# Professional Summary

* 8+ years of experience in Salesforce.com Administration and Development on force.com platform, including **analysis, modeling, design, coding, testing** and implementation on various business domains.
* Have Good Experience working with Standard Sales Analytics application and Service Analytics Application in **Einstein Analytics (Wave Analytics) and Tableau CRM.**
* Worked extensively on **Salesforce Lightning Platform**
* Created Business Requirement Documents (**BRD**), Functional Specification Documents **(FSD),** Use Case Diagrams, Sequence Diagrams and Activity Diagrams using various design tools like Visual Paradigm, Visio etc.
* Knowledge on CRM processes like Sales, **Marketing,** Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using salesforce.com.
* Good experience in managing **Salesforce.com sandbox** and production environments. Supported the Project End to End Implementation for testing the **CPQ Integration** with **ERP**
* Worked in Informatica and coordinated with the ETL team.
* Experience integrating Pardot into Salesforce for improving web lead information by configuring Pardot.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in **Einstein Analytics**.
* I have worked on combining streamlined process by considering the context and resolved cases faster by combining streamlined process with easy access to the full details, Context and history of every case and customer interaction for a customer service solution.
* Presentations to various sorts of programming advancement life cycle procedures including Agile, Waterfall approach and have been involved with utilizing applications like **JIRA, ALM** and Rally for issue following and venture the board.
* Experience with setting up FSL (Work Orders, Service Applications, Service Resources, Territories, etc).
* Hands-on **lightning application** advancement experience utilizing SLDS and utilized custom.
* Good experience in roll-out of Lightening Experience to users and developed **visual force** pages with lighting design system styles to **support Lightning experience**.
* Built Lightning components using salesforce **LEX experience with Aura Component** Bundle.
* Worked on **Heroku** connect to build apps. Used Heroku processes for deploying.
* Experience in **Sales cloud, Service cloud, Community cloud, Financial Service Cloud Chatter and App Exchange applications**.
* Excellent knowledge in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns as per requirement.
* Experience in creating Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Picklists, Custom Tabs, Validation rules, process. Builders, Workflows, Approval Processes, Page Layouts, Search Layouts to meet the client's requirement and functionality.
* Hands on experience with Roles, Profiles, Permission sets and Organization Wide Defaults, Sharing Rules.
* Proficient with Unix Tools, shell scripting (Bash, Perl, Python, etc.), SQL queries, PL/SQL, and SQL\*Loader; or equivalent
* Worked as WebSphere Commerce Architect, Solution Architect, Enterprise Architect, Tivoli Access Manager Architect in Harley Davidson.
* Hands-on **lightning application** advancement experience utilizing SLDS and utilized custom.
* Built Lightning components using salesforce **LEX experience with Aura Component** Bundle.
* Experience in writing apex test classes for unit testing, batch classes, Schedule Apex, http callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Involvement with taking care of instruments, for example, Informatica and Cast-iron to incorporate among SAP and Salesforce.
* Worked on Declarative tools like Quick actions, Page layout customization, Formula fields and roll-up summary **fields, Validation rules, Workflows, Visual flows and process builder**, approval processes and Custom fields and Objects.
* Implemented best practices on **Apex triggers, Apex classes** taking governor limits for considerations.
* Integrated Salesforce with external applications using **Force.com APIs (SOAP and REST)** and developed Salesforce apex **SOAP and REST web service classes**. Experience working on XML and JSON formats also by creating Parsers.

Certifications**:**

* **SALESFORCE Certified Platform Developer I.**
* **SALESFORCE Certified Administrator.**

**Technical Skills:**

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| --- | --- |
| **Salesforce Tools**  | **Eclipse, Force.com Data Loader, App Exchange Tools, SFDC platform (sandbox and Production),** **Heroku Connect, Vlocity, Lightning Component Framework, Lightning App Builder, Eclipse IDE with plug-in, Migration tool, nCino.** |
| **SFDC Technologies** | **Apex Classes, Apex Triggers, Chatter, Dashboards, Custom Reports, Analytic Snapshots, Custom Objects, Process Builder, Custom settings**  |
| **Office Suite**  |  **Power point, Excel, Visio, Access, Word** |
| **Operating Systems** | **Windows, Linux (Ubuntu, RedHat etc.)**  |
| **Mail Servers**  | **Office 365, Time Trade, Microsoft Outlook** |
| **SDLC Methodologies**  | **Waterfall, Spiral, Agile, DevOps** |
| **Languages** | **Apex, HTML, Bash, C, Java, Java Script, CSS**  |

# Professional Experience:

### **Cyient Inc, Tupelo, MS**

### **April 2019 to Present**

### **Sr. Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups to identify gaps between business needs and standard application

functionality design and documented solutions that fill the gaps.

* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and

Interactions in Lightning Applications.

* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Ability to build apps on Heroku and experience using Heroku connect.
* Integrated Pardot with Salesforce and used Pardot marketing automation to gain new referrals.
* Develop the UI component architecture for developer framework using Angular 6, Angular 7, Typescript, HTML5,CSS3 and Bootstrap. Worked on Data migration tasks using Data Loader and Workbench.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Apex triggers and API integration for various functional needs in the application using the Eclipse IDE.
* Designed and developed the Custom objects, Custom tabs, Validation rules, Page layouts, Components, Visualforce Pages on Lightning Platform.
* Worked on Jira to track daily progress and followed Agile methodology for best practices.
* Administered setting up of Analytics Cloud- Wave Analytics onto Business Platform.
* Worked on Salesforce1 Mobile Administration.
* Implemented Pick lists, Dependent Pick lists, Lookups, Master detail relationships, validation and formula fields to the custom objects.
* Conducted UX research by interactively testing designs using high and low fidelity prototypes.
* Involved in End-to-End requirement analysis, design, development and implementation with Salesforce CRM and Tableau CRM.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Implemented Pardot B2B Marketing Automation platform for lead generation/nurturing.
* Deployed Elastic search cluster to serve non-front-end traffic, reducing the load on customer facing search infrastructure by millions of requests day.
* Work with Asset Management marketing team, internal staff and production team to plan and execute development cycle.
* Experience setting up field service features according to client’s unique business needs. This includes installing field service lightning managed and field service lightning mobile app.
* Good Guidance of Analytics Reference documents from salesforce to understand the new implements and release in Einstein Analytics and using the Arithmetic and logic operators in SAQl and XMD Json.
* Optimize and improve the overall runtime of Omniscripts, Data Raptors and Vlocity Integration Procedures using best practices.
* Extensively worked in Tableau Desktop to build worksheets, dashboards and stories for internal teams.
* Own the end-to-end Financial Wellness UX design process and deliverables from vision and strategy through to delivery including the creation of journey maps, user flows, wireframes, prototypes and development-ready assets
* Created Field Level Security along with Page Layout to manage the visibility and accessibility of fields for different Profiles.
* Created email templates and inbound emails using Visual force for the clients and customers. Leading large cross functional teams of client and company to successfully deliver eCommerce projects.
* Created eCommerce Center of Excellence and Practice Competencies in Confidential.
* Perform Data analysis, data migration, development, integration and migrations including relational databases, data warehouses, ETL, Business intelligence and online analytical processing.
* Champion for design thinking across Key; develop and use design thinking tools and frameworks for organizational transformation and to raise the bar for UX/UI design knowledge, expertise and application.
* Providing excellent eCommerce and digital transformation thought leadership and content writing for Blogs, Case Studies and White Papers.
* Experience installing FSL managed package and guided setup configuration.
* Enhanced UI using CSS, HTML, AngularJS for front-end validation and control page level sections based on the user input by salesforce and Vlocity.
* Used Custom SQL features on Tableau desktop to create very complex and performance optimized dashboards.
* Worked on Heroku connect to build apps. Used Heroku processes for deploying.
* Strong expertise in 2 of the following modules nCino, Sales Cloud, Service Cloud, **Marketing Cloud,** Force.com
* Deployments’ using the change sets from one sandbox to other, refreshing the sandbox. Have done many data migration tasks using Data loader and ETL tools like Informatica.
* Interaction with vendors for ecommerce project implementation.
* Worked with Einstein Analytics BI Tool of Salesforce to visualize the business flow through Datasets, lens and Dashboards.
* Configured Salesforce and FinancialForce PSA custom objects as well as user and account objects.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Worked on using Jitterbit to insert the data in to salesforce from Excel and as well as from Legacy systems. Worked on Multi Language features of Salesforce Commerce cloud
* Worked on Customer Service Center on Commerce Cloud.
* Involved in CPQ (Configure, Price & Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Integrated Pardot with Salesforce and used Pardot marketing automation to gain new referrals.
* Worked with SOQL &amp; SOSL queries with Governor Limitations to store and download the data from

Salesforce.com platform database.

* Created reports connecting single and multiple data sources and also invoked stored procedures from server databases using tableau desktop.
* Implemented search, filtering, and tagging features on page layouts to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import.
* Proficient in dealing with the functionalities related to the Service cloud, **Marketing cloud** , Sales Cloud , Community cloud App - exchange applications & Salesforce knowledge.
* Worked on Salesforce Community cloud like how to engage with employees, customers, and partners.
* Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component

features.

* Also worked as a team lead, we successfully submitted all the changes and deployed zero (0) post deployment

Defects, Managed Project for Partner Relationship Management (PRM), and Chatter rollout and adoption. Facilitated and owned Salesforce technical design documents for complex integrations.

* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow Rules, Tasks, Emails and Alerts to track customer related tasks and activities.
* Designed several types of Email templates for auto response to customers.
* Develop mock ups using Visual force pages, Boot strap, Java script for feedback.
* Setup and Implemented Salesforce **marketing cloud**2.0 org.
* Develop complex functionality using Apex – Triggers, Classes, Controllers, and Web Services.
* Implemented a Tableau web data connector with Dyna trace API to reduce analysis time and track system helth.
* Designed entire solution integration layer to federate data between SFDC (FinancialForce PSA), Oracle Financials, AD and other various systems and data stores.
* Experience in managing DevOps pipelines and also in AWS.
* Application framework design with respect to convenience of the end user.
* Knowledge on Salesforce.com CRM with the existing OBIEE platform by using Data Direct ODBC drivers.
* Responsible for developing the ETL for consolidated reporting from Salesforce, Legacy DB and other data sources into Salesforce Wave.

**Environment:** Saleforce.com platform, Marketing Cloud Marketing Cloud Admin, Marketing Cloud Integration, Service Clod, Automation Studio, AppExchange, Vlocity, Journey Builder, Audience Builder, Heroku, Email Campaigns, Apex Language Visual Force, Data Loader, HTML, Java Script, Oracle DB

### **Nationwide, Columbus, OH**

### **Jan 2018 to March 2019**

### **Sr. Salesforce Developer**

**Responsibilities**:

* Worked closely with Business managers to understand the Use Cases, Business **requirements** and further converted them the technical specifications.
* Designed, developed and deployed Custom objects consisting of validation rules with effective formulae fields, Workflow Rules so that the banker can start the process directly within Financial Services Cloud.
* Experienced in using nCino’s Bank Operating Systems so that to bring more transparency into the status of loans and the whole documentation could be uploaded into the application.
* Built a Single digital banking platform using Third Party application nCino where insights were provided through data integrations from Financial Services Cloud (FSC).
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Expertise in vlocity application modules like insurance, Communications.
* Used Email to case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Gathered requirements by working with Business Analysts for Siebel CRM system and understand the e2e functionality for Siebel CRM along with Integration points.
* Thorough understanding on the Life Cycle of Development including Salesforce Deployment/Packaging effectively using Metadata API, Change Set and ANT. Worked on Integrating SAP and Salesforce systems using SOAP and REST API.
* Experience in developing application in Single Page (SPA’s) using various JavaScript frameworks such as Angular JS and React JS.
* Move code from lower sandboxes to production environment using Change Sets, Eclipse IDE and ANT Tools.
* Migrated custom fields, validation rules, field level security and also migrated field level security or objects level permission changes.
* Worked on the Force.com platform, good understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ), Salesforce CPQ.
* Used silverline for Salesforce insurance claims to minimizes claims costs and retains existing customers.
* Expertise in Salesforce.com Apex, Visualforce, sales cloud, service cloud, Data modeling, CPQ.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis. Working knowledge of Java, Python.
* Created a user interface in Lightning using Aura components, CSS3, Bootstrap for a user to enter case details and submit in to Salesforce.
* Developed Apex Classes, Visualforce pages using Bootstrap and Apex Triggers for various functional needs in the application.
* Worked with Informatica ETL team for creating Data mapping for source and target (Salesforce) systems.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* In the process of Development of Apex classes using static methods to avoid recursion of triggers, collections like set, list and map methods to store or map bulk of data and SOQL and SOSL queries to extract related data from the database.
* Used Salesforce CRM for insurance claims management.
* Knowledge on Salesforce.com CRM with the existing OBIEE platform by using Data Direct ODBC drivers.
* Used Developer console’s debug Log to catch Exceptions, debug apex script, execute Governor Limits and verified test coverage before deployment.
* Used community cloud for creating custom visual force pages to provide enhanced look and functionality and also generated customizable report for the services.
* Knowledge on customized data integration tools for Cleansing and De-duplicating bulk loads using different ETL tools.
* Good knowledge on implementing price rules, construction rules, categories, price lisr, quote creation and few more complex pricing functionalities in Vlocity.
* Developed and Deployed Apex Classes for implementing business logic, Test Classes for Unit testing and Apex Triggers for various DML events, in order to cater the functional needs of 3000 customers through the application.
* Created Custom Objects, Custom Tabs, and Entity-Relationship Data Model, validation Rules, Workflows and Approval Processes, Auto-Response Rules and Page layouts.
* Deployed MuleSoft applications on various mule connectors/adapters, developing API, API management and services on CloudHub.
* Created Advanced Custom fields like pick lists, dependent pick lists, implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Created and modified stored procedures, Functions and Triggers Complex SQL commands for the application using SQL.
* Worked on software development best practices, including automated build and test CI/CD for programs.
* Integrated the web services by generating the necessary WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Extensive experience on Source Control, Visualforce Pages and Page layouts according to the Business requirements.
* Experience delivering CI/CD automation solutions in an agile software organization.
* Visualforce pages like Home Page, Disclaimer page, Solution pages and Form fill-up pages are created implementing various validation rules using JavaScript validate functions.
* Experience in MuleSoft any point API platform on designing and implementing mule APIs.
* Configured JIRA workflows according to the needs of the team and integrated the project management features of JIRA with the build and release process.

**Environment**: Saleforce.com platform, Financial Services Cloud , MVC Architecture, Apex, Visual Force (Pages, Components, Controllers & Extensions), Ajax, Bootstrap, jQuery, Data Loader, AppExchange. SOQL, SOSL, , Apex Triggers, Reports, Email Services, Security Controls, HTML, Java Script, Eclipse IDE, SOAP, MuleSoft, Windows XP, Sandbox, GIT, Jenkins.

### **JLL, Chicago, IL**

### **Jan 2017 – Dec 2017**

### **Salesforce Developer/ Administrator**

**Responsibilities:**

* Participated in requirements gather and develop data model to suit complex business needs.
* Closely worked with Salesforce Consultants while implementing the solutions for the requirements.
* Involved in Implementation of Analytics cloud- Wave Analytics platform.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sale.
* Created Wave Analytics Permission Sets and assigned them to Users.
* Developed Approval process for the application by implementing custom formulas in various stages of approval.
* Developed Visual force pages to enhance User Interface on SalesForce Platform.
* Imported data into custom objects from various sources using Data Loader.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed workflow rules for various tasks and Email alerts as per the requirements.
* Developed a flex based custom application for data validation and check for data discrepancies.
* Developed and supported Extraction, Transformation and Load process (ETL) using Informatica.
* Implemented pick lists, dependent pick lists, and validation formula fields to the custom objects.

**Environment:** Salesforce.com, Informatica power Center V7, Apex, XML, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, and Web Services API.

### **Cisco Systems, Bangalore, India**

### **May 2013 – Dec 2015**

### **Salesforce Administrator**

**Responsibilities:**

* Responsible for all the activities related to configuring data loader, uploading data in CSV files into salesforce.com and checking for the corrections of the data.
* Created Templates, Approval process, Approval page layouts and defined approval actions on them to automate the processes.
* Provided support for the production tickets to solve them in couple of days.
* Deployed the complete application in incremental change sets.
* Configured and developed Dashboards, Ad HOC Reports and Report Folders, Record Types for different user profiles based on the need in the organization.
* Created user Roles and Profiles, security controls and shared setting in the sandbox environment.
* Involved in Data migration from excel to Salesforce using Apex Data Loader.
* Assisted in the implementation of security practices by monitoring login and user activity, de-activating unused users and auditing field and profiles access and security permissions on service cloud.
* Implemented formula fields, Validation rules, workflow rules and workflow approvals.
* Created custom objects, fields which were gathered in the business requirements which are useful in the validation of entitlements.
* Created workflow rules to automate Tasks, Email Alerts, Field Updates, Time dependent actions and outbound API messages.
* Helped users with chatter teams/Groups and follow applications as well.
* Provide training for new users and updates for other pre new releases/capabilities.
* Implemented real-time reports to measure success such as current and historical case volumes.
* Developed, Document, Maintain and enforce data processes and procedures designed to improve and maintain a high level of data quality and integrity.

**Environment:** Apex language, Apex Data Loader, AppExchange, workflows and approvals, reports, Dashboard, custom objects etc...

**Education:**

Masters in Information Technology, 2017, Atlantis University

Bachelors in Mechanical Engineering, 2013, JNTUH