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**Professional Summary:**

Salesforce Certified Platform Developer/ Administrator and Working Experience in building new Applications with the Lightning App Builder and Lightning components. Experience on Salesforce Lightening for Customizing Reports and Dashboards for business uses. Salesforce development and SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks, and Events. Have developing experience in library application using custom visual force pages, Profiles, Permission Sets and Custom Lightening app. Experienced Java Developer, Services Tester and DevOps Engineer, specialized in understanding the business requirements and experienced using Agile Methodology in delivering business solutions and providing support to end-users for various business applications in teaching/learning and Financial Services.

* Over**8** years of IT experience and a **Certified Salesforce.com Platform Developer,** **DevOps** and excellent experience as **Salesforce Admin**as well.
* Extensive experience with the Salesforce.com development **life cycle**, **application design patterns**, **integration patterns** and **deployment planning**.
* Experienced working in Cross - Functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, and Visual Force pages, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Proficient in dealing with functionalities related to **sales cloud**, **service cloud, Marketing cloud, Community Cloud, Field service lightning, Custom Cloud and Analytics Cloud**.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Developed and recommended CRM roadmap for customers in the **Financial Domain**
* Experience working in **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test-driven**development and also worked on Copado for deployment.
* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Extensive exposure to **Black Box testing**, **Smoke testing**, **Usability testing**,**End-to-End testing**, **System testing**, **Regression testing**and **User Acceptance testing (UAT)**.
* Worked on different kinds of Managed packages like CPQ, DocuSign and Ncino.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Expertise in advanced **APEX/Visualforce** development, including high volume **data processing, managed packages, community portals, SSO, Canvas** applications and metadata API.
* Expertise in customizing standard Objects like **Accounts**,**Contacts**, **Opportunities**,**Products**,**Cases**,**Leads**, **Campaigns, Reports**(**Summary reports**,**tabular reports**, **Pie charts, Dashboards**and **Report folders** for different user profiles as per the requirements.
* Created **lookups** and **master-detail relationships** on the objects and created **junction objects** and various advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **and Approval Process**, **Sharing rules** for **automated alerts**, **field updates** and **Email generation.**

**Technical Skills:**

**Sales Force Technologies** :Sales Force CRM, Sales Force SFA, Apex Language, Apex

Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages, Workflow & Approvals, Lightning, Case Management Automation, Custom Objects, Apex Data Loader.

**Sales Force Tools :** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, WORKBENCH.

**Client: CLOUD Q Aug 2020-Till Date
Role:** **Salesforce Business System Analyst (CPQ and FSL)**

**Location: Atlanta GA**

**Responsibilities:**

* Worked for different clients including NEW RELIC with K2 Partnering, COX Auto and CLOUD Q internal projects as a salesforce admin and development specifically in OMS, Experience on SFDC implementations covering **Sales cloud, Service cloud, Marketing Cloud, applications.**
* **Worked on salesforce App dynamics including Salesforce and snowflakes and Salesforce Atlassian and Salesforce Rebate’s including CPQ packages.**
* Accomplished and delivered in all project stages and deliverables including requirements analysis, design, development and testing, data migration, integrations, user acceptance testing (UAT), deployment, data modelling, data analysis, defect & user issues resolutions, user training. Good knowledge on Tableau JavaScript API in applying filters
* Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Change set migration code and configuration from the Dev sandbox to Production.
* Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills
* Developed **Lightning apps**with design systems using CSS and Parameters, App Builder and **Lightning component**features for the use of Desktop and Salesforce1 Mobile Platforms.
* Hand on experience in salesforce **lightning feature**and knowledge. And Implemented wave Analytics to track overall business which increased 20% of entire sales
* Technical Knowledge about Salesforce **lightning schema builder, process builder, app builder, components and lightning connect**.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* Hands on experience in salesforce lightning feature and knowledge.
* Started working on building an App-Exchange application to push leads from different partner Salesforce channels to our salesforce by establishing security around it.
* Built **Workflow rules, Approval process** and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Change Management (Testing, Training, Customer Betas, Internal and external communication) & Service cloud Console.
* Implementation and rollout experience with salesforce.com **CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.**
* Worked with many standards features like Objects, Workflows, Record Types, Page layouts, Profiles, Roles, etc.
* Knowledge on the **Field Service Lightning (FSL) mobile app** how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual-force to align with Salesforce new **Lightning UI** experience.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Worked on Field service lightning geographic location territories.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Experience in **Salesforce1 Mobile**with out of box using Lightening.
* Extensively developed Visual-force pages, Apex class & Triggers for various custom functionalities for business requirements.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Developed heavy Integration components for data integrity with legacy systems and implemented event centric integration using **SOAP** and **REST API**.
* Created custom objects, workflows, triggers, the Force.com IDE, migration tools, SOQL, SOSL and web services.
* Migrating Components to different environments using ANT Eclipse and Change Sets. Document the requirements
* Responsible in following Salesforce best practices and enforce data quality policies for successful Launch. Support Production Launch.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.

**Client: CISCO (Duo Securities) December 2019-July 2020**

**Role: Salesforce Business System Analyst (CPQ and FSL)**

**Location: Ann arbor, MI**

**Responsibilities:**

* Collaborate with other associates to design solutions that efficiently deliver the required enhancements on-time and within budget.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Design and implement Salesforce technology, working closely with functional specialists to develop. Creative business solutions.
* Work with Salesforce.com Web Services APIs and different types of managed packages.
* Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization. Created various profiles and configured Permission sets based on the Organizational hierarchy.
* Manage projects throughout the entire Sales development life cycle (including Technical Design, coding testing, deployment, documentation and support).
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Created user Roles and Profiles and given them Security controls and Shared settings.
* Developing various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force
* Pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report
* Folders for different users and profiles based on the requirement.
* Authorized access to data, financial data and overall better customer security facilities. Install and Configure Apps as needed
* Maintaining admin related activities as first line of defense to support business stakeholders and development team.
* Communicate with Architect and Business analysts to best understand the needs for the system.
* Create custom objects, workflows, triggers, the Force.com IDE, migration tools, SOQL, SOSL and web services.
* Migrating Components to different environments using ANT Eclipse and Change Sets. Copado, Document the requirements
* Responsible in following Salesforce best practices and enforce data quality policies for successful Launch and Support Production Launch.
* Actively participate in code reviews and enforce the best practices.
* Enforce the data quality standards.
* **Developed a SOAPUI based framework** to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using jQuery and JavaScript.
* Used Developer Console, Force.com Explorer, Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.

**Client: Deloitte consulting Ilc. April 2017- Dec 2019**

**Role: Salesforce Business System Analyst (CPQ and FSL)**

**Location: Lake Mary, Orlando/FL**

**Responsibilities:**

* Extensively worked on agile methodology and attended Daily status/standup meetings.
* Worked for different Consulting projects like State projects and federal projects like **Urban housing development (FDA)**, **ExxonMobil, SAGE Therapeutics, Deloitte Audit** 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.
* Experience in building new Applications with **the Lightning App Builder** and **Lightning components**. Experience on Salesforce Lightening for Customizing Reports and Dashboards for business uses.
* Worked on end to end projects like DocuSign integration. creating lightning buttons and lightning web components.
* Integrated Salesforce.com with an external application using DocuSign based web services.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Worked on salesforce classic to lightning migration projects.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Worked at the client site with the customer and manager the project from end-to-end.
* involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services
* Worked on Customizing service console.
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Copado for deployments.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Client: Vision Technologies Oct 2016 – Apr 2017**

**Role: Java Developer / Release Engineer**

**Location: Austin, TX**

**Responsibilities:**

* Participated in software releases and service requests.
* Works closely with customers to package and deploy application code and/or scripts to support application bug fixes or enhancements.
* Collaborated with developers to enhance stability and scalability while prioritizing requests from operations, development and product teams
* Performed validation for client side as well as server side with the help of Struts Validation Frame Work.
* Used ORM technology such as Hibernate to provide an object model for the data in database for ease of access.
* Used Struts framework to implement the MVC architecture for most applications.
* Provided weekly status reports to the manager with the latest information of all ongoing activities.
* Involved in complete SDLC management using Rational Unified Process - Requirements gathering, Design, Analysis, Development and Testing.
* Developed and maintained elaborate services-based architecture utilizing open source technologies like Hibernate ORM.

**Client: Bank of America November 2015- August 2016**

**Role: Java Developer / Release engineer.**

**Location: Dallas, TX**

**Responsibilities:**

* Worked on Registration and Insurance Licensing System which is being enhanced with new features.
* Architect and developed new or enhance existing front-end portal for cloud provisioning, continuous integration and DevOps.
* Used **Hibernate mapping techniques** such as One to One, Many to One and Many to Many mappings to represent relation between various entities in the project.
* Configured and used **JBoss** application server for creating Data source and enabling JNDI for beans and database lookups.
* Involved in the implementation of Stateless session **beans (EJB)** for business logic layer and Entity beans for persistence.
* Used MySQL and Oracle platforms to create databases of student and faculty login information and their desired areas of study.
* Performs defect corrections for ensuring quality
* Worked with different teams to understand integrations with BOFA systems
* Provided technical guidance to other support teams and architects
* Promote test driven development practices within the team, ensuring that unit test and acceptance tests are implemented to confirm that acceptance criteria are met
* Develop comprehensive code comment and code documentation
* Work as part of a scrum team and develop accurate work estimates, comprehensive code comments and code documentation
* Worked 24x7 on call basis
* Assist in managing and coordinating all production related activities with Service Coordinator and a team of offshore resources
* Active leadership in critical production issue resolution both (Priority 1 and Priority 2)
* Work with business to prioritize production issues for resolution.

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**Client: DSS Soft tech. Sep 2012- Dec 2013**

**Role: Java Developer.**

**Location: Hyderabad, IN**

**Responsibilities:**

* Involved in the Analysis, System study and designing phase of the project.
* Discussing the new requirements and coordinating with team to develop the internal design based on the given Architecture
* Involved in Unit testing PL/SQL Stored Procedures and Functions.
* Worked with JavaScript MVC framework to organize client-side code and state.
* Participated in Code review and Quality Assurance.
* Involved coding SQL Queries, Stored Procedures and Triggers.
* Extensively worked on various ADF Faces Components to create the complex screens.
* Used JDBC, application server provided transaction API for accessing data from the Oracle the using standard statements.
* Preparation and review of Unit Test Plan, Unit Testing, Test Results review and other quality related work.

**EDUCATION:**

* **Masters in Computer Engineering from** Cleveland State University, OH.
* **Bachelor in Electronics and Communication Engineering** from

 Vardaman college of Engineering, India.

* **- *References upon request***