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**CAREER OBJECTIVE**

Looking for a challenging position as a Salesforce.com (SFDC) Developer with a view to use my experience for the benefit of the organization.

**PROFESSIONAL SUMMARY**

* Over 4+years of IT experience in full life cycle software application development involved analysis, development, testing, documentation and maintenance of application in Incedo, E N Communications.
* 2+ years of experience in salesforce Development/Admin.
* Worked extensively on Service Cloud features like Email to Case, Case Assignment rules, Auto response Rules, etc.
* Responsible for Designing, Implementing, Testing, and Deploying Salesforce solutions.
* Worked on Apex classes and batch jobs.
* Created and managed custom objects, fields, formulas, validation rules, custom workflows, and process builder.
* Worked on kind of deployment strategies like Change Set.
* Experienced in querying salesforce.com database using SOQL queries.
* Developed user roles and profiles, security settings, etc. (User Profiles, Role Hierarchy, Sharing Rules, and Security).
* Experience in Lightning Platform.
* Knowledge on sales cloud and community cloud.
* Knowledge on parsing techniques like JSON and XML
* Knowledge on Lightning Web Components
* Knowledge on Mulesoft
* Expertise in SFDC Data Migration :
* Apex Data Loader
* Import Wizard.
* Mass Transfers, Mass Deletions, Mass Updates.

**Work Experience**

⦁ Worked as Senior Software Engineer in Incedo Inc, India from July -2021 to November-2021

⦁ Worked as Sales force Administrator/ Developer in E N Communications Ltd, Auckland New Zealand from Jul -2017 to June-2021

**Certifications:**

* *Certified Salesforce Administrator*
* *Certified Salesforce Platform Developer I*
* *Einstein AI Academy*
* *Administering Microsoft SQL Server 2012 Databases*
* *CompTIA Security+*
* *ICND 1-Inter Connecting Devices*

**PROJECT PROFILE**

**Client: Cetera**

**July 2021-Nov 2021**

**Role: Sales force Admin/ Developer**

**Responsibilities:**

* Responsible for gathering business requirements and overall smooth delivery of the projects.
* Participate in planning meetings, analysis development, test inspections, and other project meetings throughout the project life cycle.
* Responsible for developing detailed requirements and proofs-of-concept to support current and new projects.
* Conducts solution reviews prior to design and development activities to ensure the solution is scalable, meets client’s requirements, and aligns with product roadmaps. Acts as the primary resource for all declarative configuration is Salesforce.
* Create and manage users, profiles, roles, permission sets, and sharing rules in alignment with the data security model.
* Troubleshoot and resolve CRM system or user-generated errors.

Description:

Involved in assessment of the existing cetera sales force architecture and provide production support based on the best practices.

**Environment:** Salesforce.com, Force.com, Apex Classes, Data Migration,Process Builder, Service cloud, Sales cloud.

**Client: BITCO NZ**

**Jul 2017 – June 2021**

**Role: Salesforce Administrator /Developer**

**Responsibilities:**

* Responsible for gathering business requirements and overall smooth delivery of the projects.Created business requirement documents, system requirements and maintained Jira Boards and User Stories in Jira.
* Understanding and analyzing the requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* Worked on various salesforce.com Standard objects & Custom Objects
* Developed Apex Triggers in application for various Business/Functional requirements.
* Developed Batch Classes and Schedulable Classes.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Writing SOQL query language necessary for the application in Apex Classes and Triggers.
* Created Page Layouts and assigned different layouts based on Record Types
* Worked on kind of deployment strategies like Change Set.
* Loading of records through apex data loader.
* Confidently work off existing code or fix bugs from existing code.
* Experienced in writing unit test scripts.

Description:

Review client existing functionalists and develop new functionalists.Engaging with the stakeholders to understand the current process, developing new features.

**Environment:** Salesforce.com, Force.com, Apex Classes, Lightning Web Components ,Service cloud, Sales cloud.

* ***Education: Diploma in Business Management NZNC Auckland New Zealand, 2017 passedout.***
* ***Education: Bachelor of Technology from JNTU Hyderabad, 2013 passed out.***