**Professional Summary**

* Over 7 years of IT experience with above 5 years of experience in the Salesforce.com CRM Platform both as Administrator and Developer.
* Highly proficient with Sales Cloud, Service Cloud, web service, Force.com, Chatter and App-exchange on Salesforce.
* Strongly experienced in analysis, design, development, and testing of the SFDC application and Developed Visualforce pages and Custom Objects using Apex Programming on Force.com Platform.
* Skilled working with Force.com IDE and SFDC Sandbox environments.
* Good knowledge on Apex development in creating Triggers, Apex Classes, S-controls, Standard Controllers, Custom Controllers and Controller Extensions, Web Services and Visualforce pages.
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Used Apttus CPQ, a lightning ready quoting tool to manage configuration, pricing, quoting, discounts, incentives, & proposals.
* Proficiency in administrative tasks like Creating Objects, Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes.
* Knowledge on Salesforce Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Designed junction objects to establish many to many relationships and implemented various features like Relationships, Custom Formula Fields, Field Dependencies, Validation Rules, and Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented record level security using Roles, Sharing Settings (Organization Wide defaults and sharing rules for different users at different levels of organization. Also created various profiles and permission sets to control access to the data across objects, Fields, Tabs, Apps, Visualforce pages and other access level permissions in Salesforce.
* Experienced working with salesforce.com sandbox and production environments and used Eclipse IDE Force.com Plug-in environments.
* Technology savvy with aptitude and experience in adopting modern methodologies and innovative techniques to boost work efficiency.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands-on leader with exceptional presentation and client/customer relation skills.
* Strong communication and inter-personal skills with ability to work well in a dynamic team environment.

**CERTIFICATION:**

Certified Salesforce.com Admin (201)

Certified Salesforce Platform Developer 1

**Technical Skills:**

**Salesforce Technologies:** Apex Language, Classes, Triggers, SOQL, SOSL,

Visualforce (Pages, Components and Controllers), Apex Data Loader, S-Controls, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects.

**Salesforce Tools:** Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool.

**Programming Languages:** Java, Apex, .Net, C, C++.

**Web Technologies:** XML, HTML, JavaScript.

**Operating Systems:** MS Windows, UNIX, LINUX.

**Methodologies:** Agile, Scrum, Waterfall, SDLC.

**Tools:** Eclipse, SQL Server Management Studio (SSMS), Veeva CRM, SQL Query Analyzer, SVN, JIRA, ALM, SharePoint.

**Work Experience:**

**USAA, San Antonio, TX Nov 2019 - Till Date**

**Salesforce Consultant**

Responsibilities:

* Developed Apex Classes, Controllers and Apex Triggers for various functional needs on Force.com.
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* 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.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Developed Apex Classes as REST Web Services for external applications accessing Salesforce.com data from external systems to display in the pages of Salesforce.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed database schemas and configuring data structures.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience in integrating with external systems using SOAP API, Rest API.
* Worked on developing the various implementation, validation and back out scripts on SQL server. Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:** Force.com, Apex, Veeva, Lightning, Data Loader, Lightning, Import Wizard, Informatics, Eclipse IDE, Controllers, Visualforce Pages, XML, Triggers, Security Controls

**Bank of America, Agoura Hills, CA Jan 2019 – Oct 2019**

**Salesforce Developer**

Responsibilities:

* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Extensively worked on integrating REST API using callouts framework in SFDC.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Worked on Lightning App Builder - to build Lightning pages without code.
* Worked on Community Builder - to build communities without code, using Lightning templates and components.
* Created UI Pages using lightning app builder.
* Created reusable UI components with lightning component framework.
* Involved in building reusable UI components with lightning component framework.
* Created Custom Objects and fields for transnational and contractual information.
* Designed and deployed Visualforce Pages, validation rules, Approval Processes and Auto Response Rules for automating business logic.
* 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.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used Data loader to load the records on to the force.com platform.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Designed Implemented and deployed the Service Cloud with various custom-built Page Layouts Custom Tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Service Cloud, Sales Cloud, Developer Console, Force.com

**Renovia Inc, Boston, MA Oct 2017 – Dec 2018**

**Salesforce Developer**

Responsibilities:

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Cases, Solutions, Knowledge, User specific Reports and Dashboards.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the functional requirements.
* Created modern Enterprise Lightning Apps combining Lightning Design System (CSS and Design Parameters), Lightning App Builder and Lightning Component features, Enabled Lightning Components for use in Salesforce1 mobile Platform.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from requirements Gathering and Design.
* Designed, developed, and deployed Apex Classes Extension Classes to support Visualforce pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, Visual Workflows (flows), custom reports, dashboards Visualforce Pages to suit to the needs of the application.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Involved in gathering requirements, developing Use Case Model, Class Diagram using Enterprise Architect.
* Implemented Email-to-Case, Web-to-Lead, and Web-to-Case according to the functional requirements.
* Responsible for helping to capture business requirements, identifying appropriate data sources, Data quality issues, Business transformation rules, mapping source to target.
* Experience in troubleshooting REST, SOAP and other schema errors from external WSDL files.
* Integrated the third-party web services using callouts by generating the necessary stubs from the REST files for extracting the data from external systems to display in the pages of salesforce.com and developed own Web Services.
* Used various sandboxes for developing, testing and migrated the code to the production after UAT testing.
* Created Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Worked on Salesforce.com Application to Setup activities and customized the apps to match the functional needs of the organization.

**Environment:** Eclipse IDE, Salesforce.com, Lightning, Force.com Sandbox, S-Controls, Import Wizard, Apex, XML, JavaScript, Web Services API, SOAP, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Email Services, Batch Apex Interface, Custom Tabs, Security Controls, HTML.

**American Tower Corp, Boston, MA June 2016 – Sep 2017**

**Salesforce Developer**

Responsibilities:

* Worked on Service Cloud and Sales Cloud implementations.
* Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
* Made new feature enhancements on Service cloud console view and developed some Visualforce components.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Designed various Webpages in Visualforce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Developed Complex Apex Batch Jobs and changes to the existing Jobs for better Performance.
* Created profiles, roles and implemented object level, field level and record level security.
* Development of SOAP and REST based web services used for custom development.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data Cleansing custom objects, workflow.
* Developed and deployed workflow rules, approval processes, email templates, and assignment rules.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Worked with Dynamic Apex to access S-Objects and fields to describe information, execute Dynamic SOQL, SOSL, and DML Queries.
* Used SOQL and SOSL with in Governor Limits for data manipulation needs of the application usingForce.com explorer.
* Experience in ETL Methods for integrating data feeds on Salesforce cloud.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Web Services, Apex Classes, and Triggers.
* Managed Service Cloud components including Service Console, Partner portal, Call Center, integration, Customer Portal, Live agent, and Entitlements.
* Implemented Email-to- Case, Web-to- Case entry and manual case entry for entering customer’s cases in Cases Tab, Auto Response rules, Assignment, and Escalation rules.

**Environment:** Salesforce.com platform, Database.com, Apex Script, Visualforce Pages, Controllers, CSS, Workflow & Approvals, List Views, Email Templates, Custom Objects, Custom Tabs, Page Layouts, Email Services, HTML, Java Script, Reports, Dashboards

**PEGASYS Information Technologies PVT LTD, Hyderabad, India. Oct 2014 – Dec 2015 Salesforce Developer**

Responsibilities:

* 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.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* 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, Visualforce 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.

**Delta Dental July 2013 - Sept 2014**

**Hyderabad, Ind**

Java Developer

Responsibilities:

* Created a customized architecture for database model to interact with database.
* Good understanding the MVC architecture to develop a web-based application using Maven.
* Created a JSP pages to interact with end user along with represent the data.
* Coordinated with management and sales team to modify the existing java applications into more user friendly and sales effective applications.
* Extensively used HTML, CSS, JavaScript, jQuery, JSON and XML to represent the data at front-end layer.
* Developed and web-based application using Java and JSP.
* Extensively worked in agile environment by taking regular stand-ups daily along with other Sprint meetings like Sprint planning, Retrospective, Sprint grooming meetings.
* Used Log4J for logging and tracing the messages.
* Used tomcat app server to deploy the application at various levels of environment.
* Used jQuery plugins in applications for better user interface like date picker, dialogue etc.
* Involving and participating the POC like to migrate on SPRINGS framework along with Angular JS.
* Consumed REST calls at front end using jQuery Ajax calls.
* Effective debugging and analyzing the existing code to fix the production defects to reduce the defect count.
* Extensively adaptive to learn new technologies to implement in my project for effective solutions.

**Environment:** Java, J2EE, Stateless Session EJB, JSP, Servlets, Struts, XML, JMS, JUnit, Oracle 9i, UML, Rational Rose, JDBC, JNDI, SQL.

**Education:**

* Master’s in information technology – November 2018, IGlobal University, Virginia, USA.
* Bachelor’s in Mechanical Engineering – July2013, JNTU Hyderabad, India.