**NIKHIL RAJA SANGAM (Certified Salesforce Developer)**

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**PROFESSIONAL SUMMARY:**

* Over **9 Years** of IT experience that includes over **5 years** of experience in **Salesforce.com CRM Platform and Apex technologies and** around **4 years** of experience with **Java/J2EE**.

Experience in working with Salesforce developer toolkit (Apex, Visualforce, force.com IDE, SOQL and Webservices/ Metadata API).

* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions and lightning components.**
* Built Customized Lightning components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Involved in building Lightning Web Components Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Created multiple **Lightning Web Components**, added CSS and Design Parameters from LDS (Lightning Design System) that makes the **Lightning component** look and feel better.
* Worked in developing various **lightning web components, events,** and A**pplications**
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning web components (Aura and LWC).
* Extensively worked on the lightning web components (LWC).
* Worked on Service console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Migrating aura components to Lightning Web Components.
* Developed single lightning page Lightning Web Components using publish-subscribe pattern to communicate between components.
* Created **Lightning** components of the Case Record Page (Email templates, Case close templates, Compact Views).
* Developed **Lightning** Component Framework and built **Lightning** component using aura framework.
* **Lightning** components and design Parameters from **lightning** Design systems (LDS) Customized **lightning Components** were built using JavaScript on the client side and apex on server side.
* Used refined global search in **Lightning, by** developing Apex classes and Controllers. Experienced using a Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Worked on Lightning for sales cloud service on Leads, Task, Activities.
* Developed lightning components framework and some tools for developer’s males it easier to build responsive applications for the force.com platform.
* Developed **Lightning App Builder** can help you build responsive apps that display on any device, as well as custom pages for Lightning Experience.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Gained basic knowledge on **Lightning App Builder** to develop apps visually, without code using **Custom-Built Lightning Components.**
* Strong experience in defining and managing **custom Objects, creating page layouts,** developing field validations**,** campaign Management**,** formulas and workflow rules **using Salesforce.com and Eclipse IDE for Salesforce.**
* Extensive work experience on designing of **custom fields, role-based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experience working with **Salesforce.com Sandbox** and **Production** environments.
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Experience in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows,** and **Approval Processes** for automated **alerts, field updates**, and **Email** generation according to application requirements.
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as **JSP, Servlets**, **Tiles**, **Struts, Spring, XML, XSL, HTML, JavaScript, JDBC** and **CSS**.
* Good exposure to RDBMS, SQL, and **PL/SQL**, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to **UAT (User Acceptance** Testing).

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers), Field service lightning. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |
| **Platforms** | UNIX and Windows (NT/2000/XP/Vista/7) |

**Education Qualifications: -**

* Masters – Computer Science from Eastern Illinois University
* Bachelors – EEE from JNTU-H University

**Certification: -**

* Certified Salesforce Administrator
* Certified Salesforce platform Developer-1

**PROFESSIONAL EXPERIENCE:**

**Client: Walmart Reston, Virginia. Mar2020 to till date**

**Role: Salesforce Lightning Developer.**

**Responsibilities:**

* Involved and interacted with various business sales for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Used **JIRA** tool to log defects, groom stories and PI planning.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Directed design & development of integration solution into 3rd party RESTful API.
* Built out series of Lightning Web Components at UI layer.
* We used to Lightning Components for Community Builder, and the new consumer-based UI instead of having to use other frameworks (like Bootstrap).
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Configured the Account, Business Units, and data filters, created new users, assigned appropriate roles, and configured security settings.
* Managing subscriber data, import and segmentation using a combination of Salesforce Cloud tools and database queries Used automation studio for performing actions such as imports, extracts, and SQL query activities.
* Design, develop and implement solutions for the **Apttus system deployed** on the Salesforce platform
* Implemented Configuration, Customization and **Development with Salesforce.com** on **Service Cloud** and **Sales Cloud.**
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Used **Slackchannel** for commination in teams.
* Worked on **large Salesforce CRM implementations** including**- Improving Sales Process**, **Partner Portal Implementation, Orders and Discounts, Integration,** and legacy systems etc.
* Created workflow rules and defined related tasks**, time triggered tasks, email alerts, field updates** to implement business logic.
* Implemented **service cloud functionality like case management, field service management and CTI integration.**
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on **Agile and Scrum Methodology** for Salesforce custom app implementation.

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

**Client: Departmentof Human Services (DHS), Elkridge, MD**. **July 2018 - Feb 2020**

**Role: Salesforce Lightning Developer.**

**Responsibilities:**

* Worked on analyzing the user stories, estimating complexity, story pointing and implementing the user stories.
* Developing **Salesforce Lightning components with** third party integration with ERP (Service Cloud).
* Provided development, implementation, and updating focusing on **Sales cloud** and **Service cloud**.
* Experience with custom application development in Force.com, utilizing Visualforce and **Lightning Components/Framework.**
* Performed the role of SFDC Developer, **Lightning Developer** and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
* Upgraded some Apps from Salesforce Classic to **Lightning** Experience to develop rich user interface and better interaction of pages.
* Developed component using **Lightning Aura Framework**.
* Designed and customized visual force pages using controller extensions, custom controllers, and standard controllers.
* Developed applications visually using custom-built **Lightning components.**
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the **lightning framework**.
* Developed complex **Visualforce pages, Apex classes, Triggers and Test classes**.
* Worked on batch apex to auto create opportunities based on close date of a current contract.
* Design and implement optimal CRM workflow configurations for Call Center Operations.
* Implemented **Email to Case, Web to Case** functionalities and Data Loader to bulk load Cases data into Salesforce.com from other databases and CSV files.
* **Reengineered APEX** code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Integrated the **web services** by generating the necessary stubs from the **WSDL** files for extracting the data from the home-grown applications by using the home-grown web services.
* Created workflow rules and defined related tasks, Time-triggered tasks, email alerts, field updates to implement business logic.
* Using **Workflow rule implemented email alert, field update**, changing record type and created with time dependent workflow action.
* Used **Data loader** for data migration and integration.
* Used Picklists, Dependent Picklists and Record types to enforce data quality.
* Used **Tabular, Summary and Matrix** reports to customize Standard reports and create Custom reports.
* Implemented several optimizations techniques to make the code more efficient.
* Interacted with business user for gathering the requirements for Salesforce implementation.

**Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Client: Anthem Insurance, Thousand Oaks, CA. June 2016 - June 2018**

**Role: Salesforce Developer.**

**Responsibilities:**

* Involved Working on requirement gathering, designing, and developing the entire system with **Agile**-**Scrum** (**bi-weekly** sprint) using **Jira** tool.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed, and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists,** and other components on a record detail and edit pages.
* Used Field service lightning to complete field service tasks as required.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* 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 and for different user profiles based on the need in the organization.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the **force.com** platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Created UI Pages using lightning app builder
* Created reusable UI components with lightning component framework.
* Experience in building reusable UI components with lightning component framework
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Involved in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM**.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* **Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.**

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle.

**Client: American Express, Phoenix, AZ.Jan 2015 – May 2016**

**Role: JAVA Developer.**

**Responsibilities:**

* Responsible for design, development, Java application architecture, use cases, flowcharts, application flow, prototypes, proof concept of sample codes.
* Responsible for writing detailed design specification document and implementing all business rules.
* Designed and developed web pages using HTML and JSP's using JSTL tags.
* Analyzed the business requirement and developed app using Java and Mozilla XUL.
* Designed and developed Enterprise Eligibility business objects and domain objects with Object Relational Mapping framework such as Hibernate.
* Created applications, connection pools, deployment of JSPs, Servlets, and EJBs in Apache Tomcat.
* Developed Presentation layer components comprising of JSP, AJAX, Struts Action and AJAX tag libraries.
* Developed back-end stored procedures and triggers using Oracle PL/SQL, involved in database objects creation, performance tuning of stored procedures, and query plan.
* Developed SQL queries with JDBC API, Hibernate ORM to access data.
* Develop innovative and quality solutions by making use of latest tools and technologies like Apache CXF, Spring IOC, and Spring AOP.
* Implemented Executor Framework in Multithreading. Designed and implemented Multiple Process Service using Multithreading and Concurrency concepts to schedule and execute jobs.
* Used the various error handling features of SOA Suite 11g like Fault Management Framework, catch/catch-all branches, compensating transaction etc. to achieve robust error handling.
* Worked extensively on the SOA infrastructure and Enterprise Manager (EM) console to fix some critical performance, memory, and transaction timeout issues in the system.
* Written Unix shell scripts to identify user login information.
* Performed general Clear Case administration.
* Developed JUnit test cases for all the developed modules.
* Developed the different components of application such as JSPs, Servlets, EJB's using WebSphere Studio Application Developer and used CVS for version control.
* Was involved in writing JSPs, JavaScript and Servlets to generate dynamic web pages and web content.
* Developed and build the application using ANT.
* Prepared the REST and SOAP based service calls depending on the data passing to the web service.
* **Environment:** Core JAVA 5/6, JavaScript, Servlets, JSP’s, JDBC API, EJB, JPA, PostgreSQL, Spring-Core, AOP, Hibernate, JSF, HTML, CSS, AJAX, SOAP WS, RESTFUL WS, SOA, Life ray, Oracle 10g, DAO, SVN, ANT, Eclipse, Unix, HTML, PL/SQL, Apache Tomcat, Splunk, Clear Case, Groovy, MYSQL, Toad, SQL Developer, DB2, JUnit, CSS, Apache Camel, Unix Shell, Microsoft SQL Server, Log 4j.

**Client Citi Group, Fort Mill, SC. July 2012 – DEC 2014**

**Role: Java Developer.**

**Responsibilities:**

* The project is related to Income Support Division (ISD) which assists low-income New Mexicans with various programs including SNAP, Cash Assistance, Medical Assistance, Energy Assistance and MSP.
* Developed **many JSP pages,** used **JavaScript** for client-side validation.
* **MVC** framework for developing **J2EE** based web application.
* Involved in all the phases of **SDLC** including Requirements Collection, Design & Analysis of the Customer specifications, Development and Customization of the Application.
* Developed the **User Interface Screens** for presentation using **AJAX**, **JSP** and **HTML**.
* Created and maintained mapping files and transaction control in **Hibernate**.
* Eclipse used as Java **IDE** tool for creating **JSPs**, **Servlets**, **EJBs**, and **XML**.
* Design and develop Servlets, **Session** and **Entity** Beans to implement business logic and deploy them on the Web Logic Application Server.
* Written and debugged the **ANT Scripts** for building the entire web application.
* Used XML to transfer the application data between **Client** and **Server**.
* **XSLT** style sheets for the **XML data transformations** that included both mid-layer transformations **(XML to XML)** and final transformations **(XML to HTML)**.
* Developed **webservices** in**Java**and Experienced with **SOAP**, **WSDL**.
* Used the **JDBC** for data retrieval from the database for various inquiries**.**
* Perform purification of the application database entries using **Oracle10g**.
* Participate in **Client side** and**Server-side**data validations using the **JavaScript.**

**Environment**: Core Java, J2EE, Servlets, JSP, JDBC, HTML, DHTML, AJAX, JavaScript, CSS, Single Pattern, Java Beans, Structs, JSTL, UML.