**Professional summary:**

3x certified Salesforce Developer with 7+ years of IT experience and Platform Developer having vast experience in Salesforce lightning framework

* Good domain knowledge in CRM, Insurance, Health, Financial verticals.
* Excellent project life cycle experience (SDLC) in all aspects of requirements specifications, analysis, design, code, test, deploy, maintaining and have implemented projects in AGILE/SCRUM.
* Good knowledge in Release/Change Management, Continuous Integration, Continuous Delivery and performing detailed analysis of business and gathering technical requirements.
* Proficient with salesforce data model and features Objects (Standard & Custom), creating relationships One-to-many (Look-up, Master-Detail), Many-to-Many (Junction objects), Workflow rules, Process Builder, Flows, Validation Rules, Apex classes, Lightning components, Triggers, Salesforce Lighting Design System, etc.
* Good knowledge with salesforce architecture and Governor limits and implemented best practices, design patterns in Apex Classes, Triggers and SOQL.
* Good experience on writing Test Classes for the Apex Classes and Apex Triggers.
* Worked on building reusable lightning components using salesforce lightning design system.
* Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events/Logic & Interactions.
* Good Understanding on Salesforce to Salesforce Integration and Salesforce to third party Integrations.
* Written Rest Resource Apex Classes for Third party to salesforce Integration.
* Good Experience in data migration using Data Loader, Import Wizard, Lightning inspector and Workbench.
* Knowledge on person accounts and health cloud setup.
* Good understanding on different service cloud features such as case management, omni-channel case routing.
* Experience in web-to-case.
* Hands on experience in salesforce community cloud setup.
* Used development environment like Visual studio code, Eclipse.
* Experienced in Onshore-Offshore model.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex.
* Good knowledge on mobile applications like Salesforce1 and Salesforce classic.
* In-depth understanding of CRM business process that include Account Management, Case Management and
* Strong knowledge about Sales cloud, Service cloud configuration and customization and good understanding with Client/Server architecture.
* Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox and Migrating code from one sandbox to the other).
* Hands on experience working with HTML, XML, CSS, JavaScript, JSON, Angular JS and AJAX.
* Have experience on Java development for various backend functionalities.

**Technical Skills:**

|  |  |
| --- | --- |
| Salesforce technologies | Apex, SOQL, SOSL, Email template, formula, Validation rules, Apex Classes, apex trigger, workflow and approvals, App exchange, sales force.com IDE, Apex data loader, web services, call outs, Custom Objects, Lightning Components, Lightning flows, Process Builder. |
| Salesforce Tools | Eclipse, Force.com, Eclipse IDE plug-in, Force.com Explorer, Visual studio code,  Force.com Data Loader, Force.com Platform (Sandbox, and Production). |
| DataMigration Tools | Data Loader, Workbench, Data Import Wizard, Lightning Inspector |
| Programming Languages | Java, C, C++, C#, HTML, CSS, JavaScript, Apex, PL/SQL. |
| Project Management | Waterfall, Safe Agile**.** |

**Professional Experience:**

**Sr. Salesforce Developer**

**Aetna, CT** **Jan 2020– PRESENT**

* Design and implement solutions using standard Salesforce functionality and using the custom code.
* Worked in this project with an Agile Methodology having both Onshore and Offshore team members involved.
* Strongly participating in the PI- Planning sessions and providing the estimates on the stories and interacting with the Architects and the Product Owner.
* Also participating in the creation of the Commit labels for the deployment to the Higher instance and used GIT and Auto Rabit for Deployment activities.
* Participate in the initiative on the production release activities of a team and maintaining all the Post-deployment activities and helping the team on the successful deployment or release to production.
* Maintaining the code standards using Lightning Lint extension enabled and Apex class code coverage maintenance.
* Worked on the Secure Messaging functionality which is kind of the two-way communication between the CSR and the Customer in the form of the chat.
* Establishing Integration to Customer Portal from salesforce using connected app.
* Created a lightning flexi page and added lightning components to it for providing an overview of a patient information to a user. And fetched the information from various third party systems.
* Used third party libraries for graphical representation of information.
* Used Lightning continuation integration framework to make callouts to the third-party systems.
* Preparing technical documentation for any new implements and Proof of Concepts.
* Built reusable lightning components with the help of Lightning data Service and as well as Apex Controllers.
* Worked on enabling the person accounts in one of our sandboxes to make use of health cloud.
* Developed an application to enable the CSR to register the user for a class based on their eligibility to the class.

**Sr. Salesforce Developer**

**Getty Images, Seattle, WA** **May’2017 – Dec 2019**

**Responsibilities:**

* Interacted with business users for requirements, analysis, design, and development.
* Customized various Salesforce.com Standard Objects Case, Case History, Activities and custom objects, Associations and Relationships etc.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Record Type, Picklist, Dependent Picklists, List views.
* Worked on setting up Omni-Channel handling customer cases from various channels, Prioritizing work items based on the channel like Email-to Case, Web to Case, Live Agent and Soft Phone calls (I3 Genesys Integration.
* Worked on setting up Live Agent to enable the customers to chat with Agents and the live agent is routed through Omni Channel. The chat transcript is linked to case, Chat transfer which is possible in the live agent has been implemented in the lightning omnichannel and agents upon checking the case which is irrelevant can transfer to the appropriate agent.
* Worked and customized Omni supervisor to show the agents presence status, Queues, work items and capacity consumed by agents to manager.
* Created an Apex Trigger on Salesforce Attachment object to read the XML document using the XML Reader. Automatically inserting the records into salesforce custom object which are retrieved from the XML document.
* Worked on Salesforce to Box app Integration to move the documents from one folder to another folder.
* Have worked on sending the information from salesforce system to the third-party system using the batch class and scheduled apex.
* Worked on creating the shared plugin for generating the app level token.
* Experience in resolving the incidents which are raised through service now. Configuration changes and other issues.

**Salesforce Developer**

**Cox Automotive - Atlanta, GA** **Jan’2016 – April’2017**

**Responsibilities:**

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* For the operations of the data integrations and data management of the enterprise integration of the applications and for the ETL operations using Talend for the cloud storage and Big Data.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes.
* Implemented SFDC Integration using REST Web Service API'S. Integrated the REST API based Web Services on Demand for extracting the data from external systems.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
* Integrated a third-party tool MaritzCX for collecting the reviews from customers and storing it as records in salesforce to trigger email to the Manager and improving the product quality.
* Used SOAP UI and Postman to test the API responses.
* Salesforce to Salesforce Integration using connected apps and Named credentials.
* Worked on customer portals and communities administration.
* Worked on the campaigns to support the webinar for the customers on the product usage sessions.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
* Worked with various Salesforce.com objects Account, Contact, Leads, Opportunity, Cases, standard objects.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide   
  Defaults, Permission Sets, Public Groups and Queues.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool.
* Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.

**Salesforce Admin/Developer (Offshore)**

**Stericycle, Deerfield IL July’2014 –Sep’2015**

**Responsibilities:**

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
* Conducted sessions with the management, different third party vendors, users, commercial and other stakeholders for open and pending issues to develop specifications.
* Built relationships across multiple technology, operations, services, sales, program and product teams to accomplish end goal.
* Worked extensively in customization of Sales Cloud by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components to suit to the needs of the application.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Created workflows for automated lead routing, lead escalation and email alert. Created sharing settings and gave field accessibility.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Integrated the Web Services for extracting the data from external systems.
* Provided ongoing Salesforce.com maintenance and administration services including periodic cleansing, custom objects and workflows.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* 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.

**Java Developer**

**Citius Tech Healthcare Technology PVT ltd Sep’ 2013- Apr’ 2014**

**Responsibilities:**

* Developed and implemented GUI functionality for Process Flow module using JSP, JavaScript, CSS, Action Forms and Struts Action Servlets.
* Redesigned the web applications by replacing the Custom MVC framework with the Spring MVC module.
* Used JSP Standard Tag Libraries (JSTL) to implement the logic inside the JSPs.
* Extensively used Validation framework for client and business logic validations.
* Developed various test cases and performance unit testing using JUnit.
* Developed Ant build scripts, created WAR files and deployed in JBoss application server.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Duties included design, development, integration and administration of salesforce.com applications.
* Gathered user requirements and involved in application design discussions and documentation.
* Responsible for designing system/Unit/UAT test cases.