**Sarveswar.M**

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**Professional Summary**

**Having around 5 years of experience in Sales force.com,** Development including analysis, modeling, design, coding, testing and implementation on various business domains like Financial, Insurance and manufacturing.

* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**.
* Hands on experience in Salesforce.com CRM **integration**, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying Apex **code** and visual force **pages**.
* Strong knowledge on **Administration setup, Apex, Visual Force** and experience with different SFDC development tools like **Force.comEclipse IDE** and integration tools like **Apex Data Loader.**
* Experience in developing client-specific solutions on force**.com** platform using **Apex classes** and **Triggers, Visual Force, Force.comIDE, SOQL**, **SOSL**
* Experience in integration of Salesforce.com Applications with Other applications with an emphasis of the **Web Services/XML**.
* Experience in working with **lightning web components.**
* Experience in working with **lighting design system**.
* In depth understanding of Salesforce programming including **Lightning, APEX, Force.com, and Visual force.**
* Experience in **Lighting App builder** and **Building Lighting components, framework**, responsive applications for devices
* Extensive experience in designing of custom objects, custom fields, Pick list, role based page layouts, Workflow Alerts and Actions, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual **Force Pages, Record Types, Dashboards,** and Email generation according to application requirements.
* Worked on salesforce.com Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using Eclipse, Force.com Migration Tool, and Change set.
* In-depth work experience in designing of custom objects, custom fields, Role Based Page layouts, Workflow, Assignment rules, auto response rules, Validation Rules, Approval Processes, process builder, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, Record Types, Dashboards, and Email templates as per application requirements.
* Performed data migration, Proficient in using meta-data migration tools like Salesforce Apex Data Loader. Experience in different types of deployments like Change Sets, and by using Eclipse Force.com IDE.
* Experienced in integration of Salesforce.com with external applications by using Web Services API (REST API). Good working knowledge in querying salesforce.com database using SOQL &amp; SOSL queries.
* Experience in preparing and executing email campaigns using Salesforce Marketing Cloud (SFMC)
* Proficiency at grasping new technical concepts quickly and able to utilize the same in a productive manner. Perform requirements analysis, Analysed business documents and task estimation.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.
* Experience in **Sales cloud, Service cloud and community cloud.**
* Having Administration experience on **CRM** Applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User & Security Management.
* Strong knowledge on **Agile**, **water fall** methodologies.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, **Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards**, Tasks and Events.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.

**Experience**

* Worked on as a salesforce developer in **Novitas technologies private limited** from 2018 feb to 2020 feb
* Worked on as a Salesforce developer in **Enhancesys innovation private limited** from 2020 Mar to 2021 Mar
* Currently working as a Salesforce developer in **Edventure technologies private limited**  from 2021 june to 2023 june

**Education**

* B’Sc Computers from Kakthiya University

**Technical Skills**

**CRM**: Sales force CRM, Force.com platform,

**Web Technologies**: Visual Force, HTML, Java Script

**Languages** : Apex, SOQL

**IDE Environments**: Apex Data Loader, Eclipse IDE, Force.com

**Operating System**: Windows 7, Windows XP

**Project Details**

**Client** : **Paychex Inc  -Penfield, NY**

**Role**  : **Sr.Salesforce Developer**

**Description:**

Paychex, Inc. is an American provider of payroll, human resource, and benefits outsourcing services for small- to medium-sized businesses. This application is a very old application started in 2006 and it has got more than 8000 active users. This application is used for creating Leads, Opportunities, Quotes, Reports, Documents, sending the docs for E-signatures, Case Management etc.,

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Dveloped **lightning web components** and creating timelines and development goals, designing, codeing and implements salesforce platform.
* Developed **lightining components**, and creating lightining quick actions
* Configured Sales Force Automation (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management,
* Automation of build and release process created custom pages through lightening components.  developed Sales cloud to improve forecasting, campaign
* Developed complex workflows and approval processes for automating business logic
* Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce UI.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Custom links.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visual force, Force.com IDE, Migration Tool, Web Services API.
* Configured federated login to ensure that single sign on in implemented across the company
* Enabled Salesforce connections between partner sales force orgs and the client’s org.
* Created search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Worked on Salesforce.com Application to 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 Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc.

**2.Client** : **Comcast Corporation -Philadelphia, PA**

 **Role**  : **Salesforce Developer**

**Description:**

* Comcast is an American multinational mass media company and is the largest broadcasting and largest cable company in the world by revenue. It is the second largest pay-TV company after the AT&T-DirecTV acquisition, largest cable TV company and largest home Internet service provider in the United States and the nation's third largest home telephone service provider. Comcast services U.S. residential and commercial customers in 40 states and the District of Columbia.

**Roles and Responsibilities**:

• Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
• Developed various Custom Objects, Tabs, validation rules, Components.
• Used Force.com Developer toolkit including Apex Classes and Visualforce pages to develop custom business logic.
• Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
• Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
• Used Salesforce.com Ajax Toolkit to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
• Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
• Created some custom pages through lightening components.
• Involved in using lightening, process builder and workflows.
• Developed Sales cloud to improve forecasting, campaign
• Experience Sandbox while deploy code changes from Developer Environment to Test Environment.
• Integrate of Application with Salesforce.com with using SOAP &REST web services API.
• Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.

**Environment**: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in. Reports, Custom Tabs, Email Services, Security Controls, API.

**3**.**Client : San Francisco Health Plan, SFO,CA**

**Salesforce Developer/Admin**

**Roles and Responsibilities**:

• Designed, developed and deployed Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules for various functional needs in the application.
• Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
• Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
• 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 and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
• Organized email templates and inbound emails using Visual force for the clients and customers.
• Imported & created data from excel sheets into Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard and scheduling tools to automate bulk data loading.
• Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the custom application.
• Written SOQL queries to fetch the data from Workbench and Explorer.
• Involved in setting up Profiles and assigning the Profiles to the users.
• Involved in setting up the Role Hierarchy and assigning the users as per the role.
• Used the sandbox for testing and migrated the deployment instance after testing
• Involved in loading the users into sandbox and production instance
• Provided support to on-going salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and Triggers.
• Integration of App location with Salesforce.com by using SOAP web services API Used Dashboards to keep in track the percentage of sales.

**Environment**:Saleforce.com platform, Apex, Visualforce, Controller extensions, Data Loader, workflow & Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Windows XP, Eclipse IDE Plug-in, Test.