**Professional Summary:**

* **Total 10+yrs of Experience in IT Industry, Certiﬁed SalesforceAdministrator, SalesforcePlatformAppBuilder and Salesforce Platform Developer1** around 6+ years of experience in SFDC Administration, Configuration and Development for both classic and lightning.
* Experience in Object Oriented **Analysis / Design / Development / Testing** and Implementation, Client/Server Architecture.
* Experience on implementing **Apex classes**, **Visual Force Pages**, **Lightning Applications/Components** and **Controllers**, **Triggers**, and working with **Force.comIDE**.
* Have good experience in writing **Test Methods**, **SOQL**and **SOSL**queries.
* Expert Level understanding of **Salesforce.com CRM** and its Development LifeCycle.
* Good knowledge of relational databases and datamodeling.
* Hands on experience on creating custom **Objects** and **Tabs**, designing **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **ApprovalProcesses& Workflows**.
* Have worked extensively on Formula fields, Roll up Summary Fields, Junction Objects and **Look-up** and **Master-detail** Relationships.
* Worked on **Force.com sites** and developed many **Custom Applications** using force.complatform.
* Used Lightning**process builder** for visualizing and creating automated business processes.
* Added **Lightning Components to Lightning Pages (App Page, Home Page, Record Page)** with Lightning App Builder.
* Started using **Lightning Experience** for new modern user interface.
* Expert Knowledge of customize the Salesforce Mobile App **Quick actions** (Global Quick Actions, Object-specific Quick Actions), **Compact layouts**, **Mobile navigation, for Lightning apps and Mobile only app.**
* Proficient in dealing with functionalities related to **sales cloud** &**service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud**.
* Experienced in Salesforce.com **Live Agent** Console setup in Service Cloud and experienced in Salesforce.com Marketing Cloud.
* Experienced in **Salesforce1 mobile apps**, **SDFC chatter feeds and Salesforce Customer Community**, **knowledge base, live agent, web-to-lead, web-to-case, email-to-case**.
* 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**.
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import and Export Wizard**, and **Informatica Cloud** and have knowledge of integrating Legacy systems withSalesforce.
* Worked on **Chatter** implementation and customization using **Chatter API**.
* Experience in integration of salesforce.com applications with third party systems using **REST API, REST Callouts and Salesforce Connect.**
* Experience in Web Services and implemented REST and METADATA APIs for different Cloud integration requirements.
* Experience on Deployment using **ANT**, Workbench and Inbound and Outbound Change Sets.
* Used **Scribe application** to integrate business solutions to Salesforce.com and conﬁgure and provide ease of modiﬁcation as business processes change.

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

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning, Apex Classes, Apex Triggers, custom controllers & Extensions, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Workﬂow Rules, Approval Process, Case Management Automation, Process Builder, Flow Builder, Custom Objects. |
| **Force.com Tools** | Force.com Eclipse IDE plug-in, Force.com Data Loader, Force.com migration tool, Force.com Explorer, Workbench, VS Code, ANT Migration Tool |
| **Languages** | Apex, JavaScript, HTML, CSS. |
| **Database** | Force.com Database, SQL server 2005/2000, Oracle 10g/9i and PL/SQL. |

**Professional Experience:**

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| **CorpTrav, Lombard, IL Oct 2019 to till date** |
| **Salesforce Developer/Admin** |

**Responsibilities:**

* 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 Visualforce **Pages**, to include extra functionality 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.
* Started using **Lightning Experience** for new modern user interface.
* Used **Lightning processbuilder** for visualizing and creating automated business processes.
* 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.
* Created **templates**, **approval processes**, **workflow rules**, approval **page layouts** and defined approval actions on them to automate the processes and defined related tasks, email alerts, and field updates.
* 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.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages** to develop custom business logic.
* Developed **Live agent**, Automated chat invitation, integrated phone calls and portals/communities.
* Service cloud implementation including **live agent**, communities, knowledge base, Entitlement management, Automated chat invitation, Integrating phone calls.
* Experience in migrating **Live Agent** Console to Live Agent in the Salesforce Console.
* Created and defined rules on **community cloud** for partner users (Affiliates) to login and create enrollments for the resorts they have access to.
* Created custom **Dashboards** for manager's home page and gave accessibility to dashboards for authorized people and Used field level security along with page layouts to manage access to certain fields.
* Involved in migrating the data from **Oracle database** to Salesforce application using **Apex Data Loader.**
* Extensively used **REST APIs** for integration between salesforce and on-premises systems.
* Involved in integration of salesforce.com applications with third party systems using **REST API, REST Callouts and Salesforce Connect.**
* Experienced in **Unit Testing**, for the customizations and developments done during the project.
* 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:** SDLC, Apex Classes, Apex Triggers Visualforce Pages, Apex Triggers Custom Objects and fields Lightning process page layout, search layouts templates, approval processes, workflow rules page layouts, Reports Folders, SOQL & SOSL Force.com Visualforce pages Dashboards

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| **64Labs, Tampa, FL Jul 2018 to Jun 2019** |
| **Salesforce Developer/Admin** |

**Responsibilities:**

* Experienced in **designing, developing** and **data modeling** of the application and ensured that they are within the Salesforce **governorlimits**.
* Created **custom objects, custom Fields, Validation Rules, and formulaﬁelds**.
* Created **Visualforce pages, Apex Triggers, Apex Classes**, Test Methods andWorkﬂows.
* Developed **SOQL query** to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pulls information that has changed since the last successful sync run.
* Deploy using **Force.com IDE tool, ANT for sandbox to production environments**.
* Created technical **design documents and functional design documents** as per businessrequirement.
* Involved in Developed integrations to **integrate data from Salesforce.com** using SFDCAPIs.
* 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 listﬁelds.
* Involved in data mapping activities to import data provided by the internal data warehouse into salesforce.
* Created and used **Email templates** in **HTML and Visual force.**
* Created **Reports**, **Dashboards**, **Queues,** **Public Groups**.
* Used **Data Loader**to import or export of data from Salesforce.com objects using CSV files.
* Used **ANT**with **Force.com IDE** plug in for development and deployment.
* Implemented Salesforce Inbound Email Handler service to process incoming emails.
* Provided basic training to internal business users to use the application and develop their custom reports.
* Provided CRM **Level 1 and Level 2 Support** in troubleshooting the issues and working closely with the users to ensure that applications meet their needs and keep pace with changes in CRM application.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Cases, Campaigns, Reports and Dashboards.**
* Built efficient Client Services Ticketing system using Cases object.
* Worked on Salesforce Service cloud to set up a Salesforce communities and **Live Agent** support for monitor and respond to customers.
* Proficient in Sales cloud, service cloud, **community cloud**, Marketing cloud implementation.
* Implemented **Email to case, Web to Case** Functionality in the ticketing system.
* Created **Record types**, **roll up Summary**, **Workflow rules, Approval process, Auto Response rules and Validation rules** to ensure data is validated and automate business logic conditionally
* Implemented **Case** Assignment **Rules** to direct the case to appropriate groups such as Stories and PCS CentralSupport.
* Wrote **Case Escalation Rules** to escalate cases depending on the time frame and diﬃculty of the case issues.

**Environment:** Salesforce.com CRM, custom objects, custom Fields, Validation Rules, Visualforce pages, Apex Triggers, Apex Classes, SOQL query, Force.com IDE tool, Eclipse Page Layouts custom links, related lists Pick list Fields, Master-Detail Fields, Custom Formula Fields, Field Dependencies Email templates HTML, Visual force Dashboards, Queues, Public Groups Data Loader Batch Apex classes Force.com IDE CRM Level 1 and Level 2 Support

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| **Accelerize 360, Palm Harbor, FL Mar 2017 to Jun 2018** |
| **Salesforce Developer/Admin** |

**Responsibilities:**

* Interacted with various business team members to gather the business requirements and documented therequirements.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various **standard objects of Salesforce.com (SFDC).**
* Worked on both Sales and **ServiceCloud**.
* Implemented**ServiceCloud**andworkedonadministrationtaskslike**creatingpagelayouts, building** custom objects, conﬁguring workﬂows and validation rules and generating reports and dashboards.

# Based on requirements Created Custom Apps, Custom objects, Custom ﬁelds, record types, validation rules, workﬂows rules, Approval processes, email templates, tasks, and emailalerts.

* Worked on Salesforce.com setup & conﬁgurations, **Data migration** and conducting end-usertrainings
* Used **workﬂow rules** to automatically **assign tasks**, **update ﬁelds**, or send **e-mail alerts** when certain business events occur, such as the creation of a new record or a change in the value of are cord ﬁeld.

# Implemented pick lists, dependent picklists, lookups, junction objects, master detail relationships and

**formula ﬁelds** to the **custom objects.**

* Implemented **security** and **sharing rules** at **object, ﬁeld,** and **record level** for diﬀerent users at diﬀerent levels of organization, also created various **proﬁles** and conﬁgured the **permissions sets** based on the organizationalhierarchy.
* **Service Cloud** customer **service** software includes case management, customer access across all channels, integration with legacy data systems, pre-built integration apps, support ticketing, knowledge base, routing and escalation, and queue management.
* Worked on various **AppExchange** products according to the needs of theorganization.
* Worked on various **Salesforce.com** standard objects like **Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports andDashboards.**
* Integrated **Salesforce** with Microsoft Outlook to synchronize **contacts, events and tasks.**

**Environment:** SFDC, Visualforce, force.com API, Service Cloud, Data migration, workﬂow rules, e-mail alerts, dependent picklists, lookups, master detail relationships, permissions sets, AppExchange, Salesforce.com.

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| **Mercatalyst, Carrollton, TX Oct 2015 to Feb 2017** |
| **Salesforce Administrator** |

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator for the organization.
* Developed various **Custom Objects** and **Tabs.**
* Administered, configured, maintained Salesforce.com application **user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation**.
* Created and deployed Several **Reports** using salesforce.com platform.
* Implemented record types, **lookup** and **master detail relationships** for custom objects.
* Maintained user **roles**, **profiles**, and **created permission sets**, sharing rules.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and deployed **workflows** and **approval processes** for opportunities and products/ assets management.
* Involved in Salesforce.com application **setup activities** and **customized the apps** to match the functional needs of the organization.
* 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 for different user profiles based on the organization's need.
* Involved in **Data mapping** specifying which data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Created and used **Email templates in HTML**.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then **develop customized solutions** to meet their needs.

**Environment:** Custom Objects, user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation. lookup and master detail relationships, page layouts, search layouts, SOQL, SOSL, Email Templates**.**

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| **EnerSys, Reading PA Jul 2014 to Sep 2015** |
| **Salesforce Developer/Admin** |

**Responsibilities:**

* Implemented **minor enhancements on standard objects** including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes and Activities.
* **Customized tabs** for among different business users’ group and Business centers.
* Created custom links and **Many-to-Many relationships** and created **Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent**.
* Supported the data migration activities for migration of the data from various business sources with the support of Salesforce **CRM**.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Created and used Email templates in **HTML** and **Visual Force**.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in **CSV** files into Confidential, checking for the correctness of the data.
* Worked with Confidential team to make application certified.
* Packaged and Deployed customizations from **Sandbox** to other environments using **Force.com IDES**.
* 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 to automate Tasks, **Email Alerts**, **Field Updates**, **time-dependent actions** and Outbound **API** Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in **CSV** files into Confidential, checking for the correctness of the data.
* Worked with Confidential team to make application certified.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Extensively used **Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.**
* Designed, implemented, and deployed the **Custom objects**, **Page layouts**, **Custom tabs and Components** to suit to the needs of the application.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom.
* Implemented various **Custom Reports** and deployed them for different business user levels.

**Environment:** Custom Objects, user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation. lookup and master detail relationships, page layouts, search layouts, SOQL, SOSL, Email Templates

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| **HipTen, Jacksonville, FL May 2012 to Jun 2014** |
| **Quality Assurance (QA) Tester** |

**Responsibilities:**

* Generated **Test Scripts** as per system, **architecture** and **data synchronization** requirements.
* Interacted with developers and functional team to discuss the design and testing scenarios of the application.
* Prepared the Test Bed with all the client requirements.
* Prepared the **Manual Test cases** and reviewed the **test cases**.
* Involved in **Test Script** evaluation along with the **testing Manger**, **Business Analyst**, Client and the Development Team.
* Extensively tested **Graphical User Interface** (GUI) Components.
* Involved in testing of programs & functions individually to complete **Black box testing phase**.
* Performed **GUI**, **Sanity**, **Functional**, **System**, **Regression**, **Smoke**, **Back-end testing**.
* Developed and Executed Test Scripts using Selenium **Web Driver**, **TestNG**, analyzed Test Results.
* Implemented **Selenium Web Driver** Synchronization features such as **Implicit** Wait**, Explicit** Wait to interact with third party interfaces.
* Responsible for creating new functional test cases and run the manual test cases using Microsoft Test Manager 2012.
* Developed Software Testing Framework.
* Experienced in dealing with multiple windows, **alerts** and **pop-ups**.
* Implemented Data Driven with Page Object Model automation framework using Selenium as Java Language.
* Created program to automatically produce NUnit test cases and to reduce time needed for test case generation by 50%.
* Used Firebug, Fire Path to debug, edit and locate the objects based on **ID**, **Name**, **XPath**, **CSS** Selector, **Link**, **Partial Link**, **Attributes** and **Tags**.

**Environment:** Test Scripts, Manual Test cases, testing Manger, Business Analyst, Graphical User Interface, Selenium Web Driver, Implicit, Explicit, alerts, XPath, CSS.

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| **Revature, Reston, VA May 2010 to Apr 2012** |
| **Software Developer** |

**Responsibilities:**

* Actively involved in preparing **Technical Design Document TDD**from the**requirement specification docs SRS**for the proposed functionalities and presenting in design review meetings.
* Followed **chain of responsibility** **pattern**for implementation of loan approval processing.
* Involved in implementing various functionality for **online banking UI.**
* Developing **data access components** using **ADO.NET.**
* Communicating to the **legacy components using Interops.**
* **Consumed web services**to retrieve credit rating info with third party credit rating system.
* Communicated with legacy**mainframe system** to pass the account related data after final processing.
* Periodically **provided production support** of the system and **communicated directly with the end users** to resolve issues or follow up with other teams.

**Environment:** TDD, SRS, online banking UI, ADO.NET, Legacy Components, Web Services, Mainframe Systems.

**EDUCATION:**

Bachelor’s in computer science engineering from JNTU, India – 2006.