Nimeet

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**Professional Summary**

* Certified Salesforce.com Developer, Administrator and Marketing Cloud Email Specialist around8+ years of IT experience with over 5+ years of experience in the Salesforce.com CRM platform as both Administrator and Developer.
* Good Understanding of salesforce.com, Sales Cloud, Service Cloud, AppExchange, Marketing Cloud and Salesforce Communities.
* Interface with vendor partner's and Designed, Developed, maintained, and implemented systems in Salesforce to support automation for CRM, SaaS operations, IT, and customer support processes.
* Experience in Change Management, Application Lifecycle Management using Sandboxes Environments.
* Hands on Experience in Data Management, Data Security, Data Modeling, Workflow Automation, Formulas & Validations, Chatter.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Responsible for Customization of the Salesforce Sales Module for capturing the Lead Generation, Accounts, Opportunities.
* Experience in Configuration and code deployment across multiple Orgs.
* Experience in deployment and working on version control tools like GIT, GitHub, Jenkins
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visualforce 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.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Basic knowledge on how to setup multi-level territories of technicians, create maintenance plans to view service tasks, generate service reports in turn to manage work orders, scheduling, and mobile workforce.
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.Sound knowledge on VisualforcePages, ApexTriggers, ApexClasses, Batch Apex, HTML and JavaScript, SOQL, SOSL, ProcessBuilder, Workflow, VisualWorkflow and ApprovalProcess, Reporting and Dashboards to support process automation.
* Supported projects and initiatives like Data migrations, business process implementations, and Automations. With strong administration and support expertise in Salesforce.com, including Security.
* Involved in Data Migration by using Data loader, Workbench and Command Line Data Loader.
* Experience in Administration, Configuration, Implementation and Support of Salesforce CRM.
* Hands on experience in implementing security and sharing rules and Apex Language.
* Experience in creating the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Good work experience in designing various Webpages in Visualforce.
* Experience in designing and developing Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Monitor functional and integration test execution on Salesforce CRM.Experience working with Force.com IDE, Data Loader, Apex Explorer, and Salesforce.comSandbox environments.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users.Proficient in working with Eclipse IDE and Force.comPlug-in for writing business logic in Apex programming language.
* Experience in migrating data from various systems into Salesforce CRM using ETLtools - Informatica on Demand to synchronize data between Sales.com and web service endpoints.
* Experience in using different data tools like Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Good knowledge in Unit Testing, Test Coverage and Code Review.
* Experience in Deployment, deployment from one environment to different environment.
* Hands on experience of Salesforce Web Services API like REST, Bulk SOAP.
* Hands on experience working with HTML, XML, CSS, jQuery, JavaScript, JSON, Angular JS and AJAX.
* Experienced in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox and Migrating code from one sandbox to the other).
* Work well alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.
* Strong knowledge and working experience in software Development Life Cycle (SDLC) methodologies such as Agile, Scrum and Waterfall model
* A quick learner to new concepts and ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.

**Technical Skills:**

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| Salesforce technologies | Apex, visual force, SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, sales force.com IDE, Apex data loader, web services. Dashboards, Analytic Snapshots, Custom Objects, Lightning, Field Service Lightning (FSL), REST and SOAP Web Services. |
| Salesforce Tools | Eclipse, Force.com, Eclipse IDE plug-in, Force.com Explorer,Force.com Data Loader, Force.com Excel connector, Force.com Platform (Sandbox, and Production) QTP and Sandbox Testing |
| Lightning Experience Development: | Salesforce Lightning Design System and Lightning Components, LWC, Aura Framework, JavaScript Controllers, Server-side Controllers. |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, Data Migration, Data Loader |
| Databases | SQLServer 2005, Oracle, MS Access |
| Programming Languages | JavaScript, Apex, DL/SQL |
| Configuration Skills | Workflow: time-dependent actions, field updates, email alerts, Field Level and Object level security, role hierarchies, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, Salesforce Lightning. |
| Project Management | Waterfall, Agile, Rally, Jira |

**Education:**

Bachelor’s in Computer Science from Pune University

**Professional Experience:**

**Morgan Stanley, New YorkJuly 2019 – Till Date**

**Sr. Salesforce Developer**

**Responsibilities:**

* The work consists of several new data integrations and customizations are done to B2B Salesforce.com. Worked on Salesforce.com customizations using Apex (classes, triggers, and web services) and Visualforce.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upset, export operations on millions of records.
* Involved in developing salesforce Lightning applications using Lightning Components, controllers.js, helper.js and used CSS style sheets in the components.
* Upgraded some Apps from Salesforce Classic to lightning experience to develop rich user interface and better interaction of pages.
* 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. Updated the APEX Controller and Helper functions regularly making the Component Context aware as per business requirement.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Expertise in Visualforce, APEX Database, APEX Triggers and APEX Testing. Designed Visualforcepages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using Apex Scheduler.
* Used SOQL and SOSL Queries within Governor Limits for data fetching and manipulation needs of the application.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented picklists, dependent picklists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Installed the Field Service Lightning managed package and enabled dispatcher console and scheduling tools.
* Created maintenance plans and templates to standardize field service tasks by using Field Service Lightning.
* Enabled templates for work orders to automatically add a service appointment to work order line items. And configured the number of days between the created date and due date on auto-created service appointments by using Field Service Lightning.
* Enabled Field Service Lightning to gain access to a suite of standard Salesforce and Custom objects to support its scheduling and optimization features in the Org.
* Prepared the Data Modeling Design.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Working on building and embed Lightning Components in VisualforcePage by using new Lightning Out feature by event-driven programming, Where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Created many reusable Lightning Components with SLDS framework - like Spinner, Time Input, Date Input & Custom lookup Components etc.
* Installed Salesforce Lightning Inspector for chrome browser as an extension for debugging JavaScript code.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Lightning, FSL, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Agile, Rally, Jira

**Prudential Insurance, New Jersey October 2018 – June 2019**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also, created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Worked on Service Cloud and Sales Cloud implementations. Experience in developing and maintaining email templates within Marketing Cloud.
* Integrated Apex with External services in JAVA using Rest API.
* Worked in developing various Apex classes, components, and Visualforce.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed Lightning apps using Lightning Components and made them with compatible with Salesforce1mobile app.
* Used Lightning process builder for visualizing and creating automated business processes.
* Created Field Service Lightning Set up for multi-level service territories and generate service reports to keep our customers informed about service progress.
* Developed a CRM marketing automation strategy and executed a lifecycle marketing to increase retention using email and other strategies.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Tracked the location and status of our product inventory, services, and customer sites with Field Service Lightning.
* Familiar with CTI experience and worked on many AppExchange Apps on mobile Salesforce1 Platform.
* Designed and developed Visual-Force pages based on the business requirements.
* Worked with Dynamic Apex to access Objects and Field values based on user inputs, execute dynamic SOQL, SOSL and DML queries.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Being the Administrator in the organization created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Performed Bulk Data Migration from Traditional Applications to Salesforce using Import Wizard, Excel Connector, Data loader, Workbench, Backupify, Apex Data Loader utility and ETL tools.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked with a team of front-end UI developers in designing, developing, deploying and unit testing of UI design concepts and prototypes.
* Worked on Salesforce1Platform to build Mobile App by enabling Lightning Components for use in Salesforce1mobileplatform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Developed Test cases for Unit Testing of the Mappings and was involved in the Integration Testing.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
* Worked on various Salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.

**Environment**: Saleforce.com platform, Service Cloud, Apex Language, Visualforce (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning, FLS, Lookup and Maser Details Page, Security Controls, Marketing Cloud, Salesforce1 Mobile, Java Script, Web Services, Sandbox, Eclipse IDE Plug-in.

**TransAmerica, Denver, Colorado Jan 2018 - September 2018**

**Salesforce Admin/Developer**

 **Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
* Developed various interfaces, Apex classes, controller classes and apex triggers for various functional needs in the application.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like Visual Force, Force.comAPI, and Web Services.
* Responsible for Testing - unit testing & integration testing using JUNIT.
* Involved in debugging and troubleshooting the bugs and resolved those issues.
* Administered and monitored the company's Salesforce CRM application.
* Managed Service Cloud components including Service Console, Partner portal, Call Center, CTI integration, Customer Portal, Live agent, Knowledge Base and Entitlements.
* Developed and implemented both the time dependent and time independent workflows as per the requirement.
* Manage re-architecture of Jenkins and integration with Confluence for release management and documentation assets. Re architect a Maven based system reducing build times.
* Experience in ETL Methods for integrating data feeds on Salesforce cloud
* Created profiles, roles and implemented object level, field level and record level security.
* Developed and deployed workflow rules, approval processes, email templates, and assignment rules.
* Schedule the Apex Classes to send email alerts on daily/weekly basis.
* Perform Data Export on weekly basis for data backup.
* Provide Production Support for CRM system developed on Salesforce.com platform.
* 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.
* Perform mass update to update the data in SFDC using Demand Excel spreadsheets using Apex Data Loader.

**Environment**: Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkin, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Lightning Components, Custom Objects, Custom Tabs, CTI integration and Email Services.

**Grub hub, ILOct 2015– December 2017
Salesforce Admin**

**Responsibilities:**

* Actively involved with Business analysts, other developers, involved in enhancement of business modules using Standard and Custom Objects, formula logic, APEX classes, Triggers, Test Methods and writing SOQL queries.
* Worked in Agile methodology environment including Test Driven Development with Continuous Integration/Delivery, using JIRA for monitoring the projects.
* Worked on enhancements to SFDC application required by business users from time to time.
* Worked on Salesforce implementations from inception to delivery.
* Hands on experience on Roles, Profiles and Security and Sharing settings.
* Created SFDC Approval Processes, Queues, Public groups, and Email Templates.
* Implemented communities.
* Developed and tested SFA based application on Force.com Platform in Salesforce.com environment with Apex programming language at back-end and Visualforce Pages as user interface.
* Actively participated in the design and development of custom Visualforce Search pages On Accounts &Opportunities and the Visualforce Controllers.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like Visualforce.
* Designed Apex Classes, Controller Classes and Apex Test Classes for various functional needs in the application.
* Designed technical design documents from BRS/FRS.
* Used Dev Sandbox (config. only) for development and unit testing. Used Change sets to deploy the code changes into QA Sandbox. Used QA Sandbox (Full Sandbox) for regression testing and deployed code into production instance.
* Involved in the data validation / Integration of the source system with Salesforce.com.

**Environment**: Salesforce Force.com, Service Cloud, REST API, Apex and Visualforce, SOQL, SOSL, Data Loader, Eclipse, Java Server Faces (JSF), Servlets, Directory Server, Documentum Composer.

**Netxcell Limited, Hyderabad, IndiaJune 2011 – Sep 2013**

**Java Developer**

**Responsibilities**:

* Involved in all phases of the software development life cycle and prepared the Functional Specifications Document.
* Developed the application.
* Developed Use Case Diagrams and Class Diagrams using Rational Rose.
* Participated in the design and development of application using JSP, HTML, CSS, and JavaScript.
* Used Eclipse as IDE tool to develop the application and JIRA for bug and issue tracking.
* Developed the presentation tier of the application using Struts framework and MVC design pattern.
* Developed the User Interface using CSS/HTML JSTL and jQuery.
* Developed web GUI involving HTML, JavaScript, CSS, JSP, Servlets and Beans.
* Extensively used Core Java concepts like Multithreading, Collection, Data Structures, Algorithms and Exception Handling.
* Managed connectivity using JDBC for querying/inserting and Data Management including Triggers and Stored Procedures.
* Developed various components of the application and unit test them.
* Involved in coding reviews and application enhancements.
* Used Struts and Java Script for web page development and front-end validations.
* Developed DAOs, Stored Procedures and SQL queries to support system functionality.
* Experience with application DocuSign. Involved in the data validation / Integration of the source system with Salesforce.com.