AJAYKUMAR

**(Certified Salesforce Developer)**

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4695248379

* Salesforce having around 8+ years of IT experience, which includes experience in Salesforce.com. CRM and almost 2 years of experience as BI developer.
* Experience in creating custom objects and integrating existing desktop and web apps with mainframe systems.
* Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Well versed in Cloud Technology and on-premise infrastructure integration for Salesforce.com using Force.com platform, XML, SOAP Web Services and third party packages.
* Worked and familiar with the ETL tools like Informatica.
* Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Vision.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle(SDLC) in relation with all the phases of Rational Unified Process(RUP).
* Experience in Salesforce.com Apex Classes, Triggers, Visual force, Force.com API.
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Implement dependent picklists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and Support modules.
* Experience delivering with eCommerce and OMS platform implementations
* Experience in working both Sales cloud and Service cloud and Marketing cloud.
* Have good working knowledge in querying .com database using SOQL and SOSL queries using Force.com Explorer.
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Import Wizard, Informatica on Demand.
* Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.

**EDUCATION**

• Bachelor’s in Computer science

**TECHNICAL SKILLS:**

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| --- | --- |
| **Operating Systems** | UNIX, Windows 10,8,7/ VISTA/XP |
| **SDFC Tools** | Apex classes, controllers and extensions, Apex, Triggers, Visual Force Page, Lightning, Lightning we components(LWC),SOQL, SOSL, SFDC Utilities/Tools: Data Loader, Workflows &amp; Approvals, Dashboards, Custom Objects. |
| **Web Technologies** | HTML, CSS, XML, JavaScript, Salesforce, Ajax, jQuery, Web Services. |
| **Databases** | Oracle, SQL server |
| **SFDC Tools** | Apex Data Loader, Connect for Outlook, Force.com |
| **Languages** | C, C++, Java, SQL, Apex. |
| **Version Control Software** | GIT |

**PROFESSIONAL EXPERIENCE:**

**Advance auto parts, Richmond, VA NOV 2019 to TILL DATE**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked with management and other developers to translate marketing needs into design requirements.
* Designed and implemented Accounts, Contacts, Leads, Campaigns and Cases.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Experience in creating page layouts, search layouts to organize fields, custom links and related lists.
* Used field level security along with the page layouts to manage the visibility and accessibility of fields for different profiles.
* Implemented validation rules, assignment rules and formula fields in custom objects
* Created Custom Objects, Custom Fields, Tabs and maintained field level security as per the business requirement.
* Worked on Static Resources, Page Layouts, Remote Site Settings, Case Management and Email Services.
* Worked on SOAP API and REST API to make Web Service Calls.
* Worked on Service Cloud.
* Worked on Communities for Help desk creation.
* Worked on Outbound messaging and error directory creation log.
* Worked on Google Geolocation Web Service Calls.
* Developed LWC components for speed perks.
* Enhanced the existing Lightning web components for the search model.
* Developed LWC for the SPRetro request.
* Developed spdeactivation model using LWC.
* Used Google maps API to display the distance between two points and display Google route map to destination.
* Used Force.com Web Service API to make Web Service Calls and implemented with regards to governor limit.
* Used SOQL and SOSL conceding the governor limits to achieve the required result.
* Used sandbox for testing and migrated code to production.
* Used Change Sets to validate and deploy config components to testing instance and production.
* Used JSON in developing apex code.
* Worked on Einstein Bot.
* Worked on SMS development.
* Worked on CTI integration and development.
* Validated and deployed code to production through Change Set.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom reports.
* Created Dashboards for service representatives.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Components,

Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom

Tabs, Email Services, Security Controls, Eclipse IDE Plug-in,Jira.

**T-Mobile, Atlanta, GA FEB 2018 to OCT 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with business Users to understand the requirement and implemented with best solution possible.
* Created custom coded Reports and Dashboards to better understand the sales funnel.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic.
* Worked on **Marketing cloud.**
* Worked on Salesforce CLI Interface.
* Worked on Visual force pages to create charts.
* Having knowledge on Salesforce 1 Mobile Application, Apptus CPQ, Data Extraction tools, and Data migration.
* Well experienced with **Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce1.**
* Worked on Sales Cloud and Service Cloud.
* Worked on **LWC components.**
* Developed **dispatch events** using **LWC.**
* Basicenhancements in the existing **LWC components.**
* Experienced in migrating the standard and custom objects in standard experience to **lightning**experience.
* Handled ongoing customization/ alteration of Salesforce.com. to increase benefits and usability.
* Worked on **Salesforce1** Platform to build Mobile App by enabling **Lightning Components** for use in **Salesforce1** mobile platform to make **Lightning**Application mobile.
* Experience in **Custom Integration**of Tasks, Events, Email Services, Security Controls**, Custom Application, Reports & dashboards.**
* Experience in creating **Custom Objects, Relationships/ Junction objects like Master-Child, lookups, Entity Relationship.**
* Experienced in creating advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation** depending on application requirements.
* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields,validation rules, dependent picklists, and complex page layouts.
* Create complex workflows and Approval processes.
* Implemented Data segregation through Record Types and Field level security.
* Developed and maintained validation rules and custom workflow.
* Participated in Code review and suggested better ways of doing it.
* Audited, uncovered and resolved data integrity issues with legacy systems.
* Complete bulk import of data from legacy System to Salesforce, Analyzing the data and makingnecessarychanges.
* Experience in configuring price quote(CPQ) with Apptus.
* Worked extensively on Oracle CPQ Cloud (BigMachines) Configuration, Commerce, Integration, Document Engine, BML and BMQL.
* Integrated CPQ system with multiple CRMs like Salesforce and CRM On Demand.
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Good understanding of Configure-Price-Quote functionalities throughout the entire customer lifecycle for various routes to market.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom reports.
* Created Dashboards for service representatives.
* Worked on Batch class and scheduling the batch class.
* Analyzingthe current requirementprocess,identifying problems and making recommendations to improve the process.

**Environment**: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S

Controls,Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Jira,Email Services,

Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**DHHS, Raleigh, NC Mar 2017 to Jan 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.
* Create complex workflows and Approval processes.
* Implemented Data segregation through Record Types and Field level security.
* Worked with Informatica ETL tool for the data loading issues.
* Developed and maintained validation rules and custom workflow.
* Created Workflows, Email alerts and Field updates as required.
* Worked on Salesforce1 mobile app.
* Prepared User document to help understand the app. Had one on one interaction with users to solve salesforce1app issues.
* Worked on web to lead forms.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on SOAP and REST API web service calls.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Created S-Controls to meet new business requirements.
* Created custom lightning components.
* Created number of users and assigned respective role and profile.
* Had a chance to know five9 a virtual call center for making inbound calls.
* Audited, uncovered and resolved data integrity issues with legacy systems.
* Complete bulk import of data from legacy System to Salesforce. Analyzing the data and making necessary changes.
* Worked on Sales Cloud and Service Cloud.
* Validated and deployed code to production through Change Set.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom reports.
* Created Dashboards for service representatives.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Migrated Current Outlook Connector to Salesforce Outlook which provides for the synchronization of information from Outlook to Salesforce.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-

Controls,Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services,

Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Walmart, Bentonville, ARAUG 2015 to Jan 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using Eclipse IDE.
* Developed Visual Force Pages, Visual Force Custom controller components.
* Creating Custom Objects and defining master-detail relationship between objects.
* Used Data Loader to bulk insert, import or update into the object.
* Developed and deployed timely based workflows based on the requirement. Created field Update, Email alerts.
* Implemented validation rules, assignment rules and formula fields in custom objects
* Created Custom Objects, Custom Fields, Tabs and maintained field level security as per the business requirement.
* Worked on Static Resources, Page Layouts, Remote Site Settings, Case Management and Email Services.
* Worked on SOAP API and REST API to make Web Service Calls.
* Worked on Service Cloud.
* Worked on Outbound messaging and error directory creation log.
* Worked on Google Geolocation Web Service Calls.
* Used Google maps API to display the distance between two points and display Google route map to destination.
* Used Force.com Web Service API to make Web Service Calls and implemented with regards to governor limit.
* Used SOQL and SOSL conceding the governor limits to achieve the required result.
* Used sandbox for testing and migrated code to production.
* Used Change Sets to validate and deploy config components to testing instance and production.
* Used JSON in developing apex code.
* Used Kintana Tool to deploy Classes, Controllers, Components and Visual Force pages into production.
* Identifying the problems in requirement and making recommendations to improve the process.
* Prepared the Technical Document for business use.

**Environment:** Apex Language, Java Script, Visual Force, Eclipse IDE, SVN, Data Loader,

HTML, JSON, S-Controls, Email Services, Kintana Tool.

**Verizon, Dallas, Tx Jan 2013 to July 2015**

**Role: Salesforce Developer**

**Responsibilities**

* Performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Worked with management and other developers to translate marketing needs into design requirements.
* Designed and implemented Accounts, Contacts, Leads, Campaigns and Cases.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Experience in creating page layouts, search layouts to organize fields, custom links and related lists.
* Used field level security along with the page layouts to manage the visibility and accessibility of fields for different profiles.
* Designed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Develop Visual Force Pages, Visual Force Custom Controllers Components, Custom Objects, Tabs and Components.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Force.com web service API for implementing WSDL in the application for access data from external systems and web sites.
* Creating Reports and Campaigns (Campaign Hierarchies).
* Coordinated integration tests with various groups and generated/documented test cases and deployment plans.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Worked on Sales cloud and Service cloud.
* Profile based permissions on fields and objects are enforced.
* Load/Manage the data using Apex Data Loader.
* Creating Custom Objects and defining lookup and master-detail relationships on the objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in Data Mapping and Migration of data between legacy systems and Salesforce.com Objects and fields.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Components,

Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom

Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

**Merial Pharmacy, Atlanta, GA Feb 2011 to Nov 2012**

**Role: Qlikview Developer**

**Responsibilities:**

* Involved in business requirement gathering and development of functional and technical specification documents.
* Involved in the business analysis process.
* Developed different dashboard with a complex database system behind it which includes extracting data from the database, storing into QVD files, write load scripts, and develop UI according to user requirements.
* Worked on modeling data as per business requirements. Eliminated Synthetic keys, ambiguous relationships and closed loops.
* Created and managed ETL script generation using QlikView Script Builder Application.
* Performed different tasks like repeat tasks, reload tasks and distribution tasks using the QlikView publisher.
* Automated and scheduled daily/weekly/monthly data loads of QVW documents using QlikView Publisher and notified load status by email.
* Maintained and administered source documents, source documents sets , and user profiles and executed resource management services like Access point resources, distribution folders and email servers.
* Optimizing existing data models including changing load scripts to load data in optimized way to achieve reduction of loading time, simplifying complex expressions in the front-end, improving layout structure.
* Enhance existing dashboards with new functionalities and Tune ETL scripts for better performance.
* Build reusable macros to control QlikView objects for ease of use by the users.
* Provide support analyst when internal teams have enquiries and trained business users
* Research and troubleshoot technical problems and Provided ongoing QlikView consultation to the development team

**Environment:**QlikView 8.5/9.0, Web Intelligence, Info View, TOAD, Oracle 9i/10g, SQL,

Windows XP/2003 server, HTML, VB Script , Datawarehouse, Teradata, SSIS.