****  ** Satish M**

**Contact:** (+91) 9705149568

**E-Mail : msatish459@gmail.com**

**Salesforce Developer | Trailhead Ranger**

**Summary**

* **Having 4.5+** yearsof IT experience as a Developer in **CRM (Salesforce.com)** and client dealings across various verticals.
* Experience in **Scrum, Agile Methodologies** using **Rally, JIRA and Salesforce Chatter.**
* Experienced using **Salesforce Lightning** UI, Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Experienced **Apex Controller** to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Expertise in **visualforce**, Apex Database**, Apex Triggers** and **Apex Testing**. Designed visualforce pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Efficient in monitoring Apex asynchronous processing using future methods, Batch apex, controlling processes with Queueable apex and scheduling jobs using apex scheduler.
* Experience in integrating external web systems with salesforce using **REST** and **SOAP** web services.
* Used **SOQL** and **SOSL** Queries within Governor limits for data fetching and manipulation needs of the application.
* Worked on **Change Sets**, **Ant Migration** tool and **Copado** for deployments.
* Experience in working with VS Code, Apex Data Loader, Force.com IDE (Eclipse), Work bench, Postman and Git Lab.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, OWD, Users, object level security, field level security, record level security and sharing rules.
* Good experience in **Remote Action Methods, Named Credentials, Remote Site Settings, Connected Apps, Custom Settings**, **Custom Labels** and **Custom Metadata Types**.
* Knowledge on Lightning Web Components (**LWC**).

**Technical Skills**

* **Lightning Experience Development:**  Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* **Salesforce.com Development:**Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, Chatter API, SOQL, SOSL, Visualforce, HTML.
* **Administration:**  Reports &Dashboards, Validation Rules, Users, Roles and Profiles, Deployments, Formula fields, Workflow Rules, Apex Data Loader, Custom Apps, Custom Labels, Sharing Settings, Email Templates.
* **Languages:**  Apex, JSON, Ajax, Java, JSP, XML, HTML, Java Script, CSS
* **Tools/Utilities:** JIRA, Rally, Git Lab, Eclipse, Force.com Data Loader, Postman, VS Code, Jenkins, ANT Migration Tools, Copado, Salesforce Chatter etc.

**Professional Experience**

* Working with Techno-Comp Computer Services Private Limited as a Software Engineer and working at **Verizon** Client location, Hyderabad since Oct 2018.
* Worked as a Salesforce Developer at **POPCORNAPPS SOFTWARE PVT LTD**, Hyderabad since July 2016 to July 2018.
* Worked as a Software Trainee at **Nacre Software Services (Internship)**, Hyderabad from Dec 2015 to April 2016.

**Certification Details**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Advanced Platform Developer II**

**Educational Details**

Bachelor of Technology (B.Tech) in Electronics and Communication Engineering passed in the year 2015.

**Projects Experience**

**Project#1 : Reactive Retention (Verizon Enterprise Sales Product Recommendation or Next Best Offers)**

Client : **Verizon**

Position : End to end responsibility (Grooming, Solution, Design, Implementation, collaboration, Deployments and Production support)

**Description:**

Reactive Retention is a new digitalized collaborative technology platform to integrating end to end Verizon enterprise sales operations to provide customers to upgraded product recommendations **(Next Best Offers)** or new product recommendations **(5G).** This project provide the customer to provide information about current product summary and new product recommendation or Next best offer with all the details related to product based on location and customer type. The system is having an intelligence mechanism to identify the Next Best offers for the requested customer. In this project, **Salesforce** defines thecustomized live user experience to show the next best offers details and It gives a facility to accept or reject a recommend product form the Verizon business.

**Roles & Responsibilities:**

* Worked on developing **Lightning Components and Lightning Experience**.
* Worked on connected apps, callouts, Java scripts, Json, Jenkins, Post man, Rest api, CSS, Ant Tool, Platform Cache, JIRA etc
* Designed and documented solution for end to end integration b/w Salesforce, PEGA, Apigee, Biztalk Servers and DWH
* Written lots of customized code to achieve business requirements.
* Developing Configuration changes using Declarative model in Salesforce.com.
* Worked **on lightning quick actions buttons and written Aura enabled controllers**.

**Project#2 : Enterprise Solutions Pre Sales Process (EP) && Partner Resource Management (PRM)**

Client **: Verizon**

Position **: Salesforce Developer**

**Description:**

Verizon is transforming to a new sales methodology that tracks the four fundamental sales metrics, unlocks the relationship gate for enterprise sales and enables the customer to drive the deal close cycle Not only does this sales methodology deliver amazing value to all levels of the sales management chain it is delivered with an extremely effective virtual class experience that assures everyone is paying attention while dramatically lowering the cost of delivery.

**Roles & Responsibilities**

* Developed Apex Triggers, Apex Class, visualforce pages, Email Services, and Test Classes for various functional needs in the application.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Coordinating with the onsite team to solve production issues.
* Created **Connected Apps, Remote site settings** for oath authentications required for Integration of Third party systems.
* Developing Configuration changes using Declarative model in Salesforce.com.
* Worked on developing **Lightning Components and Lightning Experience**.
* Worked **on lightning quick actions buttons and written Aura enabled controllers**.
* Worked on **Chatter API connections**, posted the chatter messages on objects and sending notifications to customers.
* Written **Batch apex** for updating the existing records for business scenarios.
* Resolved multiple defects and developed multiple business requirements in scrum.
* Deployments across sandboxes using Change Sets and ant tool.
* Worked on formula fields, workflows, process builders, validations, page layouts, record types and etc.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Discussed and analyzed the requirements with business team and converted the requirements into detailed technical requirements.
* Customized Salesforce CRM beyond native functionality with visualforce and Apex code as per the requirements.

**Project #3 : Global Business Operations Task Management**

Client **: Verizon**

Position **: Salesforce Developer**

**Description:**

Global Business Operations requires the ability to track the status of a request for a quote, proposal, bid or contract. The task information will be used to track SLAs and improve the business operations processes by identifying bottlenecks. The objectives of project are as follows to improve Opportunity Request/Task Management efficiency and transparency so that accountability can be driven across all resources involved in the bid/quoting process. The roles and responsibilities of the parties involved in assigning and managing tasks related to quotes, bids and contracts. The information captured here will be used to define user profiles in the application.

**Roles & Responsibilities:**

* Developing Configuration changes using Declarative model in Salesforce.com.
* Worked on developing **Lightning Components and Lightning Experience**.
* Worked **on lightning quick actions buttons and written Aura enabled controllers**.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, visualforce and other utilities.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created Record types, page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports.

**Project #4 : Warranty Customer Support (CX) & Support App API**

Client **: Intel**

Position **: Salesforce Developer**

Tools **: Salesforce.com, Rally, GIT, Post man, Work bench, Scrum.**

**Description:** The project is to provide services to customers and creates a warranty for Intel products like processors, non-processors and other Intel products through community web portal. The main purpose of the project is to create a standard and warranty cases for product related issues and provides a warranty check for customers to validate their product warranties. The purpose of Support App is to provide API’s for entire functionality of warranty customer support (CX) to integrate mobile application like My Intel and WeChat, through REST API web service.

**Roles & Responsibilities**

* As a Salesforce developer I was responsible for gathering requirements and provide solution to the client.
* Designed and Implemented business logic using apex and visual force pages
* Enabled translation work bench and configured translation for custom labels**.**
* Written test classes with best practices.
* Created connected app for integrate with other technologies
* Worked on postman, rest client and workbench tools for connecting salesforce org.
* Written Rest API and handler/helper classes for providing API’s to CX functionalities.
* Designed and Implemented brand new solution for **Custom Label Translation API** (Localization).
* Done deployments through change sets for one instance to other instances.

**Project Title #4 : Localization**

Client **: Intel**

Position **: Salesforce Developer**

Tools **: Salesforce.com, Apex Data Loader**

**Description:**

The objective of this project is to convert the customer portal site into selective specified languages,

depends up on customer contact language and customer preferred language. In addition to that, this project is equipped with the capability of sending visualforce templateswith 15 different languages to the customers based up on customer local language and customer product warranty types. It provides detail information of customer created cases, products, shipping address and warranty types. It sends the email alerts to the customers based on specified time period and type of the warranty conditions and its status.

**Roles & Responsibilities:**

* Designed and developed unique architecture for sending email notifications to customers with different languages.
* Import/Export records to Salesforce via Data Loader**.**
* Participated in customer discussions and provided necessary clarifications to customer.
* Responsible for migrating data from one sandbox to another sandbox using eclipse and change sets.
* Responsible for writing apex triggers and apex classes and designing visualforce pages.
* Written **Batch Apex** for updating customer language.
* Responsible for writing the Test classes.
* Involved in production releases and resolved instant issues.
* Done deployments through change sets for one instance to other instances.