Neeleshwar Yadav

SALESFORCE CERTIFIED Administrator

SALESFORCE CERTIFIED Platform App Builder

SALESFORCE CERTIFIED Platform Developer I

SALESFORCE CERTIFIED Platform Developer II

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PROFESSIONAL EXPERIENCE:

- **Salesforce certified Consultant** with **6+ years** of experience in **Salesforce.com CRM** and **Force.com platform** as Developer, Administrator and Support Specialist.
- Experience in all phases of **Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, Enhancements, testing, deployment** and maintenance of enterprise applications.
- Experience in delivering **Salesforce solutions** on **Sales Cloud, Service Cloud** and **Salesforce Communities** and **Fore.com** platform
- Experience in development of end to end Salesforce solutions using Configuration and customization using **APEX Class, Triggers, Visualforce pages, Lightning** components etc.,
- Extensively worked on **Salesforce schema builder** for development and analysis of **several cloud applications.**
- Experience in working across various **SFDC** implementations covering **Sales Cloud**, **Service Cloud**, **Marketing Cloud**, **Salesforce1 Mobile Administration and Chatter applications**.
- Created **Salesforce 1 mobile apps** using **Angular JS, Apex and Visual force**.
- Experienced in writing **Visual force pages**, controllers by fetching the data using **Web Services REST API, SOAP API.**
- Worked on customization of **Visual force** to have **lightning** experience for desktop and mobile applications. Expertise in **Service Cloud console** with exposure to **CTI adapters** and **mobile** application integrations.
- Involved on creating **Lightning Pages** inside **Lightning Community Builder.**
- Excelled in working with various **salesforce.com standard objects** like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Cases**, **Leads**, **Campaigns**, **Forecasts**, **Reports** and **dashboards**.
- Experience in creating **Custom Objects, Tabs, Fields, Formula fields, Validation rules, Reports, Work flows,** Approval processes and **Process Builder for automated alerts**, **field updates** and Email generation according to the application requirements.
- Experience in designing of **Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders, Report** Extractions to various **formats, Snapshots** and **Dashboards**.
- Developed **Apex classes**, **Controller classes**, **Apex Triggers** and on **Force.com platform** to customize application according to the functional needs.
- Good exposure to **AppExchange** applications.
- Proficiency in **Java**, **J2EE** and the latest frameworks like **JSF, Oracle ADF** components
- Experienced in implementing various **Apex DML operations**, **SOSL** and **SOQL** queries using workbench.
- Excellent analytical, logical and programming skills, Self-Motivated, Self-Starter, and can work with minimal supervision with effective Communication skills and Organizational skills combined with attention and Time management skills.

TECHNICAL SKILLS:

Salesforce Technologies	:	Salesforce CRM, Salesforce SFA, Apex, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Controls, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder
Salesforce Tools	:	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform
Languages	:	Apex, C, C++, Java, Java Script, Shell Script, Action Script, UML, HTML, XML, XHTML, DHTML, SQL, VB Script, VC++(MFC)
UI and Tools	:	VS Code and Eclipse
Databases	:	MS SQL Server, PL/SQL, Oracle, MS Access, MySQL
Source Control	:	GitHub, Azure Repos
Operating Systems	:	Windows, Mac OS, Unix, Linux

PROFESSIONAL EXPERIENCE:

Client: SLK   **Nov 2021 - PRESENT**
Role: Salesforce Developer
Responsibilities:

- Developed various custom objects, custom fields, profiles, reports and dashboards based on requirements.
- Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the **Salesforce.com CRM solution.**
- Created modern Lightning Apps combining **Lightning Design system, Lightning App Builder, and Lightning Component features.**
- Creating Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visualforce pages to lightning components.
- Built Lightning components using Controllers, Handlers and using these components in **Visualforce pages and integration using Lightning Out**.
- Implemented new customer support solution using **Salesforce.com Service Cloud**. Maintained and improved existing Salesforce implementation.
- As per business requirements, developed custom Lightning Web Components and used them in Lightning App Builder.
- Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
- Developed robust Lightning Pages using aura framework and placed them on the community builder.
- Tested apps by appending multiple components to a **Lightning** Application thereby **deployed** Applications from Sandbox to Production.
- Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
- Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the application using platform database objects.
- Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.

Client: GKT Telecom India Pvt. Ltd   **Sep 2020 – Aug 2021**
Role: Salesforce Developer
Responsibilities:

- Involved in project to understand the business needs and objectives of the system and interacted with the end client/users and gathered requirements for the integrated system
- Involved in various activities of the project like information gathering, analysing the information, documenting the functional and non-functional requirements
- Worked with the user group for requirement gathering throughout the planning and implementation Worked on Data analysis, data mapping process and data validations
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization
- Created and deployed Several Reports using salesforce.com platform Developed and deployed workflows
- Managed database record, implemented on the Salesforce.com platform, for all organization users Performed administration of Salesforce.com instance, regularly perform database de-duping and clean-up procedures
- Fulfilled support requests and administrative needs of users
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity 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
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
- Worked with Dynamic Apex to access objects and Field describe information, execute dynamic SOQL, SOSL and DML queries with Governor Limitations.
- Created email templates and inbound emails using Visual force for the clients and customers
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
- Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
- Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
- Customized page layouts for Products, Opportunity, Contacts and Accounts depending upon user roles, and groups.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Worked on Salesforce Lightning Environment for developing visual force pages, and for better event driven responses in the User Interface.
- Developed custom logic for the business transactions.
- Worked with SOQL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created various Profiles, Roles, and Page Layouts, Record Types and Configured the permissions based on the organization hierarchy requirements.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.

- Complete mass data imports/exports as needed using the API tool, lead management, audit and resolve data integrity issues such as merging duplicate records and establishing proper ownership of existing accounts and contacts in accordance with sales territories.
- Created Workflow rules and defined related tasks, email alerts, and field updates.
- Implemented Pick lists, Dependent Pick lists, validation and formula fields to the custom objects.
- Create various profiles and configured the permissions based on the organizational hierarchy requirements.
- Developed business documents for Salesforce.com Custom objects.
- Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
- Provided the training to Business users about the system.
- Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
- Recording all the test cases in ALM (Application Lifecycle Management) and tracking the defects.
- Worked on various salesforce.com standard objects like   Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality
- Managed different cases on the console using Service Cloud
- Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
- Created page layouts, search layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
- Managed users, Public Groups, Profiles and Roles within the Salesforce CRM designating access to the applicable user within the user hierarchy.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Responsible for writing test class for classes related to the project, and made a safe deployment for every major release.
- Enforced security by implementing object and field level security, sharing rules, permission sets, organization wide defaults and roles.
- Performed code migration between the sand box & production platforms via eclipse force.com IDE plug-in.
- Worked in agile methodology and participated in daily meetings and presentations in the organization.
- Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
- Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
- Designed and deployed Custom tabs, Approval Processes and Auto-Response for automating business logic.
- Used Picklists, Dependent Picklists, and Record Types to enforce data quality
- Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security
- Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports
- Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
- Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows and Approval Processes for automated alerts, field updates, and Email generation leading to effective communication with customers and partner portals.

Environment: Saleforce.com, Apex, Visual Force Pages, Data Loader, HTML, CSS, Java Script, Angular JS, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.