**PADMA KUMAR**

[padmakumar992@gmail.com](mailto:padmakumarsf@gmail.com)/ +1 (747)-227-4170

**Professional Summary:**

* Over **5+ years** of IT experience in Salesforce.com CRM and Force.com Platform as Developer, Administrator and BSA.
* **Certified Salesforce developer** with good knowledge in implementing, customizing and maintaining Salesforce solutions.
* Worked Developer and as well as a Business Analyst for **full-cycle projects**, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients using Apttus CPQ.
* Good understanding of cloud computing services, such as SAAS, PAAS and IAAS which **i**nvolves working with configuration, customization, integration, deployment, communities and **classic to lightning migration**.
* Enabled **Aura Framework,** by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Expertise in SFDC Development using **Lightning Application**, Good knowledge in designing of custom objects, custom fields, custom page layouts on **Salesforce sales and service and community cloud**
* Fields and email generation using **Lightning** Components by Excellent debugging, performance optimization, unit testing, and integration testing skills.
* Ability to write **Apex Classes, Apex Triggers**, developing **Visual Force pages** using standard, custom and extension controllers.
* Familiar in **SFDC administrative** tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in designing Junction objects and implemented various advanced fields like **Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Experienced working with salesforce.com sandbox and production environments, also with **Eclipse IDE** Plug-in environments and querying Salesforce.com database using **SOQL** & **SOSL** queries using **Force.com Explorer**.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also **created various profiles and configured** the permissions based on the organizational hierarchy.
* Understands all aspects of Salesforce configurations, created modern Enterprise **Lightning** Apps combining **Lightning** Design System, **Lightning** App Builder and **Lightning** Component features.
* Experienced with **Salesforce Service Cloud and ETL** tools Experience with **Agile Development methodology.**
* Triggered interface events by user interactions, which includes **Lightning** Component framework and also involved in building **Lightning** Components using the aura framework.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data **between Force.com IDE** **and Sandbox environment.**
* Understand **Sandbox architecture** and Salesforce application release management.
* Good understanding of Project life cycle and **Development** methodologies.

**Education:**

* Bachelor of Electronics and Communication Engineering, Jawaharlal Nehru Technology University, Kakinada, India
* Master of Computer Technology, Kent State University, Kent, Ohio

**Technical Skills:**

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| **Salesforce Technologies:** | Apex Language, Classes, Triggers, Apex Scheduler, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader,  Apex Web Services, Dashboards, Custom Objects. |
| **Salesforce Tools:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **Integration Tools** | Workflows and Approvals, Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Roles, Security, Field updates, reports. |
| **Programming Languages:** | Java, C, Objective C, Swift, HTML, JavaScript |
| **Web Technologies:** | XML, HTML, JavaScript, JSP, CSS |
| **Operating Systems:** | MS Windows,Mac OS |
| **Databases:** | MS SQL Server, MS Access, Oracle . |
| **Office Tools** | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office. |
| **Methodologies:** | Agile, Scrum, SDLC. |
| **Tools:** | RAD, Eclipse,Xcode, SQL Enterprise Manager, SQL Query Analyzer,MS Visio and Web-Spehere Integration Designer . |

**Professional Experience:**

**Client: Fay Servicing LLC, Farmers Branch, TX June 2019-Present**

**Role: Salesforce Developer**

Fay Servicing LLC is a specialty mortgage debt management company that sees the customer behind every loan. At Fay Servicing, we understand that you are not a loan number - you are a homeowner. Fay Servicing's Mission is to deliver meaningful solutions by building uncommonly strong personal relationships guided by passion, professionalism, and individual pride.

**Responsibilities:**

* Expertise in Development of **Sales, Service and Community** clouds using **Lightning Application, Apex Language**, **Visual Force Pages, Classes,**
* Experience integrating Salesforce.com with other applications via real-time, batch, sync/async.
* As part of maintenance project prepared knowledge shared document for future reference. **Coordinated with the business** to understand the business and structure and resolve the issues in SFDC.
* Used **Vs Code, eclipse Force.com** toolkit for creating Apex classes and Apex Triggers.
* Designed, developed and deployed **Apex Classes**, Controller **Classes** and **Apex Triggers** for various functional needs in the application using LWC.
* Worked on **various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse in sales, service.**
* Enabled **Aura Framework, by adding Aura Attributes and Aura Handlers** for Events to focus on Logic and Interactions in **Lightning** Applications.
* Worked on data migration from databases to SFDC using **workbench** and **Data Loader**.
* Worked on Data Loader, which helps us to perform **CURD operation** with the help of CSV files. Leading onsite and offshore delivery teams.
* Implemented sales & Service Cloud including: **Service Console, Customer Portal &Communities, Case Feed, and Knowledge Base & Entitlements.**
* Implemented Data segregation Structure, plan and lead design sessions
* Lead the delivery team to achieve workstream tasks/milestones
* Developed and **managed journeys and Automation builder using SFMC Designs and maintains effective BU model, approval process, workflow.**
* **Actively contributes to the development of solutions and ideas that add value to Cases and Leads the design, development, and implementation of complex systems.**
* Experience in designing prototypes for SFMC Fay Financial apps & websites.
* Experience in writing cross-browser **compliant HTML, CSS, JavaScript(jQuery) & Lightning component.**
* Create and Customize Custom Objects, **Formula Fields, Cross Object Formulas, Roll up summary fields**, validation rules, dependent picklists, and complex page layouts.
* **Tested Apps thoroughly** by appending multiple components to a **Lightning Application** there by **deployed** Applications from **Sandbox to Production**.

**Client: Toyota Financial Services, Plano, TX Dec 2017-May 2019**

**Role: Salesforce Developer**

Toyota Financial Services (**TFS**) is the finance brand for Toyota in the United States, offering retail auto financing and leasing through participating dealers and Toyota Motor Credit Corporation (TMCC) and Toyota Lease Trust. TFS also offers vehicle and payment protection products through participating dealers and Toyota Motor Insurance Services (TMIS) and its subsidiaries. Toyota Financial Services is a service mark used by Toyota Motor Credit Corporation (TMCC), Toyota Motor Insurance Services, Inc. TMCC is the authorized attorney-in-fact and servicer for Toyota Lease Trust.

**Responsibilities:**

* As part of TFS financial project prepared knowledge shared document for future reference. **Coordinated with the business** to understand the business and structure and resolve the issues on **Sales, Service and Marketing Cloud**.
* Used **eclipse Force.com** toolkit for creating Apex classes and Apex Triggers.
* Designed, developed and deployed **Apex Classes**, Controller **Classes** and **Apex Triggers** for various functional needs in the application
* Worked on **NYDFS Encryption** project. Modifying the site based upon its parent site.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* As part of enhancement worked on classes, triggers, visual force pages, knowledge articles, Java Script. Analyzing the code and making respective modification on Salesforce CRM ecosystem and Salesforce **Lightning** Components.
* Successfully Resolved Tier-1, Tier -2 and Tier-3 tickets. **Documented** every ticket resolution process for future reference. Leading onsite and offshore delivery teams
* Interacted with the users to provide necessary access required for training purposes. Worked on the **knowledge article** management.
* Loaded the knowledge articles from **production to UAT to** make sure we have backup and updated knowledge articles for training purposes. Create complex workflows and Approval processes using APPTUS CPQ.
* Developed **Visual force Pages** to customize the view and functionality of the **Knowledge Articles** that were required by the Organization.
* Implemented Data segregation through **Record Types** and Field level security.
* Developed and maintained **Dependent Workflow Actions, Email Alerts and Field** Updates **on validation rules** and custom workflow in SOA Project.
* Create and Customize Custom Objects, **Formula Fields, Cross Object Formulas, Roll up summary fields**, validation rules, dependent picklists, and complex page layouts.
* **Tested thoroughly** and deployed to production in Salesforce CRM ecosystem
* **Deployed code** to production using change sets, Ant migration tool, Copado.
* Created and executed complex **Lightning**Components in Visual force page by using new **Lightning**Out feature by event-driven programming.

**Environment**: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Client: Toyota Motor North America, Plano, TX May 2017-Dec 2017**

**Role: Salesforce Developer/Administrator/BSA**

**Toyota Motor North America, Inc.(TMNA)** is a holding company of sales and manufacturing subsidiaries of [Toyota Motor Corporation](https://en.wikipedia.org/wiki/Toyota) in the United States. Its services include government and regulatory affairs, energy, economic research, philanthropy, corporate advertising and corporate communications.

**Responsibilities:**

* Interacted **Developed reports, dashboards,** and processes to continuously monitor data quality and integrity on Sales and Marketing Cloud.
* Managed the database for the team's regions and performed **basic administration, de-duping and cleanup procedures**
* Managed ongoing **support request and administrative needs** of users
* Monitored **team adoption rates and responded** as needed providing them with training sessions, in Salesforce CRM ecosystem communication and documentation as needed.
* **Supervised team of business analysts** with differing levels of expertise by providing guidance, project planning, and verifying validity of work.
* Mastered implementations of multiple **uses of Apex, SOQL queries, SOSL,** custom object design & management, and the creation of Visual Force Pages.
* Developed and researched ways to improve productivity within and outside the Salesforce Marketing Cloud **(SFMC) and Community cloud** with multiple Toyota vendors worldwide.
* Worked cohesively with **cross-functional departments to test and integrate enterprise** **CDE** (Customer Dealer Enhancement) project initiatives
* Created and executed complex test cases, test plans, and manual and automated test procedures, also embed **Lightning**Components in Visual force page by using new **Lightning**Out feature by event-driven programming.
* Used Jira as issue tracking tool and resolved the issues based on sprint tickets.
* **Coordinated with the offshore team** to improve the overall process of resolving issues.

**Environment**: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Client: Kent State University, Kent, Ohio June 2016-May 2017**

**Role: Salesforce Developer/ Administrator**

Kent State University’s suite of apps that enable you to view your student and staff information, find your way across the campus, browse your course info, read the campus-news, Technical updates, Political affairs and More – right from the KSU updates in the KSU Application.

**Responsibilities:**

* Developed various **Custom Objects, Tabs**, Components and Visual Force Pages and Controllers in Service and Educational Cloud.
* Administered, configured, **maintained Salesforce.com** application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform. Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* **Developed APEX Classes,** Controller Classes and APEX Triggers for various functional needs in the application. Leading onsite and offshore delivery teams
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* **Involved in Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization release upgrades.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. Good Experience on **Salesforce Lightning. Experience** in third party integration with ERP (Sales Cloud, Service Cloud).
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Worked on Dimensional modeling, **Data cleansing and Data Staging** of operational sources **using ETL processes**.
* Involved in **Data mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to salesforce.com entity.
* **Created ETL test data** for all ETL mapping rules to test the functionality of the Informatic mappings.
* Tuned ETL jobs/procedures/scripts, SQL queries, PL/SQL procedures to improve the system performance.

**Environment**: Saleforce.com platform, Force.com Sites, Apex, Flex, Visual force, Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Data Loader, Eclipse IDE Plug-in, ETL tools.

**Client: Flipkart, Bangalore, India Nov 2014-Dec 2015**

**Role: Salesforce Developer/ Administrator**

“Flipkart” is an Electronic commerce company. It is one of the largest E-Selling goods online. Helped simplify GUI for the iPhone application So, Flipkart customers can buy and sell items, compare prices, access our powerful search tools and more all from the palm of a user’s hand.

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements on Sales and service Clouds.
* Created Custom Objects and fields for transactional and contractual information
* Designed and **deployed Custom tabs,** validation rules and Auto-Response Rules for automating business logic
* Created workflow rules and defined related tasks, email alerts, and field updates
* **Implemented pick lists, dependent pick lists,** lookups, master detail relationships, validation and formula fields to the custom objects
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Collaborate with other workstream technical leads to develop integrated solutions and resolve dependencies
* Worked with the user group for requirement gathering throughout the planning.
* **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.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Used **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic
* **Created custom Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people
* Involved in Unit Testing, for the customizations and developments

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Web services, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards.