**Asrith**

**salesforcedeve.lope.r13.1.7@gmail.com**

**SUMMARY:**

* **71/2 Years** of **IT experience** with around **6+ years** of experience in the **Salesforce.com** CRM platform as both **Developer & Administrator.**
* Experienced in all phases of **Software Development Life Cycle (SDLC),** quality management systems and project life cycle processes.
* Proficient in **Agile** Methodology.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Accumulated extensive Salesforce knowledge and hands on experience on **Sales Cloud**, **Service Cloud** and **Marketing Cloud, Commerce Cloud.**
* Expertise in configuring and administrating Salesforce CRM environment.
* Expertise in creating and Using **Custom Objects and Tabs, Custom Fields, Master and Lookup Relationships, Validation Rules, Formulas, Report Types, Reports and Dashboards, Profiles, Permission sets, Role Hierarchies, Page Layouts, Manage Users**, **Chatter Feeds using Einstein Chatbot.**
* Experience in **Object Oriented Analysis and Design (OOAD)** and understanding of the Force.com architecture.
* Extensive experience in lead case management (**Web-to-Lead, Email-to-Case**).
* Hands on experience in managing multiple projects and iterations within the CRM application.
* Good experience in developing Rich Interface Applications using **Java Script.**
* Hands on experience working with different aspects of **Web Services (XML, WSDL, SOAP, REST)** and **web integration with SDFC.**
* Experience using **Visual force** in **Lightning** experience.
* Worked on consolidation of all existing Workflow rules in the new **Lightning Process** builder flows and created one process builder for each object and managed all actions in the single flow.
* Key role in gradual transition of company's application from Salesforce Classic to **Lightning Experience**.
* Expert in migrating data from various systems into Salesforce CRM using ETL tools **– Informatica on Demand** experience, to synchronize data between Sales.com and web service endpoints.
* Expertize using **ApexData loader** for data management in force.com platform.
* Working Knowledge on **Sales Cloud, Service Cloud** and **Apex Programming** on Force.com Platform.
* Implemented **Customer portal**, **Knowledge base** and **Partner Portal**.
* Worked with Devops teams using **Copado/**Azure during Deployments and in migration.
* Implemented security and sharing rules at **object**, **field**, and **record** level for different users at different levels of organization.
* Implemented **chatter** to improve internal communication and enhanced customer service.
* Excellent skills in creating/troubleshooting/modifying **APEX code**, **S-Controls** and **Visualforce pages.**
* Extensive experience in designing of **custom objects**, **custom fields**, **picklists**, role-based **page layouts**, **Triggers**, **Workflow Approvals**, **Validation Rules**, **Approval Processes**, **custom Tabs**, **custom reports**, **report folders**, report extractions to various formats, **Reporting Snapshots, Dashboards**, and **Email templates** according to application requirements.
* Used **SOQL** and **SOSL** for data manipulation needs of the application.
* Experience in working with **Force.com IDE** client application for creating, modifying and deploying Force.com applications.
* Expertize in working with **Force.com migration tool** for moving metadata from sandbox to production org.
* Experience in creating **unit test cases** and coordinated change requests to drive the business requirements during Integration and testing stages and reviewing the application.
* Experience in Web Application Development, SOA, Client-Server based Enterprise Applications, System Analysis, Technical Design, B2B Implementation, Performance Tuning and Testing.
* Possess strong communication and Interpersonal skills. Can quickly master and work on new concepts and applications with minimal supervision. Attention to detail, thoroughness, tenacity and an investigative drive to discover the underlying causes of technical problems.
* Architect and design community development using **Lightning Web Components** and Lightning Aura Components.
* Leverage Salesforce-DX/Bit bucket for development.
* Develop various re-useable **lightning web components** and aura components for Salesforce and Salesforce Community.
* Research and develop workaround solutions for Lightning Web Component limitations.
* Integrate features developed using Visualforce pages, Lightning Aura Components, and **lightning web components**.
* Architect design and implement **customer community.**
* Worked on Salesforce **Community cloud** like how to engage with employees, customers, partners.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, **community portals**, SSO, Canvas applications and metadata API.
* Solid understanding of **Analytics Cloud** and **Einstein Analytics tools**like **Einstein Prediction Builder**, **Einstein Activity Capture**, **Einstein Opportunity Insights, Einstein Discovery**and**Sales Cloud Einstein**for development of **Einstein Chatbot**functionality.

**EDUCATIONAL DETAILS:**

* **Masters In Information Assurance,** Wilmington University.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Force.com platform, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Apex Web Services, Lightning Framework, Lightning Components, Lightning Designs, Visual Force, **SFDX, SFDC,** AJAX, Data loader, Workflows, Validation & Approvals, Reports, Dashboards, Custom Objects, Chatbot, **Sales Cloud, Service Cloud and Health Cloud**. |
| **Salesforce Tools** | Force.com Eclipse IDE Plugin, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Salesforce **Chatter**, Connect for Outlook, Exchange Sync, Informatica Cloud Data Wizard, Adobe Esign, S-Docs, CRM fusion. |
| **Databases** | Force.com DB MySql, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, NoSQL. |
| **Web/Application Servers** | WSDL, SOAP, REST, JBoss EAP, JBoss ESB Fuse, IBM WebSphere, WebLogic, Tomcat 7, Glassfish Server, Apache SOLR, ACTIVEMQ |
| **Frameworks** | Spring, Hibernate, Apache Camel, Lighting Web Components. |
| **Languages** | Apex, C, C++, Java, J2EE, JSP, Java Script, JQuery, HTML, XML, SQL, CSS, Python. |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, Unix, Jenkins. |
| **Certifications** | ADM 201, PD1 or Dev 401 |

**PROFESSIONAL EXPERIENCE:**

**NYSERDA (New York State Energy Research and Development Authority)**

**Albany, NY**

**Salesforce Tech Lead Feb 2020 - Present**

**Description:** Clean energy can power New York while protecting the environment. The New York State Energy Research and Development Authority, known as NYSERDA, promotes energy efficiency and the use of renewable energy sources. These efforts are key to developing a less polluting and more reliable and affordable energy system for all New Yorkers. Collectively, NYSERDA’s efforts aim to reduce greenhouse gas emissions, accelerate economic growth, and reduce customer energy bills. NYSERDA works with stakeholders throughout New York including residents, business owners, developers, community leaders, local government officials, university researchers, utility representatives, investors, and entrepreneurs. Governed by a 13-member Board, NYSERDA has provided objective information and analysis, technical expertise, and support in New York State since 1975.

**Responsibilities:**

* Design & Development of SFDX packages for enterprise deployment
* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow and Approvals for the flexibility and functionality of force platform application.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visual Force Pages to suit to the needs of the application using different Visualforce components.
* Worked on converting Salesforce classic VF pages into Lighting using **Lighting components** and **Lightning App builder.**
* Provide day to day **CPQ** platform and user support.
* Implemented data migration and integration between legacy system and Salesforce **CRM** using **Informatica** on Cloud.
* Worked on Salesforce Community Cloud, responsible for designing and delivering solutions.
* Knowledge on **Vendor Management** and **License Management**.
* Experienced in working with **Lightning** components on smart devices.
* Prepared data mapping document to map source and target system fields.
* Experience working on Salesforce.com **(SFDC)** Instances of Sales Cloud.
* Worked on-sales cloud module such as Web-to-lead, Auto-response rules on standard objects like Account, contact, lead, campaigns.
* Worked on **Apttus Configure Price (CPQ)** and also designed and implemented solutions for the **Apttus CPQ** system deployed on the Salesforce.com platform.
* Experience on Internal Controls.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented and Maintained **Veeva CRM solutions** like Surveys, Approved Emails.
* Configuration and **Customization Veeva CRM** application using the Force.com platform based on the requirements.
* Experience in License Management also provided efficient and cost-effective solutions.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components, and S Control** to suit to the needs of the application.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values **(CSV)** files.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Worked on Multilanguage features of Salesforce Commerce cloud.
* Worked on Customer Service Center on Commerce Cloud.
* Working on Commerce Cloud solution to support Apple Pay for the web, which means our customers can offer secure, single-touch checkout.
* Build a B2C store using a commerce cloud.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex SOAP and REST Web Services and Apex Callouts.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Good exposure in integrating enterprise applications with other **API** enabled Business Systems mainly in **Zuora.**
* Worked on **Apttus CPQ (Configure Price Quote) tool, shopping cart.**
* Worked with Devops teams using **Copado/**Azure during Deployments and in migration.
* Experience working across various **SFDC** implementations covering **Sales Cloud, Service Cloud, Call center** and **App-exchange** applications.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Experience in designing of **Dashboards, Reports, Wave Analytics**.
* Developed Complex Reports and Dashboards using **HTML, PDF, Apex, Visual force page and mail merge**.
* Built apex classes and triggers implementing **SOQL** and **SOSL** statements within Eclipse to manage interaction with the database.
* Customization, Configuration and maintenance of **sales and service clouds.**
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Also have experience on **Service Cloud, App-exchange & Call center applications**, **Health Cloud** in Various SFDC Implementations.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.

**Environment:** Salesforce.com platform, Apex, Validation rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Email services, Data Loader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), CSS, HTML, Jenkins, Python3.

**IBM (Quest)**

**Raleigh, NC**

**Salesforce Developer/Administrator July 2019 – Feb20**

**Description:** IBM Services has been challenged by a Quote-to-Cash (Q2C) process that burdens our sales community, takes time away from nurturing client relationships, and overly-complicates steps of the contracting process for complex and volume based deals.Quest is a multi-year initiative that will revamp the Q2C workflow by transforming the client, sales community, and practitioner experience. The entire sales cycle from opportunity identification through client billing will be improved with new leading-edge technologies, redesigned processes, augmented intelligence, and a common data platform. Quest is a partnership with Enterprise Operations and Service (EO&S) and the office of the Office of the Chief Information Officer (CIO).Quest will be phased over the next few years in an evolutionary, agile way with multiple Minimum Viable Products (MVPs) rolling out to specific units. These MVPs will enable Quest to release key capabilities to subset of users to elicit the feedback needed to enhance system performance, user experience, and workflows so they can be scaled at an enterprise-level.

**Responsibilities:**

* Design & Development of **SFDX, SFDC** packages for enterprise deployment
* Testing & Automation of new packages & features using test automation frameworks
* Debug & resolve Salesforce/Apttus development defects.
* Architect and develop **community for external users** to manage account and license information. Architect design and implement **customer community**
* As a Salesforce Developer need to monitor all the remaining developers code continuously and give updates to Architect and business as well.
* Created **Lightning web components** and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Work with internal stakeholders (sales, sales ops, support) to ensure that the configuration supports business requirements. As required manage **SFDC** enhancement projects to support business needs.
* Will Work on Administration, Configuration, Implementation and support experience on Salesforce.com platform.
* Implement Salesforce Knowledge management and Case management as per the business requirements.
* Customize the Case Object to receive the Live Agent **chat transcripts** as records in Salesforce Live Instance.
* Delivered KT to the client team on **salesforce chatter**, queues, groups, service cloud and other technical knowledge they need to do for their day to day job on salesforce.com.
* Worked on translating several **Visual Force** pages to **lightning framework**.
* Worked with Devops team using **Copado** during deployments.
* Worked on Commerce Cloud and Demandware
* Worked **on email to case services**, implemented custom development to meet user requirements.
* Developed and deployed **workflows** and **approval processes** for custom objects as per the business requirements.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists, and other components on record pages.
* Involved in requirement gathering for setting up **Salesforce service and Health clouds**.
* Developed **Apex triggers** with **bulk** safe for both standard and custom objects.
* Worked on security models, developed **apex-based sharing rules** in order to meet security requirements.
* Created **wireframes** and **mockups** using **Balsamiq** to include the **Einstein Chatbot** box in the screen space of webpage, thus modifying the web interface and making the UI team member understand about the required changes.
* Designed the scripts for conversational dialogs, rules and custom scripts for the **Chatbot** to interact with the users.
* Conducted **UAT**along with the testers to test whether the developed **chatbot** functionality is working as per the expectation set by the user
* Developed various **batch apex** classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data.
* Developed dynamic salesforce.com visual force pages using Java script and jQuery.
* Involved in troubleshooting and resolved issues related to integration. Developed **Apex classes** with **REST** calls to connect to **web services**.

**Environment:** Salesforce.com platform, Apex, Validation rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Email services, Data Loader, Chatbot, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), CSS, HTML, Jenkins, Python3.

**ADESA**

**Carmel, IN**

**Salesforce Developer/Administrator Feb 2018 – July 19**

**Description:** ADESA provides wholesale vehicle auction solutions to professional car buyers and sellers. Our customers include Vehicle manufacturers, Rental companies, Financial institutions, Fleet managers, Independent dealers, Franchise dealers.

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Developed **Apex triggers** with **bulk** safe for both standard and custom objects.
* Implemented **Chatbots** using Bot Framework (AI) and improved customer conversation experience over the automated chat.
* Communicated with users in the organization using **chatter**, shared files and feeds.
* Implemented Salesforce **Lightning Web Components** for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements
* Worked on security models, developed **apex-based sharing rules** in order to meet security requirements.
* Developed various **batch apex** classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data.
* Developed dynamic salesforce.com visual force pages using Java script and JQuery.
* Involved in troubleshooting and resolved issues related to integration. Developed **Apex classes** with **REST** calls to connect to **web services**.
* Developed **custom Visual force pages** and apex controller classes for various functional needs in the organization.
* Written test classes for unit testing.
* Planned **community** rollout framework as four step - cyclic process (Establish, Manage, Engage and measure)
* Experienced in using **Lightning**, Process Builder and Workflows, worked on customization of Visual force to have **Lightning** Experience for Applications.
* Used Email to case, Web to Case features and created a **community** where the customers can create, update and manage their cases.
* Worked on translating several **Visual Force** pages to **lightning framework**.
* Worked **on email to case services**, implemented custom development to meet user requirements.
* Developed and deployed **workflows** and **approval processes** for custom objects as per the business requirements.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists, and other components on record pages.
* Involved in requirement gathering for setting up **Salesforce service cloud and Health Cloud**.
* Implemented **Salesforce customer portal** to provide online support channel for customers.
* Worked on Mobile FirstSiteGeenesis on SalesForce Commerce Cloud
* Prioritized cases using **entitlements** and **case milestones**.
* Built various agent-specific and management-specific **reports** and **dashboards** to track and provide key leading and lagging indicators for same day resolution and average queue times of cases.
* Developed **case escalation rules** to ensure cases were resolved in a timely manner.
* Used **change sets** to deploy metadata from sandbox to production environment.
* Worked with business stakeholders to identify opportunities and use cases for different intents of Customer calling into IVR to help define roadmap to rollout Digital Assistant initiative to drive callers to **Chatbot** based on intent prediction and recognition, projected to generate $10M annual savings.

**Environment:** Salesforce.com platform, Apex, Validation rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Email services, Data Loader, JavaScript, Lightning, CSS, HTML, Chatbot.

**FastModel Sports**

**Chicago, IL**

**Salesforce Consultant Jun 2016 – Jan 2018**

**Description:** FastModel Sports has developed the industry’s best coaching software products, created incredible brand loyalty. Our clients include all U.S. professional teams, 85% of D1 college teams, and 8,000+ high school and youth teams from over 75 countries.

**Responsibilities:**

* Actively associated in gathering requirements for building **standard** and **custom objects**, **page layouts** and various **record types** specific to the business processes.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Built various **reports** and **dashboards** as per the business requirements.
* Built complex **validation rules** and **lookup filters** to improve the quality of data.
* Developed various **time-dependent workflow rules** and added email alerts to notify the users based on specific conditions.
* Built **custom settings** in conjunction with **Apex triggers** to mute the triggers for specific users performing data migration.
* Setup various **permission sets** to grant additional privileges set of users.
* Integrated Commerce cloud with Facebook using Facebook Dynamic Ads feature on SalesForce Commerce Cloud.
* Setup user **profiles**that gives the users permissions to objects they need access to.
* Implemented **field level security** fields to restrict access to users.
* Built **role hierarchy** representing level of data access that a user or group of users should have to certain records.
* Hands on experience on configuring Salesforce out-of-the box **community**feature for partner users.
* Expert in metadata deployment from sandbox to sandbox and sandbox to production using **Force.com IDE** and **ANT migration tool**.
* Expert in **sandbox creation**, **maintenance** and **back up**.
* **Built the SFDC production org** involving various pre and post deployment activities.
* Expertize in data migration of records to Salesforce using **Apex data loader** and **Dataloader.io,** CRMfusion.
* Created multiple **Lightning Components**, added CSS and Design Parameters.
* Built customized **Lightning components** replacing the existing ones using JavaScript on the client side and Apex on the server side.
* Imported several millions of records to certain objects leveraging the **BULK API** functionality of Salesforce using **Informatica Cloud data wizard**.
* Expert in **SOQL relationship queries** against standard and custom objects to validate the data imported to Salesforce.
* Setup **Exchange sync** to sync contacts and events between Salesforce and company’s email system.
* Developed **batch apex** classes and scheduled daily jobs using apex scheduler.
* Developed **Contact smart search** using **Visualforce page** and **extension apex classes** involving complex **JavaScript** and **SOSL**.
* Developed several **Visualforce pages**, **controller extensions**, **visualforce email templates**and **triggers** involving apex best practices.
* Developed various **web services** classes for integrating with middleware software to import the data to Salesforce.

**Environment:** Salesforce.com, Oracle 10g, Apex classes, AppExchange, Web Services, Sharing settings, Validation rules, Reports & Dashboards, Marketing cloud, Visualforce pages, data migration, Asynchronous Apex, Sandbox environment, Production environment, SQL**.**

**Community Banks of Colorado**

**Fort Collins, CO**

**Sales force Administrator/Developer Aug 2015 – May 2016**

**Description:** A community bank is a depository institution that is typically locally owned and operated. Community banks tend to focus on the needs of the businesses and families where the bank holds branches and offices. Employees often reside within the communities they serve.

**Responsibilities:**

* Involved in **Salesforce.com** application setup activities and customized the applications to match the functional needs of the organization.
* Created users, roles, public groups and implemented **role hierarchies**, **sharing rules and record level permissions.**
* Hands on experience in migrating the data into the application from other merged companies and facilitating the application usage for new users.
* Used **SOQL&SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Created workflow rules and defined related tasks, time-triggered tasks**, email alerts and field updates to implement business logic.**
* Maintained data cleanliness and accuracy by adding **custom validation rules, custom formulas, reports and dashboards**
* Community banks of colorado provides marketing campaigns for merchants and card members to maintain their current user base, and to acquire new customers.
* Involved in creation of a new application on Salesforce where users can create these campaigns and offers, perform governance, and deliver them to the merchants/cards members.
* Created custom objects and defined **look-up and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Experienced in **Data Migration** using **Apex Data Loader**, and **Third Party ETL**tools like MS-SSIS, Informatica.
* The delivery model involved integrations with a lot of applications within Salesforce, and other distributed applications within bank.
* Hands on experience business processes like **Forecasting, Campaign Management, Case Management, Account Management.**
* Developed **Visual Force Pages, Apex Classes, Visual Force Custom Controllers Components, Advanced Search Functionality, Dashboards, Custom Objects**, Analytic Snapshots, Tabs, Tags and Components.
* Created various profiles and configured the permissions based on the **organizational hierarchy requirements.**

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL/SOSL Queries.

**Lakshmi Vilas Bank**

**Hyderabad, India Jul 2013 – Aug 2015**

**Role: Sales force Administrator /Developer**

**Description:** Lakshmi Vilas Bank was founded in 1926 by a group of seven progressive businessmen of Karur under the leadership of Shri V.S.N. Ramalinga Chettiar. Their objective was to cater to the financial needs of the people in and around Karur who were occupied in trading businesses, industry and agriculture.

**Responsibilities:**

* Actively involved with Business analysts, other developers, involved in enhancement of business modules using **Standard** and **Custom Objects**, formula logic, **APEX classes**, **Triggers**, **Test Methods** and writing **SOQL** queries.
* Worked on enhancements to SFDC application required by business users from time to time.
* Worked on Salesforce implementations from inception to delivery.
* Hands on experience on **Roles**, **Profiles** and **Security** and **Sharing** settings.
* Created SFDC **Approval Processes**, **Queues**, **Public groups** and **Email Templates**.
* Implemented **communities**.
* Created **profiles** and implemented Object level, field-level and record-level security and Created email templates and inbound emails for the clients and customers.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Developed and tested SFA based application on Force.com Platform in Salesforce.com environment with **Apex programming** language at back-end and **Visualforce Pages** as user interface.
* Actively participated in the design and development of **custom Visualforce Search pages** On Accounts & Oppurtunities and the Visualforce Controllers.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like **Visualforce**.
* Implemented Salesforce **Lightning Components** for small set of users within the organization.
* Designed **Apex Classes**, **Controller Classes** and **Apex Test Classes** for various functional needs in the application.
* Modified Visual force pages to be supported in **LightningExperience** with good understanding in its features.
* Designed **technical design documents** from BRS/FRS.
* Worked closely with UAT team and SIT team in clarifying and resolving any issues while implementing projects.
* Used Dev Sandbox (config. only) for development and unit testing. Used **force.com IDE** to deploy the code changes into QA Sandbox. Used QA Sandbox (Full Sandbox) for regression testing and deployed code into production instance.
* Involved in the data validation / Integration of the source system with Salesforce.com.

**Environment:** Force.com Platform, SOQL/SOSL Queries, Workflow & Approvals, Visual Force Pages, Triggers, Controllers, Reports, Web services, Force.com Eclipse Plug-in, Apex Data Loader, Developer Console, Rest Explorer, Workbench, HTML, Java Script, CSS.