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**PROFESSIONAL SUMMARY:-**

* Overall 6+ years of IT experience in all facets of the Software Development Life Cycle (SDLC)and hands on experience on Salesforce Developer & Administration with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications. 5 months of Java development.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (**Sales cloud, Service Cloud, Marketing cloud**), Communities, Sites and Force.com platform.
* Ability to setup, customize and deploy to Salesforce.com from the ground up for large user groups, perform hands on customizations using **Apex, Visual force, custom reports Salesforce.com Web services API** and train sales users.
* Good experience in Developing Business Logic Services Using Custom Objects, Controllers, **Visual Force/APEX Classes and APEX Triggers.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce Using Data Loader Utility.
* Strong Experience in creating, managing Applications, Custom Objects, Custom tabs, Fields, Relationships, **Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules, and Approval Process, SOQL, SOSL and Governor Limits.**
* Experience on creating Users, Profiles, Permission Sets and Roles.
* Experience with SFDC **integration events, triggers**. Worked with SFDC Apex REST API, SFDC Bulk API, SFDC Workflow Outbound Messaging.
* Experienced in web technologies – **HTML, CSS, XML, JSP, Javascript, WSDL and SOAP**.
* Experience on integration, integrated Salesforce with different external system, performed both inbound and outbound integration using SOAP as well as REST API. Experience on managing the Communities.
* Hands on experience in developing and configuring Dashboards, Reports and Report Folders for different user profiles based on the need in the organization. Advanced knowledge of APEX, including but not limited to scheduling, web services API, triggers, custom controllers, **Design Patterns, Dynamic Apex, and Batch Apex.** Sound Understanding of Data migration using Import wizards, and Data Loader.
* Strong knowledge on SFDC Functional areas – **Accounts and Contacts, Opportunities, Leads, Campaigns, Dashboards and Reports.**
* Extensive experience in using salesforce.com involving the creation of **Roles, Profiles, Workflows, Approval Processes, Page Layouts.**
* Strong knowledge in the creation of **Custom objects, Triggers, Apex Classes, Force.com API, Standard and Custom Controllers, Controller Extensions.**
* Strong knowledge of **Salesforce configuration**, data migration, system integration and familiarity **with Visualforce** (Pages, Components, Controllers) **MVC architecture** and Apex **(Classes, Controllers & Triggers).** Experience working with Force.com IDE and SFDC **Sandbox** environments.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy.
* Good understanding of Salesforce.com **Governor** Limits with an ability to optimize code to respect those limits.
* Experience in integrating SOAP based Web Services like Zuora and REST API Web Services like IDQ and SABRIX using Data power middleware.
* **CSS.** Experience in developing web interfaces for clients both through Force.com Sites and standard web technologies including but not limited to **HTML, CSS, XML, and JavaScript**.
* Knowledge and experience in **Salesforce Lightning**.
* Worked on Enterprise, Unlimited versions in salesforce environments.
* A **REST** resource is an abstraction of a piece of information or an action, such as a single data record, a collection of records, or a query. Each resource in **REST API** is identified by a named Uniform Resource Identifier (URI) and is accessed using standard HTTP methods **(HEAD, GET, POST, PATCH, DELETE**). **REST** API is based on the usage of resources, their URIs, and the links between them.
* You use a resource to interact with your Salesforce org. For example, you can:
* Retrieve summary information about the API versions available to you.
* Obtain detailed information about a Salesforce object, such as **Account**, User, or a custom object.
* Perform a query or search.
* Update or delete records.

**Certifications:**

* Salesforce Admin (**Credential ID: 19307249)**
* Salesforce Certified developer (**Credential ID: 19468069)**

**Education:**

* Bachelors of information technology (2007-2011) JNTU University.
* Masters of computer science (2011-2013) JNTU University.

**Technical Skills:**

**Salesforce.com: Salesforce Lightning, Apex Language, Apex Trigger, Apex Class & Apex, Visualforce (Page, Component & Controllers). SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, force.com IDE, Apex data loader, web services.**

**Custom Integration &Management tools: Outbound Messages, Workflow and Approvals, Field updates, Reports, Account Management, Contact Management, Email Services, Security Controls, Custom Objects, Custom Settings, Custom Labels & Tabs, App Exchange Package & Custom Application and Sandbox Data Loading, MS Visio, HP ALM, QC, JIRA.**

**Force.com tools: Eclipse, Force.com Eclipse IDE Plug-in, Data Loader, Force.com, Salesforce.com.**

**Web Technologies: HTML, Java Script, XML, CSS, WSDL, JQuery.**

**Languages: C, C++, Apex, Core java, Java, Javascript**

**Java Framework: J2EE, Struts, Hibernate.**

**Relational DB:** **SQL, SOQL, SOSL**

**Professional Experience:**

**Syska Hennessey Group NY**

**Salesforce Administrator/ Developer Nov 2019 – Till Date**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized apps to match

Functional needs.

* Worked on Custom Settings and Email Services for automation using Apex Classes.
* Worked on using Apex, Trigger, Batch classes and test classes for customization solutions. Like we had a requirement to create a task when opportunity is closed won, wrote a trigger. Which automates automatically.
* Worked on outlook integration with salesforce. Where users can directly use salesforce from the outlook email. We also used the salesforce inbox for the mobile version, to make it more user friendly.
* In Syka worked on marketing cloud. We used DocuSign, Conga for the document signature.
* Using the Rest API, We connected with the external system to bring data and also to send data, we used the connected apps with the Rest Api.
* Integrated with the company’s website to capture leads.
* The Field Service Lighting core features, managed package and Mobile app.
* Field Service Lightning managed package builds on the core features and includes:
* A Guided Setup tool that walks you through creating field service records and customizing your settings
* A dynamic scheduling console that gives dispatchers and supervisors a bird’s-eye view of all team members and scheduled appointments
* Used sandbox for testing and migrated code to deployment instance after testing.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Triggers, Apex classes and visual force pages as per the needs of the application.
* Worked on SSO using Identity Connected.
* Worked on Vision -e application Installed through app exchange and helped the team how use it and created a SOP for the application.
* Created mini page layouts, search layouts and page layouts to organize custom fields, custom links and other components on detail and edit pages of the record.
* Created the workflows for automated lead routing, lead escalation, alerts and action items.
* Migrated existing data from Excel Sheets using Data Loader.
* Implemented various Custom Reports and deployed them for different business user levels
* Supported data migration activities for migrating data from various business centers and business center users with the support of Saleforce.com.
* Prepared documentation and conducted training workshops to get the end users up to speed in using the system.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* We used Conga for Pick and choose which fields you need and how you want them formatted.
* So your document is fully customized to your requirements.

Conga’s Template Builder provides an easy drag and drop or copy/paste mechanism to

* Add Salesforce fields to your document or email template.
* The Template Builder is located in the Tools &amp; Settings menu of the Conga Composer user interface.
* Build the Composer custom button or link to launch the Composer user interface.
* Use Salesforce reports or SOQL queries to add more data to your solution - fields from objects related to the object where your button or link is placed.
* Build a Salesforce report in Salesforce’s report builder and filter the report by the Master Object ID so it
* Will retrieve the related data (e.g. child object records) specific to the Master Object record from which you launch Composer.
* We used DocuSign that allows to send, sign, and track Salesforce agreements and approvals from anywhere, on any device

**Citi Group, Tampa, FL**

**Salesforce Administrator/ Developer   June 2017 – Oct 2019**

**Responsibilities:**

* Implemented Agile to ensure speed-to-market of solutions and maximum business value capture.
* Designed and developed Visual Force pages based on the business requirements.
* Proficient in Developing Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts, sandbox data loading and Web services API.
* Implemented Sales Process.
* Designed high level customized visual force pages using extension controllers, custom controllers and standard controllers.
* Lightning Experience - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Lightning Web Components is the Salesforce implementation of that new breed of lightweight frameworks built on web standards. It leverages custom elements, templates, shadow DOM, decorators, modules, and other new language constructs available in ECMAScript 7 and beyond.
* Used Service Cloud to create a customer portal and help the customers.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Retrieve all metadata and apex classes from a salesforce org and push to a GitHub repository hosted on bitbucket using ANT.
* Day to day Scrum calls on the updates of the work.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Have done POC on using External ID for Data Upsetting using Data Loader.
* Written test classes for a Process Builder to test its efficiency.
* Worked with SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.
* The Zuora Central platform lets companies keep track of subscription payments, billing, collections, pricing, product catalogs, and accounting.
* In addition to Zuora Central, Zuora's four primary SaaS applications are Zuora Billing, for recurring billing operations, Zuora RevPro, for revenue automation, Zuora CPQ, sales quoting for subscription businesses and Zuora Collect, for payment collections
* CPG, we used ‘Zuora’ CPQ it will create a quote product. The quote product is going to get the information from opportunity link item.
* So, once the quote is submitted in the CPQ system then we will create all Sales order automatically on the Salesforce. So that means we have reverse back integration from CPQ to Salesforce. So, here is a custom object as a sales order. Sales order will be created & Sales order line items will be created.

**Environment**: Force.com platform, Chatter, Apex Classes, Sales Cloud, Service Console, Visual Force Pages, Bit bucket, Jira, apache ant, Custom Objects, Custom Tabs, Controllers, Email Services, Workflow Approvals, Security Controls, Reports, Eclipse IDE, Windows.

**Live Ramp, SFO, CA**

**Salesforce Administrator/Developer Feb 2017 – May 2017**

**Responsibilities:**

* Actively involved in interacting with business users (subject matter experts), requirement gathering, defining functional and technical specifications.
* In the service cloud environment, performed the role of Salesforce.com Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Created the Custom fields for sales force CRM content management.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Used Chatter, worked together on sales opportunities, service cases and marketing campaigns and monitored the latest developments at the organization.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period, also worked on app-exchange tools for tracking orders.
* Created formula fields and Roll-up summary to validate the information provided by the customer using validation rules.
* Exported data from legacy system and imported into SFDC through Apex data loader for data migration.
* 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 and for different user profiles.

**Environment:** Saleforce.com, Security Controls, Escalation rules, Apex, Assignment rules, Agile Methodology, Record types, Custom objects and Fields, Workflows, Rules, Web Services, HTML, CSS, Eclipse, Data loader.

**U.S Bank, Richfield, MN**

**Salesforce Administrator/Developer Nov 2015 - Oct 2016**

**Responsibilities:**

* Actively involved in interacting with business users (subject matter experts), requirement gathering, defining functional and technical specifications.
* In the service cloud environment, performed the role of Salesforce.com Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API.
* Worked on Service Cloud to complete customer service platform with features and capabilities that include service console, case management,, account and contact management, social media customer service, customer self-service, live chat, and more.
* Created the Custom fields for sales force CRM content management.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Used Chatter, worked together on sales opportunities, service cases and marketing campaigns and monitored the latest developments at the organization.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time, also worked on app-exchange tools for tracking orders.
* Created formula fields and Roll-up summary to validate the information provided by the customer using validation rules.
* Exported data from legacy system and imported into SFDC through Apex data loader for data migration.
* 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 and for different user profiles.
* **Environment:** Saleforce.com, Security Controls, Escalation rules, Apex, Assignment rules, Agile Methodology, Record types, Custom objects and Fields, Workflows, Rules, Web Services, HTML, CSS, Eclipse, Data loader.

**Intense Technologies limited, Hyderabad**

**Salesforce.com Administrator/Developer June 2014 – July 2015**

**Responsibilities**:

* Data migration from external systems to sales force using Data Loader. Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created different Workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Extensively worked on customizing Geo pointe App to the organization needs.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the training sessions provided by the Salesforce team and support end users
* Knowledge on creating Visualforce Dashboards, sharing rules.
* Used change sets for deployment.

**Environment:** Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Acquire Information Systems, Hyderabad**

**Java Developer Jan 2014 – May 2014**

**Responsibilities**:

* Involved in the requirements gathering, analysis, design, development, and testing phases of Software Development Lifecycle (SDLC).
* Implemented Java Persistence API (JPA) through Hibernate 3.0. Created connections to database using Hibernate session Factory, using Hibernate APIs to retrieve and stored data to the database with Hibernate transaction control.
* Worked with the team to design the front-end GUI using JSP, JScript and HTML.
* Spring, Servlets, JSP, and JSTL are used for building the application.
* Worked on JavaScript to implement front end side validations.
* Design and developed application with a comprehensive knowledge of Java and J2EE.
* Implemented MVC Architecture using Struts Framework.
* Design, Development of JSP pages, Servlets and re-usable Java Beans using Apache Spring
* Designed various Visual Force for customers to select a variety of services offered by the organization and integrate them with the pricing team.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com

**Environment**: Web Sphere Server, Struts 2.0, JSTL, CSS, DB2, JSP, JDBC, EJB, RAD, J2EE, Java, UMLs, HTML, Joint, Log4j, JavaScript, J2EE Patterns, SQL, MVC, Saleforce.com platform, Force.com IDE - Eclipse Plug-in.