**Summary:**

* Around **8** years of professional IT experience, with around **5** years of experience on **Salesforce platform**.
* Excellent knowledge of **CRM** **business processes** involving Campaign management, Lead management, Account management, Case management, Quote, and Forecasting.
* Experience with Salesforce.com **Sales Cloud, Service cloud, Community and Force.com platform.**
* Regulated the Salesforce Security setup using **Profiles, Permission sets, OWD, Role Hierarchy, and Sharing Rules.**
* Expertise in developing custom code using **Apex classes, Controllers, Triggers, and Visual Force pages.**
* Advocated the usage of best practices in maintaining quality code coverage with **Salesforce Governor Limits and patterns.**
* Specialized in writing complex **SOQL, SOSL** queries across multiple objects within **SFDC** database.
* Worked in Configuration– **User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types** etc.
* Proficient in Data Migration from traditional applications to Salesforce using **Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Have excellent knowledge in implementing **Batch Apex, Schedule Jobs and scheduling reports and dashboards.**
* Proven expertise in implementing many-to-many, look-up, and master-detail relationships and automating the business processes using **Approval processes, Process Builder, Workflows, Escalation Rules, and Auto-response rules.**
* Good Experience in working with **External Object** (Lightning Connect) using **OData 4.0**.
* Good at Asynchronous apex using **Future** & **Queueable Apex**.
* worked on build release model following **Agile Implementation methodology.**
* Experience in working with **GIT** as versioning control tools.
* Working knowledge of various phases of **SDLC** involving Requirement Gathering, Analysis, Design, Implementation, Deployment, Testing, and Maintenance. Well versed with various design patterns and their implementations.
* Effectively implemented the development process of a software application using **Java, HTML, CSS, JavaScript, XML, jQuery, AJAX.**
* Experience of working by integrating web service callouts using the **SOAP & REST API.**
* Strong Knowledge in **App Exchange** Applications and integrating with Third Party Applications.
* Experience in **Lightning app builder and Lightning experience**.
* Excellent communication and interpersonal skills, with a self-motivated attitude, adapting to various work cultures with ease.
* Highly dedicated, quick starter, solution-driven pattern programmer, Strong in **Object Oriented Analysis and Design**, Excellent at solving complex problems under strict deadlines.
* Strong knowledge of **Salesforce configuration**, **data migration**, system integration and familiarity with **Visualforce** (Pages, Components, Controllers) **MVC architecture** and **Apex** (Classes, Controllers & Triggers). Experience working with Force.com IDE and SFDC Sandbox environments
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits
* Experience in building new Applications with the **Lightning App Builder** and **Lightning components**. Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use.
* Excellent understanding of salesforce.com **Sales Cloud**, **Service Cloud**, **Chatter** and Force.com product offerings.

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, Apex Web services, SOQL, SOSL, S-Control, Sales and service cloud, Integration, Migration, Batch Jobs, Static resources, Lightning, Workflow & Approvals, flows, Reports, Dashboards, Standard and Custom Objects, Custom Tabs, Schema Builder, Process Builder, App Exchange. |
| **Salesforce tools and integration tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Developer console, Apex Data Loader,  Force.com Platform (Sandbox and Production) |
| **Programming Languages** | Apex, Java |
| **Web Technologies** | HTML, CSS, XML, JavaScript, jQuery, AJAX, JSON, REST, SOAP, visual force. |
| **Operating systems** | Microsoft Windows, Linux, Unix. |
| **Database** | SQL server 2008, MS Access |
| **SDLC methodologies** | Waterfall model, V-model, Agile Scrum. |
| **Other tools** | Apex Data Loader, Workbench, Force.com explorer. |

**Technical Skills:**

**Certifications:**

Salesforce certified Administrator: ADM 201

Salesforce certified Platform Developer-I

**Professional Experience:**

**Client: DTCC Location: Tampa, FL**

**Role: Salesforce Developer Duration: Jul 2020 – May 2021**

**Roles and Responsibilities:**

* As part of the project we’re integrating with numerous upstream systems to fetch the data to be processed in Salesforce, we also integrating with multiple downstream internal system to push the data being processed.
* As a developer I constantly work with my team to create lightning UI, crate APEX classes, refactor legacy apex classes and triggers.
* Creating Lightning UI framework using both Aura and LWC for our internal users as well as for Portal Users.
* Created Lightning components using Lightning web components (LWC).
* Created lighting page using LWC such as header page, Change Password Component, Change User Details, Change Password Component & updated user & display toast upon success for user changes/pw changes.
* We also take care of the unit and apex testing on our own.
* As Part of the team I regularly attend Story and Feature refinement sessions, Stakeholder Demo and other periodic meetings with business people.
* I am working with development, integration testing, data migration and classic to Lightning migration.
* As part of a team I am Participating in code review sessions.
* Working with Salesforce.com Sales Cloud, Service cloud, Community and Force.com platform.
* Regulating the Salesforce Security setup using Profiles, Permission sets, OWD, Role Hierarchy, and Sharing Rules.
* Developing custom code using Apex classes, Controllers, Handlers, Triggers, and Visual Force pages.
* Following the best practices in maintaining quality code coverage with Salesforce Governor Limits and patterns.
* Writing complex SOQL, SOSL queries across multiple objects within SFDC database.
* Working in Configuration– User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types etc.
* Working with Workbench tool – importing and exporting data, testing, and troubleshooting the Force.com APIs.
* Working with Force.com Plug-in and IntelliJ IDE for writing business logic in Apex programming language and building Lightning Web Components.
* Implementing Batch Apex, Schedule Jobs handle /resubmit failed records.
* Deploying code using Sandbox to production using change sets along with Jenkins.
* Implementing many-to-many, look-up, and master-detail relationships and automating the business processes using Approval processes, Workflows, Escalation Rules, and Auto-response rules.
* Working with External Object (Custom) Data Source Connection class and providers.
* Working with Process Builder and Visual Flows to send notifications while doing approval process.
* Writing Asynchronous apex using Future & Queueable Apex.
* Working on creating Apex callout classes to hit the API’s.
* working on build release model following Agile Implementation methodology.
* Using GIT, source tree, TFS as versioning control tools to push developed code into repository.
* Effectively implementing the Lighting Web Components using HTML, CSS, JavaScript and working on different JavaScript libraries.
* Integrating web service callouts using the SOAP & REST API.
* Integrating with Third Party Applications.
* Developing Lightning applications.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, Lightning, Aura Components, Salesforce Lightning Web Components, HTML, JavaScript, SOQL, SOSL, REST, SOAP, Apex Triggers, Web Services, Sandbox data loading, IntelliJ IDE Plug-in.

**Client: Caterpillar Location: Nashville, TN**

**Role: Salesforce Developer Duration: Nov 2018 – Jan 2020**

**Roles and Responsibilities:**

* Involved in writing/implementing **Batch Apex**, **Apex chaining** and **Schedulable interfaces**.
* Worked on POC for Salesforce Foundational application like Object analysis, Button overriding, Visualforce pages analysis, profiles and resolved the defects
* Created and validated **XML packages** and deployed
* Ability to write complex **SOQL, SOSL** queries across multiple objects within the SFDC database, Relationships and Lookups.
* Creating and modifying **reports** and **dashboards**.
* Putting together **Salesforce objects, fields, workflows, validation rules** and **profiles.**
* Managed salesforce applications user **profiles, Roles, Permissions, generating security tokens, validation rules.**
* Developed **workflow rules** and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented **object level, field-level** and **record level security** and managed roles, visibility settings.
* Customized page layouts for **Opportunity, Contacts, Leads,** and **Accounts** depending upon user roles, and groups.
* Designed, developed, deployed **page layouts, components, custom objects, custom tabs, visual force pages** to reach the needs of organization.
* Knowledge on basic SQL-based system principles.
* Worked on implementing **REST API** and expose to external System.
* Implemented **Pick lists,** dependent pick lists, lookup, junction objects, Master details relationships, validation rules, formula fields and custom objects.
* Created various **reports** (summary, matrix, tabular, join) and report folders to assist managers to better utilize salesforce.
* Worked extensively on Apex for implementing **Apex Classes, Extension Classes** to support **Visualforce pages** development.
* Established ownership of existing accounts and merging duplicate records.
* Created various **dashboard** per requirement of the user and business need.
* Experience in installing and **configuring AppExchange apps.**

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Lightning, Aura Components, Salesforce Lightning (design, components & app builder), HTML, JavaScript, SOQL, SOSL, REST, SOAP, Apex Triggers, Web Services, Sandbox data loading, Eclipse IDE Plug-in.

**Client: HSBC Location: India**

**Role: Salesforce Admin/Developer Duration: Jan 2016 – Jul 2018**

**Roles and Responsibilities:**

* Managed users, public groups, profiles, and roles within the **Salesforce CRM** - designating access to the applicable user within the user hierarchy.
* Coordinated the **Database Migration from SQL Server** which was essential in building an entirely new and updated Salesforce CRM application.
* Work closely with **Scrum master** for deliverables.
* Used **Data Loader** to insert, update, bulk-import/export data from Salesforce.com objects. Used it to read, extract and load data from comma-separated values (CSV) files.
* Performed many declarative administration tasks as needed - **managing custom fields, integration, and data clean-up.**
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Developed Complex **Reports and Dashboards** using standard reports.
* Developed an automated integration process using **workflow rules, validation rules, apex classes** to integrate Accounts, Contacts, and Orders between the customer service and sales divisions for different organizations.
* Built apex classes and triggers implementing **SOQL and SOSL** statements within Eclipse to manage interaction with the database.
* Implemented the Salesforce.com applications using **Agile SCRUM** Methodology that involves

the iterative development methodology.

* Developed **Apex classes & triggers and test classes** which are part of unit testing and for the

code coverage to avoid performance issues.

* Mapped data sources using **Apex Data Loader and loaded data** into Call Center application.
* Created and used Email templates with **HTML and Visualforce**.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, JavaScript, SOQL, SOSL, REST, SOAP, BULK, Apex Triggers, Web Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Sonic Healthcare Location: India**

**Role: Java/Web Developer Duration: Jan 2014 – Dec 2015**

**Roles and Responsibilities:**

* Designed screens for user interface using **HTML, CSS, JavaScript.**
* Involved in the requirement analysis, design, development and testing activities and full **SDLC**.
* Used **Java Script** for client-side validations.
* Utilized JavaScript library **jQuery** for form validation and interactive features.
* Developed data formatted web applications and deploy the script using client-side scripting **JavaScript.**
* Worked on Cross-Browser compatibility and fixed the bugs for several browsers.
* Developed **Cascading Style Sheets (CSS)** to maintain the uniformity of all the screens throughout the application and positioning of screen objects.
* Used web framework to create Controller, model, and Views.
* The developed logic to add, update, delete order item information into the system.
* Held responsibilities for Bug fixing and tracking the same.
* Responsible for writing ANT Scripts for building the entire web application.
* Performed unit testing using JUnit.
* Developed EJB components encapsulating business logic.
* Involved in Configuring web.xml and struts-config.xml according to the struts framework
* Used SVN as source control.
* Developed and deployed applications using WebLogic 7.x with JBuilder as IDE tool.
* Used JDBC to connect and perform operations on database
* Designed and created various tables required for the project in MySql database.
* Used Log4j to capture the log that includes runtime exceptions and debug information.
* Developed the application using Eclipse.

**Environment:** HTML, CSS, JavaScript, jQuery, JSP, Eclipse, Windows.

**Client: Blue Chip Solutions Location: India**

**Role: Automation Test Engineer Duration: Apr 2012 – Dec 2013**

**Roles and Responsibilities:**

* Involved in documentation of the scripts and automating the user stories and workflows.
* Developed automation scripts using Protractor and involved in execution of scripts, analyzing the results and reporting periodic status to management.
* Involved in Functional, Sanity, Regression and Mobile testing.
* Involved in testing in various operating systems like Windows, IOS and Linux.
* Validated bugs and tracked statuses using Buganizer and Jira.
* Extensively involved in software Functional testing, Re-Testing and Regression testing.
* Preparing and Executing Test Cases - Generating Test Summary Reports.
* Analyzing, reproducing and reporting the bugs and posting into JIRA.
* Performed simple Backend Testing using SQL in order to check the Data Validation and Data Integrity.
* Involved in system, functional, smoke, regression, regression and retesting.
* Submission of Test Execution Summary & Bug reporting using Jira.
* Coordinating with the Developers for the Defect analysis and their fixes.
* Used **Java Script** for client-side validations.

**Environment:** Apache, PHP, Core Java, MySQL, Mediawiki, CSS, JQuery, JavaScript, Selenium WebDriver, Rest API and Protractor.