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**SUMMARY:**

* Having 8+ years’ experience in Salesforce.com Administration/Development including analysis, Modeling, design, coding, testing and implementation on various business domains like Financial, Insurance, Telecom, and Healthcare
* Experience in implementing two full SDLC in Sales cloud and Service cloud.
* Hands on experience in Salesforce.com Integration, Developing and Deploying custom integration solutions.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing(Marketo).
* Experience in configuring Apptus CPQ and working with Apptus objects to create Quotes, bundles and manage products.
* By using Autorabit we Setup Version Control Repositories and the Branches.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Architecture.
* Worked on IPAAS design integration strategy on existing integration platforms service products like azure and informatica cloud integration.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Vlocity helps to customer retention, cross-sell and up-sell with more targeted offers, enhance customer loyalty and improve profitability.
* Experience in SFDC development using Apex classes and Triggers, Visual Force and Veeva.
* S-Controls, Force.com IDE, SOQL, SOS, Apptus, CLM, CPQ, Genesys Call Center.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual Force pages
* Developed services using WCF (Windows Communication Foundation) technologies and Web API with Microsoft Enterprise library and Web server software factory.
* Experience in SQL Server Database Design and Development, Writing Constraints, Indexes, Views, Stored Procedures, Cursors, Triggers, and User Defined Functions using T-SQL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks, and actions.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality Ampscript and integrity.
* Experience in Data Migration using Import Wizard and other integration tools like Infosphere, Apex Data Loader.
* Experience in design Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes, Page layouts, search layout.
* Have extensive experience in implementation of Custom Objects, Custom Tabs, Workflow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules.
* Implemented security and sharing rules at the object, field and record level for different users at different levels of the organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Experienced in building Custom Controllers/ Components, Advanced Search Functionality, Reports, Dashboards, Tabs.
* Experience on Marketing automation with Pardot, SAP and CI/CD.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex.
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Hands-on experience in database development using PL/SQL in MySQL, SQL Server2005 and Oracle.

Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Commerce Cloud, Call center and App-exchange applications.

* Have good working knowledge of querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.
* Proficient in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Flow/Navigational flow diagram using UML.
* Worked closely with Business Users to enabled business process using SFDC.
* Strong knowledge of Agile, Jenkins, waterfall methodologies.
* Worked closely with testing and UAT team and OOTB.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Good understanding of OAUTH2, Outlook integration and Caching,
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to  focus on Logic and Interactions in Lightning Applications.
* Excellent communication and interpersonal skills, accustomed to working in both large and small team environments.
* **Certifications :**
* **Salesforce Administrator**
* **Salesforce Platform Developer 1**

**Bachelor:**

Bachelor of Computers (St francis Xavier’s College)

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| SalesforceTechnology | Salesforce.com, Apex, Lightning, Salesforce CRM, Classes/Controllers, Apex Triggers, SOQL,SOSL, Visual Force Pages / Components, Apex Web Services, Workflow &amp; Jenkins, Approvals, AnalyticSnapshots, Case Management Automation. |
| Data Bases | MS SQL Server 2000/2005, SSRS, DTS, PL/SQL, MS Access, and MySQL, RDBMS. |
| Technologies | **Java Script, WCF, Silverlight, LINQ, SQL, UML, HTML, XML, XHTML, DHTML, Apptus, CLM, CPQ.** |

**PROFESSIONAL EXPERIENCE**

**Ameren, St. Louis, MO.**

**Salesforce Developer Apr 2019-Till Date**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Worked on community software which gives the ability to build customized for a seamless enterprise collaboration and streamlined business processes as Cloud Community is highly flexible and use case.
* Developed SOQL and SOSL queries to get data from different related objects. Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com, Experience in working across various SFDC implementations like Sales cloud, Service Cloud, Chatter, SDLC process in Agile Scrum methodology.
* Strong implementation & rollout experience with Salesforce.com CRM, Communities, Sites

and Force.com platform.

* Experience working across various SFDC implementations covering Sales Cloud, Service

Cloud, Call center and App-exchange applications.

* Used Apex Data Loader for Insert, update and bulk import or export of data from Salesoforce.com objects. Used it to read, extract and load data from comma separated values (CSV), implanted automation of their loads.
* Designed and developed workflow rules, validation rules, and customizations within SalesForce.com.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to  focus on Logic and Interactions in Lightning Applications.
* Worked on Batch Apex, Schedule Apex Jobs.
* Configured Marketing and Campaign Management in SAP CRM.
* Debugged and fixed several defects or configuration issues raised by UAT.
* Deployed to SIT, UAT sandboxes, Ampscript and production using change sets.
* Created Test Cases, Scenarios on analyzing requirements at each phase of testing in SIT, UAT and verified &amp; validated in QC.
* Involved in requirements gathering with multiple project managers, in an effort to better customize, refactoring, greenfield and utilize the full functionality of the Salesforce.com CRM solution.
* By using AutoRABIT  Version Control, Automated Metadata deployments, Data Loader,Test Automation, Sandbox back-up and restore, Roll backs & Sandbox Comparison is performed.
* Working with web services API.
* Worked on Vlocity to deliver comprehensive and proven solutions to all customers in mobile, Omniscript and Vlocity Wear.
* Written SOQL queries against force.com API.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Used the sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Working on Release Management, Case Management, and Deployments.
* Administered and Configured the TFS with in multi -platform environments.

**Environment:** Lightning, Aura Framework, Apex, AWS, Visual force, S-Controls, Eclipse, Force.com IDE Plug In, Exact target, JQuery,SAP, SOQL,SOSL, HTML,CSS, XML, XSL, Apptus, CLM, CPQ, Apex data loader, IPAAS, CA Service Desk, Live Agent/ Service Console, Workbench, Click tools, J2EE, TFS , Agile, Oracle 9i, MS office 2003.

**Investor’s Title, Raleigh, NC**

**Salesforce Developer Jan 2018–Mar 2019**

**Responsibilities:**

* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and opportunities.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Experience in Salesforce.com MVC architecture, designed and developed Salesforce customizations using Apex Classes, Triggers and Visual force pages with Standard, Custom, and Extension controllers.
* Worked extensively on Force.com IDE Plug-in using Eclipse and ensured apex code worked seamlessly within governor limits.
* Provided ongoing Salesforce.com maintenance and administration services including periodic cleansing, custom objects and workflows.
* Developed Apex Triggers, Apex Classes, batch Apex Classes and Test Methods.
* Implemented Data Integration using SOAP, REST API and outbound Messaging to establish the communication between SFDC and other systems.
* Good with Configure Price Quote (APPTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Implemented case management automation (on Case Object) to track and solve customer’s issues.
* Used the sandbox environment for testing and migrated the code to production after testing.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Participated in the integration of Salesforce.com CRM with the existing OBIEE platform by using Data Direct ODBC drivers.
* Integrated the Web Services for extracting the data from external systems.

**Environment:** Saleforce.com  platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service,  Security Controls, VisualForce Pages, Apex Triggers, Apex Classes, Data Loader, Oracle billing, Apache Kafka, Web Services Agile, J2ee, Scrum.

**Client: Drop Box, SFO, CA.**

**Role: Salesforce.com Consultant Apr 2016 – Dec 2017**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com

Administrator and Developer in the organization.

* Worked on both Salesforce.com Custom and Standard Objects including Accounts,

Leads,Opportunities,Cases, Reports, Dashboardsand Activities.

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apextriggers, API integration for various functional needs in the application using the Eclipse IDE.
* Expertise working on Visualforce pages, HTML, CSS, Javascript and Jquery.
* 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, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* 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 email templates and Inbound/outbound emails using Visual Force for clients and customers.
* Experience working on salesforce Sites.
* Enhanced SOQL queries and Classes without hitting the governer limits.
* Worked with SOQL&amp;SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports &amp; Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Provided Salesforce training to the developers to work on the platform.
* Administrated and monitored the company‘s Salesforce CRM applications.

**Environment:** Salesforce.com, SME ,Apex Language, Visual Force (Pages, Component &amp; Controllers), Custom Objects, Page Layouts, Force.com IDE, Communities ,Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Client: Pfizer, Groton, CT**

**Salesforce Developer/Administrator Oct 2015 - Mar 2016**

**Responsibilities :**

* Extensively worked on customizing case management by creating Assignment rules, Auto response and escalation rules.
* Implemented Web-to-case and Email-to-case functionalities.
* Extensively worked on Apex Triggers, and Email services and worked on integration of two instances using Apex REST API callouts Implemented REST Endpoint Apex classes for inbound webservices.
* Created data categories for articles and setup articles for internationalization.
* Translated Email templates, visual force pages, custom objects/fields using Custom labels and Translation workbench.
* Build Force.com sites and customer portal and setup single sign on between instances using OAuth2authentication and connected app.
* Written Triggers, Apex classes, Batch and schedule jobs.
* Setup Live Agent as part of case management implementation inside service cloud.
* Validation rules were created to ensure the required data is captured in the fields.
* Deployed code using ant and stored code in Perforce version control repository.
* Automated post sandbox refresh steps.
* Developed and deployed Managed package into various orgs.

**Environment:** Apex, Visual Force Pages, Workflow &amp; Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security models, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, Eclipse IDE Plug-in.

**Client: Rent-A-Center, Plano, TX**

**Role: Salesforce.com Consultant &amp;Cast Iron Developer Jan 2014 – Sep 2015**

**Responsibilities:**

* Worked closely with the project design team and the project business team to address the business and functional requirements defined for the Salesforce MDM Integration Project.
* Managed Off-shore team and performed Lead Consultant role. Explained and gave the work to Off-shore team.
* Involved in developing High level documents and Design Level Documents for Salesforce MDM Integration Project.
* Involved in System design meetings and gave the SFDC demo to the Business.
* Designed, and Implementing the Custom Business objects, Entity-Relationship data model, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Developed Cast Iron orchestrations that are used to synchronize data between Salesforce.com, database and web service endpoints.
* Involved in Data Mapping and Migration of data between legacy systems and Salesforce.com objects and fields.
* Developed Visual Force pages and Apex controllers for displaying related data from parent objects and child objects.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field updates.
* Developing several Custom Reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Customized Dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Provided ongoing Salesforce.com maintenance and administration services. Including periodic data cleansing, custom objects and workflows.
* Provided support on Salesforce.com &amp;Cast Iron Production Issues.
* Responsible for all the activities related to configuring and scheduling Cast Iron Orchestrtions.
* Implemented Salesforce for Outlook for integrating Salesforce with Outlook.
* Using the sandbox for unit testing and assisted Business Users in CRM Deployment validation testing.
* Created supporting documentation for application development tasks that includes Cast Iron orchestrations and Salesforce.com customizations.

**Environment:** Salesforce.com, Cast Iron, Apex Language, Visual Force (Pages, Component &amp; Controllers), Custom Objects, Page Layouts, Outlook Integration, Data Loader, Force.com IDE, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Apptus, CLM, CPQ, Windows XP.

**Client : Dell Computers, India Mar 2012 – Nov 2013**

**Role : Java/J2ee Developer**

**Responsibilities**:

* Involved in the process of analysis, design, and development of the application.
* Developed user interface using JSP, Struts and Java Script to simplify the complexities of the application.
* The entire application was developed in J2EE using an MVC based architecture with help of
* Apache Struts 1.3.8.
* Coded Struts Action classes, Model classes.
* Implemented the application using the concrete principles laid down by several Java/J2EE
* Design patterns like Business Delegate, MVC, Singleton, Data Transfer Object (DTO) and Service Locator
* Used JavaScript for client-side validations, and AJAX to create interactive front-end GUI.
* Implemented client-side validations using JavaScript.
* Used Form Based Authentication.
* Used Web Sphere as the application server for deployment.
* Involved in writing stored procedures, complex queries using SQL to process the data on MYSQL DB.
* Performed unit testing on various project modules using JUnit framework.
* Used Apache Ant as build tool.
* Used IBM Rational Clear Case as version control tool for maintaining source code and project documents.
* mplement the MVC architecture using struts
* Implemented Log4J for Logging Errors, debugging and tracking.

**Environment:** Java, JSP, Servlets, Struts, HTML, CSS, JavaScript, JUnit, Shell, SQL, JBOSS, Eclipse, CVS, Linux/UNIX.