**ANAND J**

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**SKILLS**

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* Around 10+ Years of IT experience that includes 8+ years’ experience in Salesforce.com CRM Platform, and 2+ years in QA. Which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in Salesforce.com CRM and Java.
* 8 years of extensive knowledge on Salesforce.com CRM and Force.com platform with proficiency as administrator and developer.
* Experience in setting up Profiles, **Creating Roles, Page Layouts, Org-wide Default (OWD),** and Permission sets.
* Actively worked with **Salesforce Sales Cloud** and **Service Cloud** Implementation.
* Having knowledge on Salesforce 1 Mobile Application, Data Extraction tools, and Data migration tools.
* Well experienced with **Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce1.**
* 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.
* Excellent understanding of Salesforce.com in terms of Organization **hierarchy, Roles, Profiles, Users, object level security, field level security,** record level security and sharing rules.
* Working knowledge on **Apex Programming on Force.com Platform.**
* Proficiency in Object Oriented Languages like **C, Core Java, J2EE, JSP Servlets and other Java technologies.**
* Having knowledge on**Tera data 12.**
* Experience in integrating external web systems with Salesforce using **REST and SOAP web services.**
* Knowledge of **Dynamics CRM** application capabilities and COTS implementations
* Effective work of **Data Migration** using Import wizard, Excel connector and **Apex Data Loader.**
* Good working knowledge in querying **salesforce.com** database using **SOQL & SOSL** queries using **Force.com Explorer.**
* Magnificent in **Deployments, Force.com IDE, Eclipse IDE**and various production environments.
* Experienced using **Salesforce Lightning UI**. Created Components and Apps in **Salesforce Lightning and Salesforce1 Mobile Experience.**
* Strong knowledge on **Administration** setup, **Apex, Visual force** and experience with different **SFDC** development tools like **Eclipse IDE**and integration tools like **SOAP**user interface.
* Excelled in creating and maintaining **APEX Triggers**.
* Extensive Experience of **Agile**Methodology and **Scrum**Methodology of software engineering processes.
* Experience in moving code from lower **sandboxes** to production environments and addressing issues related to functionality, **integration,** and deployment.
* Experience with Test-driven Development **(TDD).**
* Involved in design development test and implementation phases of Software Development Life Cycle **(SDLC)** and **Agile**Development with focus in Object Oriented Programming **(OOP).**
* Good team player and a fast learner by adapting to the conditions.

**TECHNICAL SKILLS**

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| **Salesforce.com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce (Pages, Components & Controllers), Apex Web Services, AJAX, Workflow & Approvals, Chatter, Dashboards&, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Apttus CPQ |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Custom Metadata Types, Dynamic Visualforce pages, Force.com Platform (Sandbox, and Production). |
| **Databases** | MySQL, Oracle 9i, MS SQL Server 2000/7.0/6.5, MS Access 7.0 |
| **Test Management** | HP ALM/QC, JIRA, TEST LINK |
| **Automation Tools** | Selenium IDE, Selenium Web driver, QTP |
| **Version Control Tools** | VSS, CVS, GIT, Jive, RTC, Jira |
| **Protocols** | HTTP, HTTPS, FTP, TCP/IP, SOAP, REST |
| **Office Package** | MS Office, Open Office |
| **Operating Systems** | Linux, Windows 2000/NT/XP/7/8, Unix |
| **Version Control Tools** | VSS, CVS, GIT, Jive, RTC, Jira |
| **Methodologies** | Knowledge of SDLC and STLC |

**PROFESSIONAL EXPERIENCE**

**Sr Salesforce Developer/Admin** May 2020**-** Till Date

**Kairos Living - Chicago, IL**

**Description:** Kairos Living LLC is a property management company.

* **Lead management** - Lead management and conversion using custom features like process builder and apex  
                                     - Integrated external platforms with salesforce to capture lead  
                                    - Lead conversion to create Account and Opportunities
* **Opportunity Management** - Document generation using PDF butler app exchange product to merge the fields and email the customers  
                                        - Digital signing the documents using Sign butler app exchange product.  
                                        - Design and configuration of PDF and Sign butler
* **Integration**-     Integration with inContact to sync Lead data  
                            - Google sheet integration to Sync lead and Opportunity  
                          - Integration of Zapier & Xappex
* **Custom components -** Worked on Apex triggers, apex classes, batch, and scheduled classes. Setting up the data model
* Designed and developed custom objects, tabs, validation rules and custom report type to suit the need of the application and user requirements.
* Configured data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Worked on Approval Processes, creating dependent fields, lookup relationship, Master Detailed Relationship, customizing tabs and Auto-Response Rules for automating business logic.
* Develop and maintain workflow rules, field updates, tasks and e-mail alerts, validation rules and escalation rules.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com
* Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates, Validation rules and Customizations to implement business logic.
* Developed several lightning components, Global actions, process Builders and object specific actions.
* Tested Apps by appending multiple components to a Lightning Application and deployed those components from Sandbox to Production.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Worked on salesforce.com sandbox and production environments which include creating and refreshing sandbox from time to time and deployment by using Eclipse, Force.com Migration tool and change set. Customized tabs for different business user groups and business centers.
* Configured data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Worked on Approval Processes, creating dependent fields, lookup relationship, Master Detailed Relationship, customizing tabs and Auto-Response Rules for automating business logic.
* Worked on Batch classes and wrapper classes to improve the work efficiency.

**Environment :** Salesforce.com, Apex, Reports and Dashboards, Validation Rules, Workflow Processes, Custom Objects, Email Templates, MS Excel, SOQL, Data Loader, Java, J2EE.

**Sr Salesforce Developer** Dec 2018**-** April 2020

**Sun Trust Bank - Atlanta, GA**

**Description:** SunTrust Banks, Inc. is an American bank holding company with SunTrust Bank, through its various subsidiaries, the company provided corporate and investment banking, capital market services, mortgage banking, and wealth management

* Worked extensively in customization of Service Cloud Console by embedding VisualForce pages in custom console components, highlight panel and interaction log.
* Designed and developed custom objects, tabs, validation rules and custom report type to suit the need of the application and user requirements.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which support most critical processes and workflows.
* Developed Lightning Components for the Communities page using Custom Error Validation methods.
* Good hands on practice with Salesforce Lightning Experience, developed enterprise apps using Lightning Components and customized apps using Lightning App Builder.
* Established Lightning Connect setup in Salesforce.com platform to get real time data from an external system by using external objects.
* Experience working across various SFDC implementations covering sales cloud and service cloud.
* Built the Organization's Role hierarchy by adding the roles as per the organization structure and created Custom profiles to satisfy the organization's hierarchy
* Customized tabs for different business user groups and business centers.
* Configured data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Developed and configured various Reports and Report Folders for different user profiles according to the organization need.
* Customized user profiles, custom tabs, custom fields, worked with standard objects, business processes and field-level security access to the users.
* Worked on Approval Processes, creating dependent fields, lookup relationship, Master Detailed Relationship, customizing tabs and Auto-Response Rules for automating business logic.
* Develop and maintain workflow rules, field updates, tasks and e-mail alerts, validation rules and escalation rules.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Wrote SOQL and SOSL queries within custom controllers, extensions, and triggers.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com
* Developed custom UI using CSS, HTML, Visualforce components and used JQuery, Java Script for front-end validation
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data

**Environment :** Salesforce.com, Apex, Reports and Dashboards, Validation Rules, Workflow Processes, Custom Objects, Email Templates, MS Excel, SOQL, Data Loader, Java, J2EE.

**Salesforce Developer** Dec 2017 – Nov 2018

**State Farm – Bloomington, Illinois**

**Description:** State Farm Financial Services, FSB, a subsidiary of State Farm Mutual Automobile Insurance Co. These are separate from its insurance products. State Farm Bank does not have branch offices. Its regular banking services, which include checking and savings accounts, certificates of deposit, and money market accounts, are available to consumers countrywide

* Implementation experience on Salesforce Out of the Box functionalities (OOTB).
* Implemented Sharing rules of object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Sales Cloud: Implementation of the afore-mentioned CRM software led to better visibility into company-specific metrics, customer usability, and an enhancement in data integrity and validation
* Worked on delivering Portals/Communities on Force.com platform and other Cloud based Solutions.
* Worked on Microsoft Dynamics CRM, 3rd parties and customizations and configurations
* Configure Dynamics CRM using the standard toolkit
* Develop Visualforce pages, Visualforce custom components, portal pages with Javascript for validation.
* Used Hibernate to map java classes to corresponding data in database.
* Used Email-to-Case, Web-to-Case features and created a community where the customers can create, update and manage their cases. Use Case assignment rules to assign case to appropriate queue.
* Worked on designing Custom Objects, Custom Tabs, custom fields, role-based Page Layouts, designed Visual Force Pages and various other components as per the client and application requirements.
* Created the Batch Apex, Schedule Apex, Triggers, Workflows for Email Alerts and Field Updates.
* Created Custom Settings for Auto Population of data and also for controlling Triggers Based on Users or Profiles.
* Develop, design, and implement tools for audit reports to ensure and correct data integrity compliance among a complex integrated enterprise architecture
* Involved in implementing schema concepts for Obtaining Information, Objects, Fields, Tabs and its Properties.
* Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox Environments.

**Environment :** Salesforce.com, Apex, Reports and Dashboards, Validation Rules, Workflow Processes, Custom Objects, Email Templates, MS Excel, SOQL, Data Loader, Java, J2EE (JSP, Java beans, DAO),

**Salesforce Applications Development Analyst** Dec 2015 – Oct 2017

**UPS Corporate Solutions, Atlanta, GA**

* Created various custom objects. Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Used Email-to-Case, Web-to-Case features and created a community where the customers can create, update and manage their cases. Using flows & plugins to calculate Distributors renewals and Ratios.
* Used SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Deployed application from Sandbox to Production using Change Set, Eclipse and Force.com Migration tool.
* Written HK Classes in cloud craze.
* Worked on New York life integration and UPS integration in Cloud craze.

**Environment :** Salesforce.com, Apex, Reports and Dashboards, Validation Rules, Workflow Processes, Custom Objects, Email Templates, MS Excel, SOQL, Data Loader.

**Salesforce Applications Developer** Jul 2013 – Nov 2015

**Dollar Thrifty Automotive Group, Tulsa, OK**

* Worked closely with Business user groups in ironing out requirements and was responsible for gathering business and user requirements and Designing Data model and Solutions.
* Used Salesforce standard and custom objects to build database of Doctors and expenses related to visit as well as scheduling the appointments.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which support most critical processes and workflows.
* Designed and developed Lightning Application on Force.com Platform using Lightning Components with Apex programming language at backend and Lightning Interface as user interface.
* Developed Visual Force Pages, Templates, Apex Classes (Different types of Controllers for Visual Force Pages), Apex Components and Apex Triggers for various functional needs in the application using Force.com IDE.
* Developed rich UI using custom Cascading Style Sheets (CSS) in Visual force pages and used Java Script, JQuery to integrate Google maps API.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed and deployed Custom tabs, validation rules, and workflow rules to automate business logic and defined related tasks, time-triggered tasks, email alerts and field updates to implement the business logic.
* Integrated with SAP for payment transactions and with USPS for address verification using SOAP API.
* Used Force.com Web Service SOAP API for implementing WSDL in the application for sending data to other systems.
* Created reports and dashboards to monitor weekly and monthly activities.
* Used sandbox for testing and migrated the code to deployment instance after testing (Triggers, Controllers and Web Services).
* Repositioned the Case feed filters which gives support agents a more streamlined way of creating, managing, and viewing cases. And to keep the detailed and accurate records of customer interactions.

**Environment**: Saleforce.com CRM, Unlimited Edition, Apex Classes, Controllers, Visual force pages, Web Services, REST, WSDL, Sales Cloud, Service Cloud, Custom Objects, Tabs, Email Services, Workflows, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML5, CSS3, JavaScript, JQuery

**COX Communications, India** Apr 2010 – Jun 2013

**Salesforce Developer**

* Performed the roles of Salesforce Developer/Administrator in the organization.
* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements.
* Created and configured Page layouts and search layouts to organize fields, custom links, related lists and other components in detail and edit pages of records.
* Used Data Loader for insert, update, bulk import or export of data from Salesforce.com sObjects used it to read, extract and load data from comma separated values (CSV) files.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API.
* Create/setup Sandbox for user testing and migrate code from development org to other sandbox and production orgs, and vice versa using Force.com IDE.
* Used the Agile methodology to develop documentation and business models in support of SDLC implementation.
* Hands on experience on Batch/Real Time Data migration tasks.
* Created various Reports and Dashboards Report Folders to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Integrated salesforce.com platform with SAP to check the availability of the service in that region by passing zip code using lightning connect.
* Integrated Salesforce CPQ with DocuSign app to send different quotes to the customer.
* Integrated with SAP for payment transactions and with USPS for address verification using SOAP API.
* Created, developed, and executed test cases for various testing scenarios
* Implemented multi-channel service desk including email to case, web to case, CTI integration using Ingenious open CTI, live agent setup, case escalation and assignment rules.

**Environment**: Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox

**Best Buy, India**  Sep 2008 – Apr 2010

**Test Engineer**

* This Project is comprised of Asset Management System, Performance Management System, Event Management System, Incident Management System and Reporting System
* Used **Agile Testing methodologies** and involved in **Sprint Planning, Daily Stand-up, Sprint Review, and the Sprint Retrospective**
* Analysis of business requirements and preparation of test scenarios
* Used HP Quality Center for defect tracking and reporting.
* Performed backend testing by running SQL queries.
* Used SQL for database testing and management reporting.
* Prepared automation framework using Selenium WebDriver for future releases.
* Logged the defects in JIRA and tracked the test cases results in SVN (Configuration management Tool).
* Used Putty (Linux commands) for running the scripts and validating the data in the DB
* Worked on WINSCP which is a secure file transfer between a local and a remote computer
* Done the testing for Production and Shared staging also
* Worked on BI reports and validated the data from the DB
* Involved in automation scripts execution, development, debugging, reviews, analyze results and reporting defects.
* Created and maintained the requirements traceability matrix and test matrix.
* Analyzed various documents and use cases to prepare the detailed test plan.
* Developed detailed test cases, entrance and exit criteria for the application being tested and ensured that standards for documentation were followed.
* Performed Black box, Gray box, GUI, Smoke, Functional, Regression, System, User Acceptance testing.

**Environment :** HP Quality Centre, Bugzilla, Shell script, Maximo, Control center Database, SVN, WINSCP and JASPER Reports, SQL, Selenium, JAVA, JIRA, WINSCP, SQL Server

**EDUCATION**

**B Tech Electrical and Electronics** from Poojya Dodda Appa College of Engineering, Gulbarga -2006

**TECHNOLOGY SUMMARY**

**Testing Tools:** Selenium, HP Testing Suite (Quality Center/HP ALM, Quick Test Professional and MySQL

**Salesforce Technologies**: Apex Classes, Apex Triggers, Apex Controllers \and Extension, Apex REST and SOAP Web Services, VF Pages, VF Controllers, Lightning \Components, Lightning Applications, Lightning \

**Languages:** Java, C++, C, SQL

**Software/Systems:** MS Office Suite, MS Visio, Oracle