**Professional Summary:**

* Over 7 Years of experience in the field of Information Technology with **Salesforce.com CRM Platform** and **Apex Technologies and actively worked among the business stakeholder to empower the organization and help them to achieve their goals and objectives.**
* Experience in the complete life cycle of project development (SDLC) including **System Analysis, Design, Development, Testing, Deployment and Maintenance.**
* Extensive experience in Salesforce.com both Development and design and worked with **Sales** and **Service cloud & FSL Package**.
* Implemented **Email-to-Case, Web-to-Case** entry & manual case entry for entering customer’s cases in Cases Tab.
* Experienced incustomizing the **Lead Management.**
* Proficiency in **SFC Administrative tasks** like creating **Profiles, Roles**, **Users, Page Layouts, Email Services, Approval Process**, **Workflows, Process Builders, Flows, Validation rules**, **Reports, Dashboards, Tasks, and actions**.
* Hands on experience with **Apex Trigger**, **Apex Class**, **Apex Test Methods**, **Apex Web Service**, **Visualforce Pages**, **Visualforce Components** & **Controllers, SOQL, SOSL.**
* Hands on experience on **Apex Batch & Scheduler Classes.**
* Experienced in creating custom objects and junction objects with **lookup relationship** and **master detail** **relationship**, as per business needs.
* Experienced in implementing **Lightning Aura Components,** Communicatingusing **Component & Application events.**
* Explored the **LWC modules** from Salesforce Trailhead.
* Key player in migrations and deployment of code from one environment to other using **VS code, Change sets & Copado Migration Tool.**
* Configured and maintained user security permissions **according to organizational needs.**
* Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com.
* Expertise in performing data migration from **legacy system to Salesforce using Data Loader.io, Import Wizard & Workbench**.
* Good working experience in various capacities such as **Salesforce developer, Salesforce Administrator, Force.com developer** and business analyst and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Good understanding with **Client/Server architecture, Object-Oriented design techniques** and web application design under Model **View Controller (MVC)** and **Service Oriented Architecture (SOA).**
* Used Service cloud to manage **Cases** and **Entitlements**.
* Excellent communication and inter-personal skills, experienced working with both large and small teams.

**Technical Summary:**

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| --- | --- |
| Salesforce.com Modules | Sales Cloud: Accounts, Contacts, Opportunities, Contracts, Price Books, Leads, Web to Lead, Salesforce automation, Products, Sites.Service Cloud: Service console, Case Management, Cases, Solutions, Ideas, Web to Case, Email to Case, Knowledge base.FSL Package: Accounts, Contacts, Assets, Leads, Opportunities, Work Order, Work Order Line Item, Service Appointment, Service Territory, Work Type. |
| Force.com Modules | Apex, Visualforce Pages, Triggers, Sandbox, Schedule Apex, SOSL, SOQL, Apex Controllers, Batch Apex, Email Services, Apex Batch & Scheduler Classes.Future Methods, Deployment Management, Metadata retrieval, Web Services. |
| Programming Languages and Technologies | OOPS, APEX, JAVA, JavaScript, HTML, CSS, XML, JSON, VS Code, WSDL, GitHub, Bitbucket. |
| Data Migration Tools | Salesforce.com Data Loader, Salesforce.com Import Wizard, Workbench, Data Analysis. |
| CRM Applications | Sales Cloud, Service Cloud, AppExchange, Chatter, Financial Services, Analytics, Integration. |
| Standard Object Management and Configuration  | **Standard Objects:** Accounts, Leads, Contracts, Campaigns, Opportunities, Cases, Solutions, Ideas, Products, Price Books, Assets, Contacts.**Configuration Skills:** OWD, Security, Sharing rules, Web to Lead, Web to Case, Validation, Email Services, Escalation rules, Assignment Rules, Auto Response Rules and Custom Objects. |
|  |  |

**Certifications:**

* Salesforce Certified Platform Developer I - **License Number (18907873)**

**Education:**

* Master’s in Engineering Technology from Kent State University - 2017
* Bachelor’s in EEE from JNTUK, India 2015

**Client: - CSL Behring May 2019 – Till Date**

**Location: - King of Prussia, PA**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Worked closely with Sales & Service Team business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC).**
* Installed the **FSL Package**, configured **Workflow Rules, Process Builders** & customized the objects as per the requirements.
* Developed Salesforce Lightning applications using **Lightning Components, Controllers and custom Events and used custom CSS** in the components.
* Setting up the **community workspace** & placed the developed lightning components on the **community builder**.
* Experienced in modifying **Visual force pages** to be supported in **Lightning** Experience.
* Administrator experience in **Marketing** **Cloud** using both **Classic and Lightning versions.**
* Implemented the **lightning web components** for few of the requirements and finished the required trailheads.
* Implemented minor enhancements on standard objects including **Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.**
* Perform day to day User Management on **SFDC Org** by **configuring Sharing Rules, Permission Sets, Roles and Profiles.**
* Developed triggers to meet the complex business rules on custom objects by following **Apex Best Practices.**
* Worked with **Approval processes, Email Approvals**.

**Environment:** Salesforce.com, Visual force (Pages, Component), Lightning components, Customer relationship, Accounts, Security Controls, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs.

**Client: PWC Feb 18 – APR 19**

**Location: Albany, NY**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked on various **Salesforce.com Standard objects** like **Accounts, Contacts, Cases, Reports and Dashboards**.
* Implemented **Case creation process** in a very effective way using **lightning components**.
* Worked on **Service Cloud Console and Omni Channel Setup** for Case Assignment.
* **Agile Development Methodology** was followed for the implementation and Interacted with various Business users for requirements gathering.
* Used **Lightning Design System** effectively to build the lightning components.
* Developed **Business logic** in **Apex Classes, Visual force pages &** Ajax functions like **Action support, Action Function.**
* Implemented various actions using **process builder and workflow actions**.
* Integrated Salesforce using web services by consuming the **WSDL files** from the external systems.
* Worked with implementing **Dashboards, Dynamic Dashboards.**
* Experience in working with **Asynchronous jobs (Batch, Schedule, Queueable)** for data cleaning operations, bulk DML operations, future methods etc.
* Data migration from sandbox to sandbox using **workbench, DataLoader.io**.
* Experience in writing **Unit test Classes** and achieving best coverage for them.
* Used **Copado** tool for deployments and push the changes from sandbox to production.

**Environment:** Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**Client: Texas Law Shield Jun 16 – Dec 17**

**Location: Webster, TX**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Created **workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts** and **templates,** and field updates.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Developed various **Custom Objects**, **Tabs**, **Entity-Relationship data model**, **validation rules**, Components and Visualforce Pages.
* Developed **Apex Classes, Visual force pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Customized Visualforce pages and modified the code for restricting some countries which they are not willing to do the business.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain administration tasks including creating and maintaining user profiles and privileges.
* Implemented Web service calls using JAX-WS and SOAP that provide Global information support such as Customer and Account management.
* Worked on various Salesforce.com standard objects like **Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports** and **Dashboards.**
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions by communicating with documented business requirement document working prototype and workflow diagrams.
* Administrated and monitored various **Salesforce application.**
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects and to read, extract & load data from comma separated values (CSV) files.

**Environment:** Saleforce.com platform, APEX Language, Visual Force Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**Client: Keystone Pvt LTD Jan 14 – Dec 15**

**Location: Hyderabad, India**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in the analysis, design, and development and testing phases of **Software Development Lifecycle (SDLC).**
* Developed **Cascading Style Sheets** (CSS) for creating effects in Visual force pages.
* 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.
* Having good experience with custom settings to develop the auto search functionality in **salesforce.com.**
* Perform administration tasks as needed, **managing custom fields**, integration, and data cleanup.
* Involved in security levels and privileges by customizing **Salesforce.com** Profiles and Roles.
* Migrated Accounts, Leads, Contacts, Opportunities, and sales data from external systems into Quest **Salesforce.com** instance.
* Worked on **workflow rules** & approval processes.
* Experience in **salesforce.com** Communities to set up portal, customized pages to handle Registration.
* Working Knowledge on data migration from Excel, MS outlook using Data Loader, Import Wizard, Informatica on Demand.
* Self-motivated and possess ability for critical thinking, analysis, good interpersonal and communication skills. Team oriented, technically motivated, and creative. User oriented with a desire to learn client's business requirements.

**Environment:** Salesforce.com, workflow rules, email alerts, field updates, visual force pages, pick lists, look up and master detail relationships, custom objects, and fields, excel, MS outlook, Triggers, Email services.