&G,Amazon,Walmart

**Team Size** : 6

**Role** : Team member/ Salesforce Developer/ Admin

**Duration** : Sep 2012 to June 2014

**Environment** : SalesForce.com, Apex, HTML, XML, SOQL, Visual Force, Force IDE.

**Description:**

The TIE for Amazon system is an application which handles two primary processes that take care of Item creation, pricing maintenance. The need to digitize these processes was felt because of the need to take corrective measures against Order failures which was a considerable loss to business.

Since Amazon forms a substantial part of P&G orders, this was thoroughly highlighted and this set the wheels rolling for a system called as TIE for Amazon which currently handles this disconnect for Amazon. TIE accomplishes this by creating items correctly in Amazon’s item file, maintaining correct pricing and ensuring that items and orders are deployed to Amazon’s within the limitations of OSB tables. Thus, the application takes care of propagation of data about a Brand or item to the Amazon system of records and maintains the same so that orders from Amazon do not fail in the Order Management system because of incorrect data like improper codes or pricing mismatch

**Responsibilities:**

* Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Deploy using Force.com IDE tool, Change sets and Eclipse for sandbox to production environments.
* Created technical design document and functional design documents as per business requirement.
* Developed integrations to integrate data from Salesforce.com using SOAP APIs.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist field
* Created custom fields on account and Opportunity to suite customer requirements
* Custom object Brand, Product items, Plan Product items, Opportunity Product items, Deal sheet and deal details are created to capture the data required for the application..
* Triggers are designed to auto populate fields when new plan is clicked on the opportunity related list and when new deal sheet is clicked from the plan.
* Customized buttons are designed to copy values from one page to other and to pass object id to map lookup fields.
* Import functionality implemented using apex classes using file. Parsing the data and inserting into the required object
* Designing edit all functionality for custom objects.
* Customized page to add detail details for individual product item in the organization.
* Customized page layouts for Opportunity, Account depending upon user roles, and groups.
* Implemented customized record types for different user.
* Responsible for creation of users, roles, profiles and defined object and field level security.