** Mohan **

**SALESFORCE DEVELOPER /ADMINISTRATOR**

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***Professional Summery***

* Over **6years** of experience in **IT industry** which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in **Salesforce.com** this**involves working with configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, and lightning design system.**
* Expertise in SFDC Configurations/Customizations – **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Visualforce pages, Reports, Dashboards.**
* Extensive experience in creating **Roles, Profiles, Hierarchies, workflows, approval processes, validation rules and sharing & security rules.**
* Experienced in **CRM business processes** like **Forecasting, Campaign Management, Lead Management** and **Knowledge Management.**
* Proficient with technology, including office applications**, sales force automation, database systems, executing data imports, running exports, merging records, and running reports**
* Interface with staff developing strategy as technical advisor for new functionality from **Salesforce.com app exchange applications, releases, and upgrades**
* **Provided direct support** to **Salesforce users** during **post-implementation issues** and migrated metadata from **sandbox to production**.
* Working knowledge in generating **Reports, Dashboards,** customized reports and analyzing the data in Sales Force.
* Worked on **Lighting Components** in **UI framework** in web apps for mobile and desktop devices.
* Created **Lighting Components** on Open **Source** **Aura Framework**
* Experience in **developing, maintaining and performing processes to continuously monitor data quality and integrity in platform applications.**
* Created **workflow rules, Case escalation rules, Case assignment rules** in **service cloud**.
* Created Web-Lead, Big Deal Alerts, Custom Forecasting, Territory Management, Multiple Currency Management on Sales Cloud.
* Used different data tools – Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete etc.
* Good Experience in Deployment using **change sets** and **ANT tools.**
* Experience in managing full **sandbox, developer sandbox and Configuration-only sandbox**.
* Strong Knowledge in **AppExchange** Applications for integrating with Third Party Applications.
* Strong knowledge in **Data cleaning** and **deduplication** of records not only through app exchange applications but through traditional methods like using excel as well
* Configure and maintain **Reports and Dashboards**
* Implemented and delivered projects under **Agile Development Environment** and **Test Driven**
* Environments with large & small project teams. Assisted in the enforcement of project deadlines and schedules. Ability to apply general organizational knowledge of the business and systems processes in problem analysis.
* Committed to **excellence**, **self-motivator**, quick-learner, diligent, team-player, and a prudent developer with **strong problem-solving skills** and **communication skills**.

**Technical Skills:**

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| --- | --- |
| **Salesforce.com** | Apex, Visual Force, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules, AppExchange tools like DocuSign, Conga, Eclipse, Salesforce.com, Force.com IDE, Apex Data Loader, Roles & Profiles. |
| **Web Technologies** | HTML, CSS, JAVA SCRIPTS, XML |
| **Databases** | MySQL, SQL Server 2000/2005/2008, MS ACCESS, Oracle 10g |
| **Operating Systems** | UNIX, LINUX, Windows 95/98/2000/XP/2003/7/Vista. |
| **Languages** | APEX, JDK 1.4/1.5, C, Java, Servlets 2.1/2.2, Java Beans, EJB 1.x/2.x/3.x  JUNIT, SOQL, SOSL, AJAX. |
| **App/Web Servers** | APACHE TOMCAT, OUTREACH |

**Certification:**

* Salesforce Certified Platform Developer1-20596577
* Salesforce Certified Administrator-20591530

***Professional Experience:***

**Role: Salesforce developer**

***Client: Partners Health care, MA Feb 2019 to Till Date***

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Good experience in IT, this includes work knowledge in analysis, configuration, Development and Administration.
* Developed Apex Custom, Extension Controller classes, Triggers, Visual force pages in the application for customizing Lead Conversion, Campaign, Opportunity and Custom objects.
* Worked on XML/JSON Parsing and mapping the XML/JSON string into the object entities for Integration.
* Involved in integrating Salesforce with external systems by making HTTP callouts.
* Written Apex test classes and achieved 90% of the organization code coverage by writing test utility methods.
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Utilized Salesforce1 mobile platform to allow uploading pictures relating to service requests and information about competitive products used.
* Designed, developed and customized custom objects, entity-relationship data model using Lookup, Master-Detail and Junction Object.
* Configured and created Out Of the Box Page Layouts, Record Types, Custom Tabs, and Validation rules, Sales Processes, Workflows and Approvals.
* Created workflow rules and defined related actions like Email Alerts, Field Updates, creating Tasks and Outbound messages.
* Written Sharing rules for data security on various Objects, for records visibility across various users in the organization based on role hierarchy using Criteria-Based, Owner-Based and Apex Managed Share.
* Implemented Inbound Email Handler interface for creation of records in Salesforce based on the Email received using Apex class.
* Part of team tasked with migration from Salesforce Classic to Lightning. Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Worked with Exact Target marketing automation suite for emails, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Worked on Journey/Audience Builder in creating Email Campaigns.
* Created and customized Reports and Dashboards on Custom and Standard objects for different channels in the Organization.
* Managing the end-to-end technical delivery for multiple Salesforce, Veeva, and Siebel and custom applications
* Worked on Veeva including System Configuration, to make business processes social, to collaborate in real-time from anywhere, with Chatter.
* Configuring workflows, users, fields, states, roles, products, security groups in Veeva Vault
* Worked on Veeva Vault integration with Veeva CRM, CLM admin tab configurations.
* Created Data Dictionary and Field level mapping of Salesforce and Siebel CRM systems for Integration and Migration, performed data migration using Data Loader.
* Deployed components across Sandbox and Production instances using Force.com migration tool, Change Sets.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce (SFDC)

**Environment:**

Salesforce.com platform, Salesforce Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista.

**Role: Salesforce Admin/developer**

***Client: Western Union*, *New jersey Jan 2017 to Jan 2019***

**Responsibilities:**

* Participated in requirements gathering from clients, estimating the number of hours required for the development work.
* Worked on multiple projects, designed, developed and deployed **Apex Classes**, **Controller Classes**, **Extensions** and Apex **Triggers** for various functional needs in the application using the Eclipse IDE.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Responsible for setting up web service integrations.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Worked on Third party tools like **Outreach**.
* Developed **Visual Force Pages**, Visual Force Custom **Controllers Components**, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other Components on a record detail and edit pages.
* Worked on Salesforce standard objects like **Accounts, Contacts, Opportunities, Products, Price Books, and Opportunity Line Items** etc.
* Created **Custom profiles** and assigned to the users based on their roles in the organization.
* **Implemented AppExchange applications** on Force.com platform

**Environment:** Salesforce.com platform, Salesforce Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista.

**Role: Salesforce Admin**

***Client: Ally Bank, Detroit, MI Feb 2016 to Dec 2016***

**Responsibilities:**

* Participated in requirements gathering from clients, estimating the number of hours required for the development work.
* Worked on multiple projects, designed, developed and deployed **Apex Classes**, **Controller Classes**, **Extensions** and Apex **Triggers** for various functional needs in the application using the Eclipse IDE.
* Responsible for setting up web service integrations.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Developed **Visual Force Pages**, Visual Force Custom **Controllers Components**, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on Third party tools like **Zuora** used for Automatic billing and Manage recurring revenue.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Deployed using change sets and **ANT tools.**
* Worked with Multi-Currency, Multi-Language, Product & Price book set-ups.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other Components on a record detail and edit pages.
* Worked on Salesforce standard objects like **Accounts, Contacts, Opportunities, Products, Price Books, and Opportunity Line Items** etc.
* Created **Custom profiles** and assigned to the users based on their roles in the organization.
* Created users using the **Data loader** and assigned the users to the **chatter groups**.
* Created the **Public groups** based on the access permissions.
* **Implemented AppExchange applications** on Force.com platform

**Environment:**

Salesforce.com platform, Salesforce Lightning, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista.

**Role: Salesforce Admin**

***Client: Mindtree Ltd, Bangalore, India April 2014 to Dec 2015***

**Responsibilities:**

* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created **Custom Objects** and fields for transactional and contractual information.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Designed and deployed **Custom Tabs, Validation Rules, Approval Processes and Auto-Response** Rules for automating business logic.
* **Pick lists, dependent pick lists, lookups, master detail relationships, validation** and **formula fields** to **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.
* Created **Templates**, A**pproval Page Layouts** and defined **Approval Actions** on them to automate the processes.
* 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 based on the need in the organization.
* Used **field level security** along with **Page Layouts** to manage access to certain fields.

**Environment:**

Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, SOQL, SOSL, Workflow & Approvals.

**Education: Master’s in Computer Science at Lawrence Technological University 2017**

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