# **Mayur (901) 401-0092**

**Senior Salesforce Developer**

## **SUMMARY:**

* Over 8+ years of progressive experience on Software Development on various roles as **salesforce developer, administrator and consultant.**
* Experience in salesforce **End-to-End Implementations**, **Customizations**, and Development & **Salesforce** **Testing**.
* Good understandable experience on Cloud computing architectures like **SAAS, PAAS, IAAS**.
* Strong implementation and **rollout** **experience** with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Experience in Salesforce.com **MVC** **architecture**, designed and developed business layers with **Controllers** (Custom, Extension classes) using **Apex** and presentation layer with **Visualforce** **pages**.
* Experience in configuring price quote (**CPQ**) with **Apptus**.
* Strong experience in designing and developing salesforce customizations using **Apex Classes, Triggers** and **Visualforce pages** with **Custom, Extension controllers**.
* Written batch classes to process large volume of data using Apex **Batch** **interface** and executed batch classes to run at scheduled intervals by implementing **Schedulable** interfaces.
* Good experience in integrating enterprise applications with salesforce.com both Inbound and Outbound by writing **Apex** **SOAP**, **REST** **apex** **web** **service** for Inbound calls to salesforce.
* Written Apex callouts to external applications by using **HttpRequest** classes.
* Strong experienced in writing/manipulating salesforce.com platform data using **SOQL, SOSL** queries and worked with large data volume manipulations.
* Worked on developing rich user interfaces using Visualforce pages with standard components, **CSS**, **JavaScript**, **jQuery** and developed **Custom** **Visualforce** **Components**.
* Proficient with salesforce.com **administrative** **activities**: Creating Users, Roles, Profiles, Record Types, Validation rules, Page Layouts, Search layouts, Sharing Rules, Email Services.
* Migrated large volumes of external data on to Salesforce.com using **Jitterbit** and **Apex** **Data** **Loader** as part of data management functions.
* Strong experience in building business logic using declarative configuration like **Workflow** **Rules**, **Approval Process** and associated actions like **Field Update, Email Alert and Creating a Task**.
* Proficient in creating **Lightening** **applications**, combining **Lightning design system**, **Lightning App builder** and **Lightning component** features.
* Involved in developing salesforce **Lightening** **Apps**, **Components**, **Controllers** and **Events**.
* Worked with salesforce **Process Builder** and consolidated exiting **workflow** **rules** with process builder.
* Experience in setting update data visibilities by configuring **OWD**, Criteria/Owner based **sharing** **rules** and writing Apex managed sharing rules.
* Worked on building salesforce **standard**/**custom** **report** types, **Reports**, **Dashboards** and **Analytic** **snapshots** across various objects for different business groups.
* Enabled **Aura** **Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented **CTI integration** with cloud technology and on-premise infrastructure for Salesforce.
* Performed data analysis for **data migration, integration** to salesforce from other data bases and performed Data migration using **Data Loader**, **Informatica**, **Workbench**, **Demand** **tools**.
* Strong experience in deploying salesforce components across various sandbox and production instance using **Change Sets**, **Force.com Migration tool** (Ant based script) and **Eclipse**.
* Implemented salesforce1 rollout and build apps using saelsforce1 lightning.
* Strong UI experience in building front-end development using **HTML5/HTML, CSS3/CSS2, Bootstrap, Java Script, jQuery and jQuery UI.**
* Proficient with **Oracle**, **MS SQL Server, MySQL data bases SQL, PL/SQL Stored procedures, Functions, Triggers and Packages.**
* **Highly** **passionate** to work in any kind of working environment including large groups and passionate to explore more in Salesforce.com.

## **TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies | Salesforce Lightning, Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, S Controls, AURA, Apex Web Services, AJAX, APPTUS CPQ, Workflows& Approvals, Reports &Dashboards, Analytic Snapshots, Email Services and Custom Objects. |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production), GIT HUB |
| Other Programming Languages | Java, JavaScript, HTML, XML, DHTML, C, C++,C#. |
| Databases | MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL |
| Operating Systems | Windows NT / 2000 / XP Pro / Vista/7/8/10, Windows Server 2000 / 2003 / 2008, Linux, Macintosh. |
| Salesforce Certifications | Salesforce Certified Platform Developer I |

## **PROFESSIONAL EXPERIENCE:**

**MSG – New York City, NY Oct 2018 – Present**

**Role: Sr. Salesforce Developer**

The Madison Square Garden Company (MSG) is a world leader in live sports and entertainment experiences.  The company presents or hosts a broad array of premier events in its diverse collection of iconic venues: New York’s Madison Square Garden, Hulu Theater at Madison Square Garden, Radio City Music Hall and Beacon Theatre; the Forum in Inglewood, CA; and The Chicago Theatre.

**Responsibilities.**

* Understand requirements and resolve gaps by customizing the platform in concert with other team members.
* Responsible for Developing Apex **Classes**, Apex **triggers**, test **methods**, Integration using **REST** based **Web Services**, Force.com API, SOQL and SOSL.
* Working with **Eclipse** IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Worked 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**.
* Created CPQ process using Apptus CPQ and **CL AppExchange** tool in Quote.
* Integrated **Apptus CPQ** and **CLM** applications and automating processes on Salesforce platform.
* Worked on **SOAP** service to allow an external application consume data from Salesforce.
* Working with Force.com platform in design and development of Custom Application for Complex Business Processes in **Sales** **Cloud** Module.
* Involved in CRM business processes like Campaign Management, Lead Management, Account Management.
* Developing Lightning Components, Custom **Objects**, Custom **fields**, buttons, links, **Record** **types**, Page layouts, User Profiles, **Work flows** approvals and **Validation** **Rules**
* External Applications sync with **Lightning** **components**
* Participating in **Scrum** Calls and providing daily status updates of **requirements** and **blockers**.
* Strong knowledge on **Agile**, waterfall methodologies.
* Working in Agile Methodology Procedure and Sprint System, attended daily scrum meetings.
* Worked on Rally for Agile planning and reporting.
* Triaging, troubleshooting and **Defect** **Fixing**.
* Used HP ALM tool for Defect Tracking and Management.
* Responsible for taking daily Metadata backup and importing to **Bit** **Bucket** **Remote** repository using **GIT** **BASH** CLI.
* Implemented integration with **Saba LMS**.
* Data Migration using Import Wizard and **Data** **Loader**.
* Code migration using Force.com IDE, **Change** **sets** and **ANT** **scripts** to higher environments in Salesforce

**Environment**: Salesforce.com platform, Force.com, NodeJS, APEX programming, HTML, CSS, JavaScript, custom objects, tabs, AJAX, web services API, SOAP, REST, custom Fields, Visualforce pages, Reports, Dashboards, Apex Data loader, Sandboxes.

**ATI Physical Therapy – Bolingbrook, IL May 2017 – Sep 2018**

**Role: Sr. Salesforce Developer**

ATI is a nationally recognized rehabilitation provider, specializing in research-based physical therapy, workers’ compensation rehab, employer worksite solutions, sports medicine, home health, and a variety of specialty therapies.

**Responsibilities:**

* Worked with a diverse team to gather the requirements and turn them into business logic.
* Agile methodologies (SCRUM) was implemented that includes daily scrum with team.
* Involved in designing in pages using **Visualforce** and SLDS.
* Lightning components and added Design Parameters from **Lightning** **Design** **System** (LDS) Customized
* Lightning components were built using Java script on client side and Apex on server side.
* Created multiple **lightning** **components**, added CSS and design parameters to make the lightning look better with also the use **React JS** and **Node JS** extensively.
* Created a user interface in Lightning using **Aura** **components**, CSS, Node for a user to enter case

details and submit in to Salesforce.

* Used Salesforce **Lightning** **Inspector** to debug the lightning components during the development process.
* Created **Apex** **methods** for the lightning controller and helper methods to perform **DML** operations on the case records. Developed Apex Classes &amp; Triggers to implement the business logic as per the requirements.
* Created **Workflow** **Rules** to automate Tasks, Email Alerts, time-dependent actions and Outbound API

Messages.

* Organized **Email** **Templates** and **Mail** **Merge** Templates and was committed in doing the mail merge for

various standard and custom objects.

* Implemented Cloud for customer service, including configuration of email to case, case assignment rules. Managed migration and release of **Service** Cloud.
* Created **workflow** rules and defined related tasks, **time** **triggered** tasks, email alerts, field updates to
* implement business logic.
* Created various **reports** and **dashboards** and **customized** the **home** **page.**
* Customized the entire applications to incorporate the business requirements which involved creating web forms and processing the data in SFDC with the extensive usage of **Web** **services** API.
* Implementing Lead Conversion with Automated Product and Quote creation
* There was task created which happened for follow up on the opportunity creation.
* Used Apex trigger on **lead** **conversion** and Async Apex for syncing Quotes.
* Wrote **test** **classes** with **best** **practices**.
* Implemented public access settings for sites, restricted login hours, and **restricted** **login** **IP** ranges on profiles.
* Involved in configuring **chatter** for the users in the organization and built custom portals in the
* application.
* Worked to Integrate Salesforce.com to integrate with external applications using **web** **services** API, SOAP, REST.
* **Data** **migration** using import wizard, excel connector, workbench and other integration tools like, Apex Data Loader
* Worked on Sales Cloud implementation and have experience in developing Email templates within

Marketing Cloud.

**Environment**: Salesforce.com platform, APP Exchange, CPQ cloud, APEX programming, APEX classes, Approval process, Email Alerts, AJAX, JAVASCRIPT, NodeJS, JAVA API, database querying (SOSL&SOQL), HTML, DHTML, CSS, React Js.

**Northern Trust – Chicago, IL Jun 2016 – Apr 2017**

**Role: Salesforce Developer/Consultant**

Northern Trust Corporation is a financial service company headquartered in Chicago, IL that caters to corporations, institutional investors, and high net worth individuals. Northern Trust provides innovative financial services and guidance to corporations, institutions and affluent families and individuals globally.

**Responsibilities:**

* Involved in developing **SFDC ETL** processes using **JAVA** and Salesforce **Web Services JAVA API**.
* Used **Data Loader** to download all the data for Data Management in force.com platform.
* Performed some administration tasks as needed like managing the **custom fields**, **integration** and cleaning up the data.
* Created test scenarios on **Sandbox** environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Created several mashups to include data from many **external** end-points such as including the type of contracts.
* Implemented the contract pricing and products configuring using **AJAX** and **JAVASCRIPT**.
* Developed **SFDC** site and **customer** **portal** for various customer portals and contract plans.
* Developed **Email** **handlers** using Apex for the generation of contract details in a PDF from lead sources using Apex.
* Designed various Web Pages 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**.
* Created new **User** **Accounts** and assigned **Profiles** as per their **role** in role hierarchy.
* Experience working with Force.com IDE and salesforce.com sandbox environments.
* Setup Live Agent as part of **Case** **Management** implementation inside **Service** **Cloud**
* Implemented Configuration, Customization and Development with Salesforce.com on **Service** **Cloud** and **Sales Cloud**.
* Worked on **Service Cloud Communities** sharing Business Process Extend them across offices and departments and outward to Customers and Partners
* Customized **Page** **layouts** for **Standard/Custom objects** and assigned **Record Types**.
* Created Data **Validation** rules and **Formulas** as per the Customer Experiences.
* Worked with various salesforce.com Standard objects like **Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.**
* Implemented case Management automation to track and solve Customer's issue.
* Implemented **picklists**, dependent picklists, lookup, **master-detail** relationship and **validation**, **formula** **fields** to the custom objects.
* Used **SOSL** and **SOQL** with consideration with governor limits for **data** **manipulation** needs of the application using platform database objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record pages.
* Customized user Roles, Role hierarchies, **Profiles** and **sharing** **setting** to ensure that the protected data is available only to the authorized users.
* Integrated Web services for extracting the data from external system to display in the pages of salesforce.
* Integrated the SOAP/REST API based **Web** **Services** and **Informatica** on Demand for extracting the data from external systems.
* Worked on **Change sets, Packages, Eclipse, ANT migration tool** for deploying apps and several other components.
* Used the sandbox for **testing** and **migrated** the code to the Production after testing.
* Closely worked with SFDC Admins and Business Analysts in the Org involved in integration and merging two salesforce instances.

**Environment:** Salesforce.com platform, APP Exchange, CPQ cloud, APEX programming, APEX classes, Approval process, Email Alerts, AJAX, JAVASCRIPT, NodeJS, JAVA API, database querying (SOSL&SOQL), HTML, DHTML, CSS, Node JS.

**Allstate Insurance – Northbrook, IL Jan 2015 – May 2016**

**Role: Salesforce Developer/Administrator**

Allstate's best-in-class products and services help provide innovative protection and retirement solutions to millions of households nationwide.

**Responsibilities:**

* **JIRA** is Integrated with Opportunity and a custom object using **REST API**.
* **A Service Rocket** is used for detecting an update in JIRA.
* **JIRA and Salesforce** are synced **Bidirectionally**.
* Any updated in Salesforce is pushed in JIRA using **REST API.**
* There is an integration with Zendesk using REST API.
* Creating a ticket inside **Zendesk** **using REST API from Salesforce**.
* **Lead Demand funnel** is implemented for client which helps them to streamline their sales process.
* Waterfall stages and status routed through different stages depending upon conditions in various field.
* **Marketo** is configured to score leads.
* Developed VF pages and related **Apex classes** to allow the customers to **register**, **login** and submit their service requests which are resolved by CSS people.
* Worked with Dynamic Apex to access Objects and Field describe information, execute **dynamic** **SOQL**, **SOSL** and **DML** **queries**.
* Build flows which embedded lightning components for each object fields and assigning the input variables to get flow between the components with the help of **lightning** **buttons**.
* Developed different **Custom** **Objects**, Tabs, Entity Relationship data model, Workflow Rules, Workflow Approvals, validation rules, **Components** and **Visualforce** **Pages**.
* Created custom reports to assess the performance of CSS people and the usage of the customer portal as well.
* Involved in creating **page** **layouts**, search layouts to organize fields, custom links, related lists and other components on record detail pages and **edit** **pages**.
* Involved in creating Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Worked on service cloud implementation using **Cases**, and implemented **Email-to-Case**, **Escalation** and **assignment rules**.
* **Automated** **sharing** **rules** whenever there is a new change in Sales teams instead of using an Apex trigger.
* Used **Data Loader** for insert, update, and bulk import or export of data from Sales force Objects; used it to read, extract, and load data from comma separated values (CSV) files.
* Built **CTI** (Computer Telephony Integration) adapters to integrate Desktops with third party CTI systems, also created Web-to-case and Email-to-case.

**Environment**: Salesforce.com platform, Apex programming, Force.com-IDE, Eclipse plug-in, Data querying (SOSL & SOQL), Apex triggers and Apex classes, workflow rules, approval process, HTML, CSS, JQuery, CTI.

**Info Vision Technologies – Nashik, India Feb 2012 – Sep 2014**

**Role: Web Developer**

**Responsibilities:**

* Designed the web pages by using **HTML, XHTML**, and **CSS** with **JavaScript**
* Designed the graphic objects, illustrations, images (vector and bitmap) and banners with using Adobe Flash MX and Action Script, Adobe Photoshop and Adobe Illustrator
* Used **JavaScript** for custom client-side validation
* Developed secured web applications by using client scripting such as **JavaScript** and **JQuery**
* Designed and developed the application logos and images by using **Photoshop CS3** and **Illustrator**
* Understand each module and gathered and managed the project content by using **Content Management System (CMS)**
* Designed site tree in XML
* Involved in coding, testing, and debugging for web presentation layer using HTML and CSS according to internal standards and guidelines
* Designed webpages keeping in mind the **W3C** **Standards**
* Used browser compatibility standards and principles to perform the website operations
* Interacted with **Java controllers** (JQuery, **Ajax**, and **JSON** to write/read data from back end systems).

**Environment**: HTML, HTML5, DHTML, XML, XHTML1.0, SVN, CSS3, JQuery, JavaScript, Angular.js, Bootstrap, RESTful SOAP, JSON, MongoDB, Illustrator

## **Education:** Pune University, India- Bachelor’s in Information Technology

## Murray State University, KY- Master's in Information Systems