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**Professional Summary**

* An accomplished, 2x certified professional with over 7+ years of experience, 2 years lightening experience in the **Salesforce.com CRM platform.**
* Salesforce Administrator/Developer with extensive experience and proficiency in all phases of **Software Development Life Cycle** (SDLC), involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.
* Worked on various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud, [Force.com](http://force.com) Cloud and Marketing Cloud
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming.**
* Successfully developed **Salesforce Lightning Apps, Components.**
* Strong working experience in implementing **Visualforce pages, Apex classes** and **Triggers, APIs, Visual Force, Batch Apex, SOQL, and SOSL.**
* Experience in development of **Salesfore.com Applications**, designed **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows** and **Approval Processes** for Automated alerts, Field updates and Email generation according to application requirements.
* Proficiency in SFDC administrative tasks like creating **Profiles, Permission Sets, Roles, Sharing Rules, Users, Page Layouts, Search layouts, Email Services, Approval process, Workflows rules, Workflow Actions, Validation rules,** Reports and Dashboards.
* Experience at designing in **Salesforce.com** platform, tallying the business requirements by designing the required User Interface entities like Custom Objects, creating the relationships/ Junction objects like **Master-Child, lookups, Entity Relationship data model** and business logics.
* Knowledge of Salesforce setup menu, Configuration, Custom Application Development, Administration, Deployment of applications to Force.com platform.
* Good Knowledge about **Salesforce lightning schema builder**, **process builder**, **lightning app** builder, Components and **Lightning connect.**
* Working on **Global actions**, **Quick actions**, **Lightning Tabs**, Chatter approvals and post templates.
* Experience with **Lightning Flows** and **Process Builder.**
* Understanding and functionality of **Web Services** for **SOAP API** and **REST API**.
* Experience with **Agile development methodology** and participating in PI Planning, Sprint Planning and Daily Scrum meetings.
* Great experience on migrations and deployment of code from one environment to other using **Autorabit** tool, **Force.com** IDE deployment wizard, **Mavens mate** and **Workbench** Deployment Wizard also have hands on experience in **ANT** Migration
* Experience in bulk **data migration** and management using **Import wizard, Data Loader**
* Hands on experience working with **UI- HTML, XML, CSS, JavaScript, and AJAX**.
* Experience in **Salesforce.com Sandbox** and Production environments and deployed the configuration from sandbox to production.
* Ability to work and meet deadlines without immediate supervision and demonstrate a strong attitude to achieve team goals, always willing to run the extra mile.
* Possess excellent **communication** and **interpersonal skills, fast learner, strong team player** with clear understanding and goal oriented approach to problem solving

**Certifications:**

* Salesforce Platform Developer I
* Salesforce Platform Developer II

**Technical Skills:**

**Salesforce Expertise:**

Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web services, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process.

**Web service API/CI Tools/Technologies:**

SOAP, REST, WSDL, JSON, GIT, ANT Migrations, MVC, VS Code, MuleSoft, JIRA

**Force.com Tools:**

Apex Data Loader, Force.com Eclipse IDE plug-in, Lexi Loader, Connect Offline, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Force.com Platform (Sandbox, and Production) QTP.

**Programming:**

HTML5/CSS3, JavaScript, jQuery, SQL, Eclipse IDE, Sublime, Object Oriented and Functional Programming.

**Professional Experience:**

**Client: Medicasoft , Arlington Virginia June 2020 – Till Date**

**Role: Salesforce Developer/Admin**

**Roles & Responsibilities**

* Performed the role of **Salesforce Admin**/**Developer** in the organization.
* Worked with **Business Analyst** to provide recommendation and designed the Best Solutions for implementing new business ideas.
* Designed and built lightning Aura components and Lightning Web components, all of which are reusable and have resulted in significant time and cost savings for the business.
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience.**
* Experience in **aura** framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created many **Lightning Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to **lightning experience**
* Developed various **Apex Classes,** **Triggers**, **Controller classes** and methods for functional needs in the application compatible with **lightning**.
* Expertise in writing the **Batch process** using **batch apex process**.
* Creating a Sync of **contacts**, **Email alerts**, **Events**, and tasks between **Salesforce** to **Outlook** and Outlook to Salesforce successfully.
* Design **UI screens** using **JSP,** **CSS,** **Java Script**, and **HTML.**
* Developing **Lightning Component** Framework and **List views.**
* Writing **Apex Test classes** to **Unit Test Apex classes** before moving to **Production.**
* Involve in **UNIT testing** and **Integration testing.**
* Addressing, analyzing, and fixing the technical issues raised by testing team.
* Using **Auto Rabbit** for deployment.
* Experienced in **Test Driven Development** for maximum code coverage and better code quality.
* Experience in handling administration, customization, configuration, mapping, data migration and integration of **Salesforce.com** applications.
* Implemented **Sales cloud** using Salesforce standard Salesforce objects Leads, Accounts, Contacts, Opportunities, Products, Quotes, Work Orders for sales cloud implementation.
* Creating **custom fields**, **record types**, **page layouts**, **list views** on **standard** and **custom objects**. Worked on planning for **Tracking** the field history and activity history on case object.
* Worked on building assignment rules, validations rules and triggers on case object.
* Performed **data migration** into **salesforce application** using **apex data loader** through **CSV files.**
* Created custom email templates to client requirements with web forms build from sites for non-licensed users
* Experience in building **SOQL** and **SOSL queries.**
* Involved in **validations**, **Flows** and **Process Modular design** using **Appian.**
* Worked on **RESTful application** from **salesforce** to client applications.
* Imported data from excel connector sheets in to **Leads**, **Accounts**, Contacts and Opportunities using **Data Loader** and **Import Wizard.**
* Worked in **Agile methodology** to achieve high performance.
* Worked in developing apps in **service cloud** and developing **community pages.**
* Worked on **Salesforce.com** based development enhancements and implemented **lightning applications** from the **scratch.**
* Responsible for setting up new instances of **JIRA**, **data import**, **customization**, and **backup.**
* Implemented **Test Scenarios,** **Test Plans** and **Test Cases** for **UAT**
* Worked on using **Lightening Design Systems** to develop the **Visual force pages** for **SF1.**
* Triggered interface events by user interactions, which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework.**

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Pages, Data Loader, Data migration, HTML, Java Script, AJAX, Custom Tabs, Access, and Security Controls.

**Client: Motif works, Baltimore, Maryland Sept 2019– May 2020**

**Role: Salesforce Developer/Admin**

**Roles & Responsibilities**

* Worked on Salesforce.com customizations using **Apex** (**Classes, Triggers and Web Services**) and **Visual force** that consists of several new data integrations and customizations to be done as per business requirements.
* Developed **Visual force pages** for building public websites using **Force.com Sites** where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like **CSS and JavaScript** and used **Static Resources** when required.
* Created **APEX Classes** and **Triggers** for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating **Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security, and Page Layouts.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Converted some existing Visual Force pages to **lightning web components** as part of our organization Migration to **Lightning**.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on **Lightning development** applications like **components** and **web components** from the **scratch.**
* Converted some existing **lightning components** to **lightning web components.**
* Involved in development and testing of **web services** to integrate with external system.
* Involved in development of Inbound and Outbound web services.
* Implemented **Sales cloud** like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Implemented Salesforce **Service cloud** like creating Queues, assigning Cases to Queues or Users, and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex **test classes** for unit testing and achieved at least 85% code coverage for migration.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Experience in working with **AppExchange** applications like **ZUORA** for Billing system.
* Worked on JIRA for ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production orgs using **Force.com IDE, Change Sets.**

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visual force, Force.com, Lightning Components, Lightning Web Components, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Reports, Dashboard, Windows.

**Client: Larsen & Toubro, Hyderabad, India Feb 2019– Sept 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of **Salesforce** and using other Platform based technologies like **Visualforce**, **Force.com and Web Services**.
* Worked on **Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.**
* Actively involved with developers, involved in enhancement of business modules using **Standard** and **Custom Objects**, **Formula logic**, **Apex classes**, **Test Methods** and writing **SOSL** and **SOQL** queries.
* Designed and developed **Apex triggers**, **Apex classes**, **Custom Objects**, **custom layouts**, **workflows**, **approval processes**, **tasks**, **email alerts**, and **record types** in **Salesforce.com**.
* Involved in **Accounts & Opportunities** and the **Visualforce Controllers**. Actively participated in the design and development of **custom Visualforce search pages**.
* Worked on **Salesforce.com** based development enhancements and implemented **lightning applications** from the **scratch.**
* Built customized **Lightning components** replacing the existing ones, using **JavaScript** on the client side and **Apex** on the server side.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, **Profiles** and **Sharing settings.**
* Worked in **Salesforce.com Customization**, Creation and maintenance of **Record Types**, **Page Layouts**, **Objects**, **Tabs**, and **Fields**.
* Created many **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
* Worked on **enhancements** to SFDC application required by business users from time to time.
* Worked on **Salesforce** implementations from inception to delivery.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visual force pages to develop custom business logic.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates, and operating procedures to optimize IT project development.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Lightning Components, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs.

**Client: Flipkart, Hyderabad, India April 2016 – Jan 2019————————————————————————————————————————————————————**

**Role: Salesforce Administrator/ Developer**

**Responsibilities:**

* Involved in **Salesforce.com Development, Customization, and Integration, Support, Testing and Training** for First Data Poland, Germany, US, and Vision Plus teams
* Interacted with the business, users, and other stakeholders for Requirements Gathering, Analysis, planning and implementation
* Worked on Salesforce.com **Standard Objects like Accounts, Contacts, Leads, Campaigns, Reports** and Opportunities
* Designed, implemented, and deployed the **Custom Apps, Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application
* Worked extensively on **Workflow Rules, Validation Rules, Approval Processes, Flows, Process Builder, web-to-lead, web-to-case.**
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Queried salesforce.com database with **SOQL & SOSL** using Force.com Explorer or Workbench
* Used **Data Loader** and Import Wizard to deal with legacy data and scheduled timely data backup operations using **Apex Scheduler**
* Involved in handling data migration for the objects like **Users, Accounts, Leads, Contacts, Campaigns, Campaign Members, and Quotes**
* Used multiple Sandboxes for testing and migrated the code to the Production instance after all the test cases were cleared
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams
* Stays current on new **Salesforce features, new releases and functionality** and provide  
  Worked with Lightning and UI components
* Customized salesforce layout & functions to best suit employer's needs.
* Tracked and performed daily routine necessary applications such as **merging duplicates, task assignments, maintaining and upgrading security permissions**.

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

**Client: Almamate infotech Pvt Ltd. India Jan 2015 – March 2016**

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**Role: Salesforce Administrator/Developer**

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**Responsibilities:**

* Worked as enhancement team member and performed the roles of **Salesforce.com Administrator** and **Developer** in the organization.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**.
* Developed various **Apex classes**, **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created **Profiles, Roles, Page Layouts and Configured** the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Developed Cascading Style Sheets **(CSS)** for creating effects in **Visual force pages.**
* Created **Workflow rules** and defined related workflow actions like **task creation, sending email alerts** and **field updates.**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation, and formula fields to the custom objects**.**
* Created **email templates** and inbound emails using Visual Force for clients and customers.
* Worked with **SOQL**&**SOSL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Involved in resolving issues found during **Unit Testing &** User Acceptance Testing **(UAT).**
* Implementation of Cast Iron for loading the data.
* Developed business documents for Salesforce.com **Custom objects**.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal**.**
* Implemented Salesforce.com web services client using Sales force web services API, Java.
* Developed several **Custom Reports** & **Dashboards** to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Provided the **training** to Business users about the system and giving demo to users before a new **feature is deployed to Production.**

**Environment:** Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, Force.com IDE, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox.

**Client: BYJU’S, Hyderabad, India April 2013 - Dec 2014**

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# Role: Salesforce Administrator/Developer

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)** and using other Platform based technologies like **Visualforce** and **Force.com API**
* Performed the roles of **Salesforce.com Analyst/ Developer** and **Administrator** in the organization
* 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 like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**
* Implemented **case management automation** (on **Case Object**) to track and solve customer’s issues Implemented **Email-to-Case** entry and **manual case entry** for entering customer’s cases in **Cases Tab**
* Designed, and deployed the **Custom objects**, **Entity-Relationship data model**, **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** for various functional needs in the application
* Developed and configured various **Reports** and **Report Folders** for different user profiles based on the need in the organization
* Participated in the training sessions provided by the Salesforce team

**Environment*:*** Salesforce.com, S-Controls, Import Wizard, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API