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**Professional Summary:**

* Having 8+ years of IT experience in various stages of Software Development Life Cycle (SDLC) which includes experience as Salesforce.com CRM and Force.com platform as both Administrator and Developer.
* Working exposure with business partners to realize the full capabilities of Salesforce.com CRM to meet the business requirements and implement efficient workflows.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, Lookups, Pages, Classes, and Interfaces.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Design and Develop customer solutions in Visualforce, Apex, CSS, Javascript and other technologies.
* Worked on a pulling data from JIRA, manipulating this data in excel using macros to make them salesforce data load compatible. This was used to load stories into copado to track components related to each user story.
* Hands on experience with Salesforce Lightning Component Design System using Standard web-based technologies.
* Implemented Salesforce Development Cycle including Agile covering Sales Cloud, Service Cloud
* Experience in implementation of salesforce.com configuration functionalities in using Service Cloud.
* Experience in web technologies like Java, Oracle, SQL Server, HTML, CSS, JavaScript, JQuery and Ajax.
* Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders.
* Good experience and knowledge of Deployment, CI/CD using Copado, Jenkins, Salesforce DX and Change Sets.
* Experienced in Integrating the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Experience in the implementation using Apex Language, Visual force pages, Classes, Triggers, Controllers, Web Services, Tabs, Components, Custom Objects, S-Controls, Reports, Dashboards and Analytical Snapshots
* Good experience in writing SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers and batch classes and customized queries to avoid governor limits.
* Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for Data Migration and Management in bulk.
* Proficient in Data Migration from Traditional Applications to Salesforce.com using Data Loader Utility.
* Test Plans, Cases, Processes Functional Requirements Scripting, Documentation Data Interface, Migration Testing, Deployment, Change sets.
* CI/CD tools and knowledge (JIRA, Git, Bitbucket, SourceTree, IntelliJ, Jenkins)
* Excellent team player with effective verbal and written communication skills. Proven skills to communicate across all levels of hierarchy in the organization.
* Good to collaborate and work well across any technology groups.

**Certifications:**

* Salesforce.com Certified Force.com Administrator
* Salesforce.com Certified Force.com developer

**Education Details:**

* Bachelor’s in Computer Science, Northeastern Illinois University

**TECHNICAL SKILLS**

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| --- | --- |
| **CRM** | Salesforce.com |
| **Administration** | Users, Roles and Profiles, Standard Objects, Custom Objects, Custom Fields, Custom labels, Custom Settings, Custom Metadata, Email Alerts, Case Management, Reports, Dashboards, Analytic Snapshots, Assignment Rules, Escalation Rules,Import Wizard, Workflow Rules, Approval Process, Validation Rules, Assignment Rules, Sharing Rules, Chatter, OMNI Channel, Portals (Customer and partner) Salesforce CPQ, DocuSign, Field Service Lightning, Sandbox Configuration and Management, Sandbox Refreshments, Data Scrubbing, Deployments (Change sets) |
| **Development** | Apex Language, Java, Apex Classes/Controllers, Apex Triggers, Test Classes Asynchronous Apex, Apex Web Services, SOQL, SOSL, DML, Visualforce Pages, Lightning Components |
| **Lightning Experience:** | Lightning Component Framework, Lightning App Builder, Lightning Connect, Lightning Flow, Lightning Process Builder, Lightning Flow Builder, Lightning Schema Builder, Salesforce1 Mobile App. |
| **ETL/Integration Tools** | Data Loader, Workbench, Salesforce Inspector, Informatica Data Loader |
| **Web Technologies** | HTML, CSS, JavaScript, Visualforce, Aura Framework |
| **Web Services** | REST, SOAP, JSON, XML, WSDL |
| **IDEs** | Salesforce Developer Console, Eclipse, Microsoft VS Code Salesforce DX |
| **CI/CD** | Jenkins |
| **Version Control Tools** | Git, Subversion |
| **SDLC** | Agile Methodology / Scrum , Waterfall |
| **Operating Systems** | Mac OS, Windows 10/8/XP, LINUX |

**Professional Experience:**

**Client: HCSC, Chicago,IL. June 2019 to Present.**

**Role: Salesforce Administrator//Developer**

**Responsibilities:**

* Drafted Test Plan which included testing objectives, testing phases, scenarios, and test environment after a thorough analysis of the business rules.
* Deployed, configured, and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for UAT & gathered feedback and followed up with further updates on the prototype and related documents.
* Primarily involved in developing use case document for the application, system requirement specification (SRS) and presentations for proposed solutions
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security.
* Implementation of components and wireframes using cross-browser compatible JavaScript, JQuery and AJAX.
* Customized Page Layouts for Salesforce.com Standard and Custom objects.
* Configured Conga Conductor to use Salesforce data and map it to Excel sheet for executive view.
* Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing Salesforce UI.
* Worked on Work.com to create Performance summary and badges for internal use.
* Experience handling large databases with activities like Data Integration and Data Cleansing using Salesforce Data Loader, Data.com clean.
* Data migration and updates through the tool provided by Sales force.com and Copado tools.
* Integrated salesforce with Amazon Alexa to perform salesforce tasks through voice commands using AWS services.
* Recursive AWS IDE Instances for clients utilizing GitHub and Amazon for stability, APEX, Visual Force.
* Moved all servers from in-house server to cloud based AWS with Salesforce.
* Migration of Existing application to AWS cloud and automated regular AWS tasks like snapshots creation.
* Used SOQL, SOSL to select the data from Salesforce.com platform database.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Written test methods and Test cases with code coverage of more than 80%.
* Developed Apex classes, Controller, Custom Controllers and Triggers for various functional needs in the application.
* Designed the Workflows to ensure unresolved cases are escalated based on company priorities.
* Designed and Developed Dashboard to monitor case activities.

**Environment:** Salesforce.com platform, HTML, JavaScript, Apex Classes, Salesforce Data Loader, Data.com Clean, SOQL, SOSL, Triggers, Security Controls

**Client: McDonalds, Chicago, IL Sep ’2018 – May’2019**

**Role: Salesforce Administrator//Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com.
* Builds the final release delivery of Salesforce platform changes.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Involved in administration, configuring, maintaining Salesforce.com, Application user profiles, roles, Permissions, generating security tokens, validation Rule and upgrade installation.
* Maintenance of installed Managed Packages in Lightning using Apex.
* Designed and built custom applications using Force.com and Visualforce.com.
* Deploy Salesforce configuration and experience working using GIT.
* Helped business users for Apttus CPQ quoting process. Performed enhancements with Apttus CPQ as needed.
* Worked on Apttus CPQ configuration and integration.
* Implemented CPQ solution using Apttus CPQ and Contract Management (CLM) for various customers in industries.
* Involved in end-to-end testing and configuration enhancement for the CPQ.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services, API (XML, WSDL, SOAP, REST)
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Developed various Custom Reports and deployed them for different business user levels.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Coordinate release documentation and communications, including technical and business release notes.
* Responsible to assess code/configuration dependency within all Salesforce applications.
* Business process understanding to configure complex product hierarchy need to setup Apttus CPQ implementation.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Provide technical and application guidance and support throughout the release process, including known errors and workarounds.
* Upgraded some Apps from Salesforce Classic to lightning experience to develop rich user interface and better interaction of pages.
* Experience in using the**Force.com Explorer**to browse**data model schema, custom objects, fields, build and test SOQL queries.**
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Work with CRM team to fix any release/deployment issues that may occur.
* Configuration and administration of Salesforce.com enterprise editions
* Replaced all the JavaScript buttons with Quick Actions or lightning Components in Lightning.
* Developed lightning experience using custom and standard lightning components, Styling using CSS.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provide feedback on the effectiveness of the release.
* Deployed Salesforce components from sandbox to production using Change Set and Eclipse force.com IDE.
* Record metrics for deployment to ensure within agreed SLAs.
* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.

**Environment**: Salesforce.com platform, Lightning Components, Apttus CPQ, Salesforce CPQ, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Security Controls, Sandbox data loading, HTML, JavaScript, Workflow & Approvals, Custom Reports, and Dashboards leveraging an Agile methodology.

**Client: CVS Health, Buffalo Grove, IL Jan 2016 to Aug 2018**

**Role: Salesforce Administrator//Developer**

**Description:**

**Responsibilities:**

* Involved in various stages of the system from requirement gathering to analysis, documenting the gap between the requirement and the system.
* Developed Salesforce.com approval workflow with tasks from interview schedules and approvals for further interviews finally resulting into offers.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs and Components to suit to the needs of the application.
* Installed and deployed Organization View, a Force.com AppExchange tool that allows users to create visual org charts and update them in Salesforce CRM using drag-and-drop functionality.
* Involving in creating user roles and Hierarchy. Creating automatic case capture from partner website using Web to case.
* Developed custom Apex REST services for internal applications to consume data from Salesforce.
* Creation of custom Visualforce pages, Apex triggers and Apex classes, REST API Web services.
* Developed Visualforce pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Used Salesforce Lightning to delivers a modern, smart experience across every device.
* Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
* Developed Salesforce Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Extensively involved in data migration from three legacy systems to Salesforce.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Performed large and small-scale Data Migration using Migration Tool and Data Loader.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Used Apex Data Loader, Demand tool for migration of data into Salesforce.com from external systems.
* Used Cast Iron integration tool for synchronizing master list of customers such as leads, accounts, opportunities, and forecasts. It is used for data configuration.
* Followed Agile methodology for the execution of day to day work related activities.
* Supported end users and helped them in getting used to the application, generated reports, and saved them for further access to the users.

**Environment:** Salesforce.com, Salesforce Lightning, Force.com, Apex Classes, triggers, Controllers, Visualforce, SOSL, SOQL, Data Loader, Data Migration, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Dash boards, Reports, Emails, Templates, Workflows, Eclipse, SOAP, REST API, Agile and Windows.

**Client: Scottline HealthCare, Houston, TX Jan’2015 – Dec’2016**

**Role: Salesforce Administrator//Developer**

**Responsibilities:**

* Developed Apex Classes, Controller classes and Triggers for functional needs in the application.
* Used field level security along with page layouts to manage access to certain fields.
* Involved in design, development, planning, testing and integration of Salesforce cloud services.
* Integration with external systems using SOAP, REST, Bulk APIs
* Integration of Salesforce Cloud with other AppExchange applications.
* Configured and maintained Salesforce.com based on business requirements.
* Design and implement enhancements within Portal.
* Worked on salesforce CPQ advanced approval rules and designing the feasible solution for consolidating all the rules based on the region and sub region metadata types.
* Built custom user interfaces using Lightning components.
* Performed detail 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 Visual Force and Force.com API.
* Played a crucial role in the setting up the integration between Apttus CPQ & Apttus CLM system, by coordination with client team and internal development team.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Upgraded APTTUS CPQ to latest APTTUS version and fixed the issues with the upgrade.
* Generated Revenue recognition status automatically with Steel brick CPQ
* Deployment automation using CI/CD process for deployments using Force.com Migration Tool
* SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Worked on Salesforce CPQ configuration, pricing, discounting, document generation and integration.
* Used service cloud on the case management standard objects (accounts, contacts, opportunities, campaigns and leads) and customized standard object Opportunities with Visual Force pages and this is the crucial object for the entire FTI Consulting.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Designed and developed data models implemented it on SFDC by creating custom objects.
* Created and managed complex Workflow Rules, data validations, and object customizations.
* Created automated test scripts for salesforce lightning flows with Selenium and java classes.
* Designed and customized page layouts for the custom objects and assigned them to the different record types.
* Deep expertise in various business models in the CPQ and Quote to Cash process areas.
* Good understanding of Salesforce CPQ data model.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business.
* Used Platform based technologies like Visual force to provide UI to the custom objects.
* Used HTML tags, Frames and CSS (Cascading Style Sheets) to maintain uniformity in the Web page.
* Used Salesforce Lightning Components for building customized components replacing the existing one.
* Using JavaScript on the client side and Apex on the server side.
* Developed Apex classes, Visual Force Controllers and Extensions based on requirements.
* Developed applications visually using custom-built Lightning components.
* Worked with SOQL, SOSL queries to interact with the database in Apex transactions.
* Worked with management and other developers to translate marketing needs into design requirements.
* Worked on Workflow rules, process builder and defined email alerts, field updates.
* Extensively used Force.com IDE and Developer console to create new Visual Force pages and Apex code.
* Support integrated applications with an understanding of system integration, test planning and troubleshooting.
* Designed and developed new custom applications for sales and marketing teams in sandbox servers.
* Developed Workflow rules for various tasks and Email alerts as per the requirement.
* Created user Roles and Profiles and implemented custom Sharing Rules for Force.com applications.
* Developing various operations, transformations in Jitterbit and custom logic using native scripts of the platform.
* Developed various Report Types, Custom Reports and deployed them for different business user level.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment**: Salesforce.com, Force.com IDE, Lightning Components, Apttus CPQ, Salesforce CPQ, SOQL, Apex classes, Controllers, Triggers, Visual Force, Force.com Data Loader, HTML5, CSS, JavaScript, SOAP, Web services, Dashboards, Workflow, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, REST API.

**Navistar, Lisle, IL Aug’2012 – Dec’2014**

**Support Engineer**

**Resposibilities:**

* Maintained the data and delivered the product details to the associated customer.
* Interacted with the customer to collect the complete details of the product Efficiently.
* Handled the high priority issue on time and gave productive results.
* Hands on experience in querying data using **SQL** and maintaining data in **RDBMS**.
* Periodically record all the data into the systems and queried according to the requirement asked Completed root cause analysis on routine and complex problems.
* Maintained ticketing process using internal **HP** Tools.
* Provided real-time support to everyday users of product.
* Consulted via telephone and mails to understand user problems, run through testing scripts and ask probing questions to locate root causes.
* Drafted technical documents, including whitepapers, user manuals, implementation documentation and support base entries.