**PROFESSIONAL SUMMARY**

* 10+ years of IT experience, including 7+ years of experience in the Salesforce.com CRM platform as both Administrator /Developer, over 1 year of experience in Einstein Analytics (Wave Analytics), and 2 years of experience in Java technologies.
* Strong knowledge of SDLC and experience with multiple implementations across various projects.
* Good knowledge on Apex development in creating custom Objects, custom Tabs, Triggers, Bulk Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Experience in Implementing Salesforce Wave Analytics/ Salesforce Einstein Analytics Solutions.
* Developed Visualforce pages, Visual flow and Custom Objects using Apex Programming on Force.com Platform.
* Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation per application requirements.
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Worked with Flosum(Salesforce Continuous Deployment tool) for deployments.
* Experienced in various Page Layouts, Record Types and in configuration of Permissions based on the Organization hierarchy requirements.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com, ANT migration tool Plug-in environments.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Experience with tools like Apex Data Loader, Vlookup, Eclipse IDE and Force.com IDE.
* Worked with SOQL, SOSL, Visualforce, APEX, ETL, REST, SOAP API Force.com and Web services API.
* Experienced in JAVA/J2EE technologies, and SQL.
* Experienced in scripting languages like HTML, XML and Java Script.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Apex classes, Apex Trigger, visual force, SOQL, SOSL, Force.com Web Services API, Force.com IDE for Eclipse, Email template, formula, Validation rules, workflow and approvals, App exchange, sales force.com force.com IDE, Custom objects, Integration, Migration, Page Layouts, Vlookup, Apex data loader, web services. |
| **Web Technologies** | Java script XML, HTML, XHTML |
| **Programming Languages** | C, C++, Java, Java Script, DL/SQL Apex |
| **Database** | SQL server 2008/05/2000, My SQL, DB2 |
| **Operating Systems** | Windows2007/05/03/XP/00/NT/98/95 MS DOS, UNIX |

**CERTIFICATIONS & EDUCATION**

* Salesforce Platform Developer 1 certification.
* Salesforce Certified Administrator.
* Bachelor of Technology from JNTU, Hyderabad, India.

**PROFESSIONAL EXPERIENCE**

**Client: State Farm, Bloomington, IL Oct 2018 – Present**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Tested apps by appending multiple components to a Lightning Application thereby deployed applications from Sandbox to Production.
* Used GitHub for version control and Source tree for branch management and check ins.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Experience creating complex Reports & Dashboards for Business Leaders, Dynamic Dashboards for Sales users and Service users.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, VS Code, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Einstein Analytics.

**Client: Mutual of Omaha, Omaha, NE Dec 2017 – Sep 2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Written SOQL, SOSL queries to perform DML operations like insert, update, upsert, delete and query data from Salesforce.
* Written Apex Test utility classes and Test classes and targeted for 90% of the code coverage for each apex class and trigger in the organizations.
* Written REST apex web services for external consumers to access Salesforce and generated apex class based on the WSDL file for consuming data from external application.
* Used Flosum(Salesforce Continuous Deployment tool) for the deployment.
* Expertise working on Visualforce pages, HTML, CSS, JavaScript and JQuery.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Developing Lightening pages using Aura, implemented lightening Controllers, Components using Lightening Design system (LDS) for Lightening Community builder.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Performed administration tasks like creating/customizing Users, Roles, Profiles & Permission Sets, Sharing rules, Validation rules, Formula fields and Email Templates.
* Created Public Groups, Queues and assigning users to Public Groups which can be used in Sharing data by writing Sharing rules, make Reports, Dashboards & List views visible to specific users.
* Written declarative business logic by creating Workflow rules, Approval Process and associated actions Email alert, Field updates, Create a Task and Outbound messaging to external system.
* Migrated most of the workflow rules to Process builder instead of having multiple workflow rules per each object and implemented new actions available in Process builder like invoking Approval Process and Updating child records.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using JSP, HTML and CSS.
* Developed Lightening Components, Lightening apps using Lightening Design System (LDS) to provide more interactive interfaces to end users.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Working experiences on Salesforce.com intranet sites and Salesforce external sharing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Built a custom app with Lightning experience for sales to monitor their performance close details.
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Worked in agile environment and provided updates in daily Scrum calls regarding impediments, blockers and progress.
* Have built custom user interfaces using Lightning components and also used Lightning Components to create stand-alone applications that are hosted on Salesforce.

**Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in.

**Client: GE Healthcare, Waukesha, WI Nov 2016 – Nov 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Performed the role of Salesforce Developer and Administrator in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements. Managed security settings of the users.
* Created business rules to ensure the data integrity of the alignment data.
* Created automatic field updates via workflows.
* Created triggers to satisfy internal compliance requirement of stamping certain data on a call on submission.
* Created Visual Force Pages to override the standard functionality of New and Edit buttons.
* Loading data extracted from Siebel into salesforce.com as a part of the weekly and major alignment.
* Created profiles and implemented Object and field level security to hide critical information on the profile users, related users, roles, territories, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Interacted with Business Team on day-to-day basis to translate the business requirement into functional requirements.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Designed, developed and deployed 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.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Automated weekly rep call reports of submitted, saved and planned calls.
* Created Department dashboards to provide Department Head's an overview of the reps monthly performance.
* Writing customized SOQL queries to extract the data pertaining to the calls made by the reps.
* 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.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Informatica on Demand, Windows XP, Microsoft Access.

**Client: AT & T, Plano, TX Dec 2015 – Oct 2016**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads and Campaigns etc.
* Developed various custom objects, tabs, components and Visual Force pages.
* Customized page layouts for standard/custom objects and assigned record types.
* Created data validation rules and formulas as per business requirement.
* Created workflow rules to automate tasks, email alerts, field updates and time-dependent actions.
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and Dashboards.
* Designed, and developed Apex classes, Controller classes, Extensions and Apex triggers for various functional needs in the application.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Help users with Chatter teams/groups and follow application as well.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.

**Environment**: SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer.

**Client: Ultimate Software, Weston, FL Aug 2015 – Nov 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Created both Managed and Unmanaged Packages with deprecated annotations to be available for partner Sales force users and other external users.
* 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.
* Implemented case management automation on Case Object to track and solve customer s issue and also Implemented Web-to-Case entry and manual case entry for entering customer s cases.
* Created Visual force pages that could be rendered as PDF s build dashboard components and define email templates.
* Maintained an E-mail to Case system with auto-notifications sent to users when a case is created for their respective departments.
* Developed Visualforce Pages with standard and custom controllers.
* Developed Apex Triggers to update fields and child objects.
* Developed Apex Classes Triggers to implement the business logic as per the requirements.
* Implemented Wrapper classes for better visual force pages management and smooth functioning.
* Created sharing rules for providing cross functional teams of the organization access to records.
* Created Custom controllers implementing complex code for Sales Force VF pages also integrated force.com application on mobile platform.
* Implemented relationship fields for proper data loading and maintaining the quality of the data.
* Handled SOAP/Restful Web services consumption for fetching content from the Internal Web server.
* Used SOQL SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Migrated complex Excel validation rules in regular expression into Salesforce validation rules.
* Followed Agile methodology for the execution of day to day work related activities.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, Visualforce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow, Approvals, Web Services.

**Client: Citibank, New Castle, DE Sep 2013 – Jul 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities**

* Worked with standard salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created APEX custom controllers implementing complex code for retrieval from Sales Force to VF pages.
* Developed APEX triggers, Classes, Test methods & Visual Force pages to implement the custom functionality.
* Administer salesforce.com automation setup, which involves, modifying roles and profiles, creating/modifying dashboards/reports and managing users.
* Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Performed tasks for data migration like Data mapping and Data loading.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Processed the Test Cases and Involved in Testing Life Cycle

**Environment**: salesforce.com enterprise edition, Eclipse IDE, Apex Data Loader, Apex Explorer, Apex, Visual force*,* SOQL, Informatica, HTML, XML, AJAX, Web Services API.

**Client: Syntel, Chennai, India Jan 2012 – Aug 2013**

**Role: Salesforce Administrator**

**Responsibilities:**

* Designed and developed the Custom Objects, Page Layouts, Custom tabs, Components based on the requirements.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Effectively created the picklists, dependent picklists and junction objects to establish the connectivity among objects.
* Customized Page layouts for Opportunity, Contacts and Accounts depending upon user Roles, and Groups.
* Used Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements.
* Override a standard Salesforce page layout with Visualforce Page by using Apex Code.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Maintained user roles, security, profiles, wherever necessary.
* Implemented Pick lists, Dependent Pick lists, validations 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 and customized Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Created user guides for End user training.
* Setup Role hierarchy and create sharing rules to limit data visibility.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Visual Force, S-Controls. Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse.

**Client: CSTS Technologies, Hyderabad, India Jul 2010 – Dec 2011**

**Role: Java Developer**

**Responsibilities:**

* Installed Eclipse, Apache Tomcat server and integrated it with SQL to have integrated development environment
* Extensively worked on the UI using HTML, JSP, CSS, and JavaScript.
* Used Hibernate to map java classes to corresponding data in database.
* Wrote SQL queries to retrieve information from database.
* Designed AJAX based solution to refresh the drop downs on the webpage depending on user choice.
* Developed in-house project “Employee Search Portal” in spring framework, used hibernate to access backend (SQL), used AJAX to display dynamic data on web pages.
* Created SQL queries to retrieve data from database, Created web services.
* Created a knowledge document on Web services.
* Created unit test plans, integration test plans and executed them.
* Involved in project Audits.
* Participated in team meetings effectively.

**Environment**: JAVA, J2EE (JSP, Java beans, DAO), Eclipse, Apache Tomcat Server, SQL, spring, Hibernate, JSP, Servlets, JavaBeans, XHTML/DHTML, LDAP, Java Script, Web services.