Shyam Gopal Garaga



Salesforce Admin & Developer

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# PROFESSIONAL SUMMARY:

* Over **7** years as a **Certified Salesforce.com Platform Developer** and excellent experience as **Salesforce Admin**

as well.

* Extensive experience with the Salesforce.com development **life cycle**, **application design patterns**, **integration patterns** and **deployment planning**.
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, VisualForce pages, S – Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins AppExchange test coverage**.
* In-depth experience in CRM business processes like Forecasting, **Campaign Management**, **Lead Management**, **Pipeline Management**, **Order Management**, **Account Management**, and **Case Management**.
* Used Email to case, Web to Case features an d created a community where the customers can create, update and manage their cases.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Good insight in to the **Health** and **Financial Domain.**
* Developed and recommended CRM roadmap for customers in the **Financial Domain**
* Experience working in **Agile methodology**, **Scrum methodology**, **Waterfall model** and **Test driven**

development.

* Created test scenarios on **Sandbox** and **production environment** and migrated code to deployment upon successful testing.
* Extensive exposure to **Black Box testing**, **Smoke testing**, **Usability testing**, **End-to-End testing**, **System testing**, **Regression testing** and **User Acceptance testing(UAT)**.
* Created customized UI as per the client and application requirements using **Visualforce**.
* Review/Adjust/Write **Apex** and **Visual Force** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in SFDC Administrative tasks like creating **Profiles, Roles, Users, Field Dependencies, Custom objects**, **Custom Tabs**, **Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, security and sharing rules, Tasks** and **actions**.
* Competent in analyzing and creating narrative **Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram** using **UML Tools** like **MS Visio.**
* Expertise in **Business Analysis methodologies** and **iterative Software Development Life Cycle(SDLC)** in relation with all the phases of **Rational Unified Process(RUP)**.
* Experience in data migration from **ACT, Excel, MS outlook** using **Data Loader, Data Import Wizard, SFDC Data Export**, **Mass Delete**, **Informatica.**
* Expertise in customizing standard Objects like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Cases**, **Leads**, **Campaigns, Reports** (**Summary reports**, **tabular reports**, **Pie charts**) and **Dashboards** and **Report folders** for different user profiles as per the requirements.
* Created **lookup** and **master-detail relationships** on the objects and created **junction objects** and various advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **Approval Process**, **Sharing rules** for **automated alerts**, **field updates** and **Email generation**.



* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Exposure to **Apptus** and **SteelBrick**, developed POC’s in Apptus CPQ and steelBrick CPQ.
* Experience with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with **Steel Brick CPQ**.
* **Excellent communication** and **inter- personal skills**, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Setting up **Service Cloud** Console, **Cases** (Web to case, Email to case), Solutions, Case Assignment and **CTI**

Integration.

* Experienced in **Object Oriented Analysis** and **Design** and **Object Oriented Programming** and Design Patterns under **MVC** (**Model View Controller**) **Architecture**.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

# Education:

* Bachelor’s in Electronics and Communication from GIET - Rajahmundry, India.

# TECHNICAL SKILLS:

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| **Salesforce.com** | Apex Language, Apex Triggers, Apex Unit Tests, Visual force, Salesforce Object Query Language(SOQL), SOSL, Reports and Dashboards, Data Management, Data Security, Data Modelling, UI Customization, Web Services, AJAX, workflow & Approvals, Dashboards, Custom objects**.** |
| **Tools** | Salesforce IDE, Salesforce Explorer, Data Loader. IO, Data Import Wizard, Workbench, Sandbox and Production, Sand box testing, Salesforce.com Communities, Salesforce Lightning Design System (SLDS), Case Management, Marketing cloud,  Sales Cloud, Service Cloud, Community Cloud, etc. |
| **VisualForce:** | Standard Component Library, Custom components, Visualforce Remoting, VisualForce  Remote Objects, AJAX capabilities, VisualForce templates, Standard controllers/controller extensions |
| **Languages** | Apex Language, JAVA, C, Unix-shell scripting, Ruby on Rails, SOQL, SOSL |
| **APEX** | Async Apex (batch jobs, future calls, schedulers), Dynamic Apex, SOQL/SOSL/DML operation, SOQL query optimizations, Custom SOAP/REST services, Integration with external SOAP/REST services, Mock Interfaces, Security and Sharing model in Apex, Apex triggers, Distributing Apex in managed Packages. |
| **Web Technologies** | HTML, XML, CSS, PHP, JavaScript, Angular JS, JQuery, JSON, Bootstrap. |



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| **Web Design Tools** | Code Smith, Visual Studio, Dream weaver, Tortoise SVN, SQL Query Analyzer, Adobe Photoshop, Adobe Acrobat Pro, Adobe Flex Builder, MS Office, Outlook, Word, Excel, Power point, Access, OneNote. |
| **Mobile** | Salesforce 1, Salesforce iOS SDK, Salesforce Mobile templates. |
| **Databases** | MS SQL Server, PL/SQL. |
| **IDE-s:** | Salesforce IDE, Eclipse IDE, SQL Developer, Visual studio, putty |
| **Packages** | MS-Office, Project, SharePoint, Excel, Zuora |
| **Operating Systems** | Windows 2000/2003/XP/Pro/Vista/7/8.1/10, Linux, Mac OS. |

**PROFESSIONAL EXPERIENCE:**

**Client: DentaQuest, Charlestown , MA**

**Sr.Salesforce.com Developer/Admin /Lightning Jan 2018 – Till Date**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports and Custom Objects.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Also created Reports for custom financial data of current and potential portfolio.Authorized access to data, financial data and overall better customer security facilities.
* Designed web pages in Visual force for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Design Lightening Pages according to the business requirement.
* Design Custom buttons and Lightening compact Layouts.
* Worked on the various Record types and Page layout customization.
* Developed various Custom-Lightening Components.



* Worked on Flows, Cases, Assignment and Escalation rules according to the work priority.
* Worked on web service integration with JSON and Rest API.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, JSON, Data loader, Aura, Lightening-Bundles, Lightening Controllers.

# Client: T Rowe Price, Owings Mills, MD.

**Sr.Salesforce.com Developer/Admin /Lead Feb 2016 – Dec 2017 Responsibilities:**

* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Created Workflows for automated lead routing and lead escalation.
* Developed Apex classes and Triggers and linked them to manage the workflows.
* Configured and used source control tool Git to maintain repositories for various releases.
* Used Force.com Eclipse IDE plugin to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production
* Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot
* Managed a team size of 5-10 Salesforce developers across different geographical locations. Lead the effort to implement JIRA as the primary application tool for tracking user stories and defects for our B2C Organization.
* Worked with 5-10 member QA team to complete functional and regression testing of various releases and projects As a senior technical resource on the team I work on interviewing both full time and contracting resources and on boarding them to the project team Mentored junior developers on the team to help them completed their assigned development tasks and also help them understand the big picture Manage team resources and project timelines between standard FOEX and project budgets Provide Salesforce best practices to implement a robust and scalable solutions.
* Worked with Waterfall, RUP and Agile methodologies. Provide strong technical and functional expertise to gather end to end business requirements and translates them to Salesforce technical functionalities.



* Work with our business teams to build custom consoles and Force.com Sites on the Force.com platform Lead the effort to introduce continuous integration (CI) on our Salesforce platform using Jenkins and Team Forge source Control repository.
* Work as a Lead to build the latest ANT scripts for the list of Salesforce metadata components and deploy them to different Salesforce sandboxes and work with the team to deploy the signed off functionalities to Production using ANT scripts.
* As a technical Lead worked on analyzing the list of metadata components and various interfaces on our platform that will be impacted due to the recent Salesforce split (Salesforce migration to new target Production instance). We successfully completed all the changes and reported zero (0) post deployment defects.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, ETL tools, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

# Client: Capital One, Wilmington,DE September 2014-Jan 2016 Role: Sr. Salesforce Apex/ Visual force Developer

**Responsibilities:**

* Performed the role of Salesforce Developer in the Organization.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Creating SFDC reports (functional and technical documents).
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using Agile methodology.
* Created Workflows for automated lead routing and lead escalation.
* Developed Apex classes and Triggers and linked them to manage the workflows.
* Experience in configuring price quote(CPQ) with Apptus.
* Used Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Used more than 55% of Apex for development.
* Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developed Visual Force pages which rendered based on salesforce1 app.
* Developed custom UI suing CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Planned community rollout framework as four steps –cyclic process (Establish, Manage, Engage and measure)
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation



**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers,CUJs,Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

# Client: Verizon, Dallas, TX.

**Salesforce.com Developer/Admin April 2013- August 2014**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Implemented multi-channel service desk including email to case, web to case, CTI integration using Ingenious open CTI, live agent setup, case escalation and assignment rules.
* Worked on Customizing service console.
* Used REST API for implementing Web Service Definition Language(WSDL) in the application for access to data from external systems and web sites.
* Used SOQL and SOSL for data manipulation.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS,

# Client: Mayo clinic, Rochester, MN

**Salesforce.com Developer & Administrator Oct 2012- March 2013**



**Responsibilities:**

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* 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 for different user profiles based on the organization’s need.
* Implemented the requirements on Salesforce.com platform and Force**.**com IDE Plug-in using Eclipse.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs. **Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL,

Experience, Visual force, APEX Classes, APEX Triggers,CUJs,Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production

# Client:Tech-Mind Solutions, Bangalore, India.

**Salesforce.com Developer & Administrator Oct 2010- Sep 2012**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Interacted with the Salesforce.com tech support team on a regular basis.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
* Intensely worked with Apex, S-Controls, Triggers, API integration.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Performed the role of Developer and Administrator for Salesforce
* Interacted with the stakeholders of the CRM application (like, teachers, students and administrators) and gathered their requirements discussed with them and free-zed the requirements.
* Designed, Implemented and deployed **Custom objects**, Page layouts, Custom tabs, Components, and S-controls to suit to application needs
* Managed and implemented creating **workflow triggers**, workflow alerts, updated emails and responses.



* Performed **web integration** SFDC to create Web-to-leads and Web-to-case.
* Bridged the communication gap between students, teachers and administrators using **CRM** customizations.
* Developed **Visual Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Customized the **Dashboards** to track the usage for productivity and performance of business centers and their sales teams.
* Designed implemented and developed the **Custom Objects, Page Layouts**, **Custom Tabs**, Components, and S Control to suit the need of the Application.
* Created various **profiles** and configured the permissions based on the organizational hierarchy requirements of Intergraph.
* Customized tabs for among different business users groups and business centers.
* Created the **workflow** for the automated lead routing, **lead escalation and alerts.**

**Environment:** Salesforce.com Platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, S- Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

# Client: Carita Soft tech Pvt ltd, India July 2008-Oct 2010

**Role:Java/J2EE Developer Responsibilities**:

* Developed modules in Java and integrated with MySQL database.
* Responsible for coding using Java Servlets, Java Beans and XML.
* Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
* Worked on various design patterns UML and Enterprise Application Integration.
* Implemented Action class and Action Forms using struts
* Worked on the design of the entire end-to end architecture for the Classification Web Application.
* Added Dynamic functionality to the user interface using Java Script.
* Implementation of components and wireframes using cross-browser compatible JavaScript, JQuery and AJAX.
* Experience in Programming with SQL, PL/SQL.
* Used JDBC for administering and managing users and clients.
* Implemented XSLT transformation for converting XML to HTML.
* Implemented database tables, middleware designing, client-side web programming and server-side java programming.
* Followed Scrum Agile methodology for the iterative development of the application.
* Scripting of Test cases base on the specifications received for the request.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.

**Environment:** Java 1.3, Java Script, Java Beans, Java Servlets, JQuery, Apache Tomcat, Eclipse, AJAX, Windows, PL/SQL, JDBC, XML, CSS, HTML.