**EXPERIENCE SUMMARY:**

* Over 6 years of IT and Salesforce.com CRM involved in Administration, Configuration, Customization, Development, Testing, Deployment, Data Migration, Integration and Lightning.
* Worked on different projects which involves Software Development Life Cycle (SDLC) and Agile Methodology
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using Lightning Application, Apex Classes, Visual Force Pages, Classes, Controllers, Triggers, Custom Objects, Reports and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Worked on Lightning Process builder and flows.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes, Batch Class, Scheduled Classes and Triggers.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader and Import Wizard.
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ
* Strong knowledge of SFDC standard data structures and familiarity with Data loader and Import Wizard.
* Provide technical architecture strategy and guidance for Salesforce rollouts, and assist with design for adoption strategy.
* Experience working with Sales cloud and Service cloud.
* Good Experience on Web services.
* The main responsibilities include design and development and maintenance of application based on clouds concept. Used JavaScript, HTML and CSS as Client side languages. Worked on HTML, JavaScript, Ajax, and JSON.
* Experienced in importing and exporting data in salesforce.com from legacy system via data loader.

**EDUCATION:**

* Bachelors of Engineering, Computer Science from Punjab UNIVERSITY, India

**TECHNICAL SKILLS:**

**Languages:**  APEX, C#

**Web Technologies:** Visual force, JavaScript, HTML, CSS

**RDBMS:** SOQL

**CRM Technologies:** SalesForce.com

**Force.com Tools/Editors:** Apex Data Loader, Force.com IDE, Workbench

**EMPLOYMENT:**

Client : **PNC Bank,** Richmond, Virginia

Role: Sr. Salesforce Developer/Consultant

Duration: August 2019 – Current

Technologies: Apex, Visualforce, Lightning

**Roles & Responsibilities:**

* Involved in the requirements gathering and data model design.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Created user Roles and Profiles, security controls and shared settings.
* Created Custom objects and also worked on Standard objects.
* Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules.
* Created Custom Report Types.
* Scheduled Apex Batch jobs for processing large records.
* Developed various Apex classes, Apex Triggers, and Controller classes for various needs in the application.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Lightning Process builder flows, Chatter and quick Action.
* Insert, update, upsert and deleted data by using SOSL and SOQL in the Data Loader as per the user requirement.
* Involved in creating Visualforce pages as per user user requirement.
* Imported data by mapping to business objects in CRM system using Apex data loader and Import/Export Wizard.
* Deployed the component using ANT from Sandbox to UAT Environment.
* Developed Reports and Dashboards

Client: **T Mobile,** Richmond, Virginia

Role: Salesforce Consultant

Duration: March 2017 to July 2019

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Worked on Salesforce CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on REST API based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and Siebel CRM systems for integration and migration, performed data migration using data loader.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* Implemented Quote-to-Cash solution using Salesforce CPQ. Good understanding of the Salesforce CPQ.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on premise infrastructure integration for salesforce.com.

Client: **General Motors**, Detroit

Role: Developer/Admin

Duration: Oct 2016 to Feb 2017

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

Analyzed requirements and was involved in the development for all modules.

Interacted with the client to gather requirements.

Worked on Governor Limits to maintain the code and data quality

Customized different page layouts and assigned them for different profile users.

Created workflow rules and custom approval process through code, tasks, and email alerts to suit the needs of the application.

Created email services to approve or reject the deal.

Scheduled the reports and dashboards for management and department heads based on the requirement.

Designed and developed Apex program, Apex triggers for various functional needs in the application.

Unit testing and test coverage for triggers.

Performed integration applying REST/SOAP APIs between PeopleSoft and SalesForce.

Used third party tools such as Informatica, Jitterbit.

Client: **Barclays** – Chicago, IL

Role: Salesforce Developer

Duration: March 2015 to September 2016

Technologies: Apex, Visual Force

CRM: SalesForce.com

**Roles & Responsibilities:**

Analyzed requirements and w involved in the development for all the modules.

Interacted with the client to gather requirements.

Customized different page layouts and assigned them for different profile users.

Creating workflow rules, standard approval process, tasks, and email alerts to suit the needs of the application.

Email templates.

Created email services to approve or reject the deal through email.

Scheduled the reports and dashboards for management and department heads based on the requirement.

Designed and developed Apex program, Apex triggers for various functional needs in the application.

Unit testing and test coverage for triggers.

Client: **Deluxe Digital Media** – Burbank, CA

Role: Salesforce Developer

Duration: January 2014 to March 2015

Technologies: Apex, Visual Force, JavaScript, Html

CRM: SalesForce.com

**Roles & Responsibilities:**

Managed and coordinated with Team to build Application following the delivery timeline.

Involved in understanding the Client Requirements

Designed multiple modules to meet user requirements.

Development of controller class, Visualforce pages.

Involved in Deployment work using Change set.

Implemented web services Integration with Chatter API and pathgather.com using REST API

Worked on various design approaches and implementation task to provide robust solution

Managed and coordinated with Team to build Application and delivered successfully in the given time line

Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic

Worked on Apex Classes, Triggers, visualforce Pages, JavaScript to meet the various functional scenarios

Performed administration of the Salesforce.com instance / Manage fields/relationships, workflow rules, approval processes, page layouts, security, validation rules, email, custom buttons/links, etc.

Designed various WebPages in Visual Force for functional needs within Salesforce.

Involved in unit testing and test coverage for triggers

Client: **Farmington Bank**, Hartford CT  
           Role: Developer/Admin.

Duration: March 2013 to December 2013     
 Technologies: Apex, Visual Force  
 CRM: SalesForce.com

**Roles & Responsibilities:**

* Understanding the Business requirements and functional specification documents
* Requirements gathering and data collection from various clients
* Customization of the organization profile and creation of custom objects, custom fields, and formula fields as per the requirement
* Creation of page layout for custom object as well as standard objects for respected profiles
* Evaluated data entry and import processes to ensure proper data quality standards along with Apex Data Loader
* Worked closely with management and other department heads to accomplish requested deliverables using Salesforce.com CRM application
* Maintained, enhanced, and created workflows and validation rules
* Interacted with the end users for testing of the application
* Configured and set-up relationships between various objects
* Created the package for copying the data from one instance to another instance
* Build enhanced dashboards in SFDC
* Created the sites and implemented the site on browsers and public site settings
* Designed & implemented new reusable web services as a solution to integrate with external mail house vendor to get Faxing services, existing GUI based system to place FAX/PDF request. Migrated legacy RPG logic to Salesforce, getting fax status update from vendor in batch