##### PROFESSIONAL SUMMARY

* Salesforce Developer with **8+ years** of IT Experience that includes around 5+ years of experience in **Salesforce** .**com** CRM Platform. 3 years of experience as Java Developer.
* Experience in **Administration, Configuration, Implementation, Lightning** and Support of **Salesforce** CRM based on **Apex** Language and leveraging **Force.com** Platform.
* Familiar 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.
* **Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.**
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Extensive experience with developing **lightning components** using SLDS, AURA framework, toasts, events, etc.
* Technical Knowledge **about Salesforce lightning Schema builder, Process builder, App builder, Components and lightning connect.**
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud**.
* Expertise in SFDC Development using **Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Locks Web Services, Triggers, Indexes, Components, Tabs, Apex Web Services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows.**
* Extensive experience in testing**Salesforce.com**Functional Testing, Unit Testing, Manual Testing, Automated Testing. Mobile Applications on different IOS and Android platforms.
* Experience in implementing the **Many-to-many, Look-up and Master-Detail relationships** and Automating the business Processes using Approval Process, Workflows, Escalation Rules and Auto-Response Rules.
* Sound experience in writing, tuning of **SOQL and SOSL queries,** relationship queries in **Apex Triggers, Controllers** and used Statements and Database methods.
* Setting up **Service Cloud** Console, **Cases**(Web to case, Email to case), Solutions, Case Assignment and **CTI** Integration.
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** and **REST** based Web Services APIs, the Bulk API and the Metadata API.
* **Worked on Lightning Process builder flows, Connect APT, Chatter and quick Action.**
* **Administrative tasks like User Management, Creating Profiles, Roles & Permission Sets, Workflow, Tasks & Events, Email notification & Templates, Reports & Dashboards, Metadata & Metadata API.**
* Good hands-on experience in designing of **custom objects, custom fields, custom page layouts, workflows, relationships, look - ups, dependent pick lists, and role-based page layouts, workflow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing Visual Force pages, record types, formula fields and email** generation according to application requirements.
* Competent in **SFDC** Administrative tasks like **creating Profiles Roles Users Email Services Approvals Workflows Dashboards Tasks** and **Events**.
* Worked on capturing the scheduling information entered by the customers by developing the lightning forms.
* Administration experience on **CRM Applications** like **Data Exports Imports, Application Support, Security Administration, Maintenance,** and **User Security Management**.
* **Embedded Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.**
* Experienced in using Lightning App Builder for configuring Lightning Record pages with various **Lightning Component features.**
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP)
* Excelled in working with various salesforce.com standard objects like **Accounts Contacts Opportunities Products Cases and Leads.**
* Experience in Salesforce.com **Sandbox and Production environments**, developing and deploying custom integration solutions.
* SFDC development using Visual Force Pages, VF Components, Apex Classes, and Custom Controllers, Controller extensions, tests, test cases, **SOQL, SOSL, MVC** architecture and **Force.com IDE.**
* Salesforce Confidential **UI customization** using Apex, Custom Controllers, Visual force, CSS, JavaScript libraries.
* Used **HTTP** Callout using **JSON** to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Expertise in Web Technologies like **HTML, XML, CSS, JavaScript** and **jQuery**.
* Implement data security/visibility rules using **Sharing rules, configuring OWD (Organization wide default), create criteria-based &owner-based sharing rules** across objects and sharing data to different set of roles.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication, and inter-personal skills with ability to work well in a dynamic team environment.

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| **SALESFORCE.COM** | Salesforce CRM, Apex, Visual Force, SOQL, SOSL, Custom Objects, S-Controls, Apex Triggers, Workflows, Approvals, Email-Templates, Web Services, Formulas, Validation Rules, AppExchange, Record Types, Mobile, Web service Integration and Custom Visualforce Pages. |
| **SALESFORCE TOOLS** | Force.com IDE, Excel Connector, Salesforce to Salesforce, Sales Cloud, Marketing Cloud, Commerce Cloud, Service Cloud, Health Cloud, Analytics Cloud, Force.com Migration Tool, Eclipse, Force.com Eclipse IDE Plug-in, Change sets and ANT. |
| **INTEGRATION TOOLS** | Jitter bit and ANT. |
| **LANGUAGES** | Apex, C, C++, Java, SQL, PL/SQL, JUNIT, SOQL and SOSL. |
| **WEB DEVELOPMENT** | HTML, XML, CSS3, AJAX, JavaScript, Servlets, jQuery, Angular JS, Handlebars and Cloud craze |
| **DATABASE** | SQL server, Oracle 10g, 11g, DB2 and Zuora. |
| **OPERATING SYSTEMS** | UNIX, LINUX, and Windows 10/XP/vista/2003/2000. |
| **APP/WEB SERVERS** | APACHE TOMCAT. |
| **Office Tools**  | MS Excel, MS Word, Outlook |

##### Certifications:

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer

##### PROFESSIONAL EXPERIENCE

##### Client: Charter Communications, Cullman, AL Oct 2019 – Present

##### Role: Salesforce Developer

**Environment:** Salesforce.com, Apex, Visual Force, Web services, Apex Data Loader, Eclipse IDE, Lightning Experience, Lightning Web Components, Lightning Aura Components Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls, SOQL, HTML, Java Script, JSON, CSS, XML, SOAP, GIT/ GIT HUB, Perforce, Conga, Action Grid, aura components.

**Responsibilities-**

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Developed Lightning Aura components which can be reusable.
* Used Lightning Flow builder and developed customized Lightning UI.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.**
* Experience in complex handling APTTUS - Configure, Quote and Contract management application.
* Configure **salesforce and marketing cloud** integration user along with configuration in salesforce.
* Written Event Driven programming in developing lightning components on Visual Force page.
* Responsible for the **Workflow rules** and **Validation rules** and Developed **APEX Triggers**, **Classes, Test** **methods & Visual force** pages to implement the custom functionality. Developing API, and understanding documents using REST. Permit different data format include XML using SOAP.
* Designed the business requirement collection approach based on the project scope and wrote Functional designs using **agile methodology** with sprints, & daily standups.
* Develop new and clean existing data by identifying data gaps to improve Data quality.
* Actively involved in documenting requirements, designed UML and use-case diagrams.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Demonstrated expertise in **Sales cloud, Service cloud, Marketing cloud,** Partner portal and Customer portal.
* Developed rich UI using **HTML5**and **CSS3**in Visualforce pages and used **JavaScript**and jQuery to utilize the plug-ins.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployment/Continuous Integration experience through **Change set, Tortoise GIT/GITHUB, ANT**.
* Developed and configured various reports and Report Folders for different user profiles based on the need in the organization. QA and Production deployment of the application
* Created Field Filters, Formula fields, Relationships, Record types and Validation rules to the custom objects.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production.**
* Responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done.
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Performed the data validation to meet all test condition requirements.
* Involved in Salesforce.com application setup activities and Customized the apps to match the functional needs of the organization.
* Atomized the contract generation through salesforce using Conga Composer using reports.
* Implemented **Action Grid** based on user requirement for multi-level tab viewing.
* Create a data capture system from other platforms using web services.
* Worked on **Data Loading** operations from other systems into current organization and data maintenance.
* Implementing new requirements using **Aura components** and using **flow builders** to achieve.
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.

**Client: Home Depot, Canal Winchester, OH Oct 2017 – Sep 2019**

**Role: Salesforce Developer**

**Environment:** Saleforce.com Platform, Salesforce APIs, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, OOTB, Documentation, Data Loader, App Exchange, WSDL, Reports, AppExchange, Data Tools, GIT/GIT HUB, Web Services, XML, HTML, XHTML, CSS Dreamweaver, Java Script,

**Responsibilities-**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Apex program & Apex triggers for various functional needs and worked with dynamic Apex to access objects & fields to describe information, execute **SOQL, SOSL & DML** queries.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience.**
* Experience in **aura** framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Supported the data migration & data export activities through various business centers using Apex Data Loader, Apex Data Export, Force.com Excel Connector, and Import Wizard.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Using controllers and **embedded JavaScript** and **HTML** as needed.
* Setup, maintain and optimize **Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.**
* Administrated and monitored the company's **Salesforce sales cloud** application by creating the workflows for automated lead routing, lead escalation and email alert.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/**Salesforce Marketing Cloud**.
* Used **Agile methodology** to evaluate and restructure websites and to direct IT team members for clients.
* Employed **Data Loader** to migrate data from Oracle to Salesforce database configured in Oracle application to Salesforce platform; migrated leads, accounts contacts to Sales Cloud using third party tools.
* Designed created visual force web pages for functional needs in Salesforce to override functionality of buttons.
* Integrated web services by making WSDL files to extract data from external systems to display in salesforce.com.
* Established **SOAP API** with the aid of a two-way communication between Salesforce and other applications. Code deployment was done using the Eclipse IDE, Deployment Change Set and Snapshot
* Designed& deployed custom tabs & objects, page layouts, components, visual force pages, validation rules, approval processes & auto-response rules; added fields &functionality using custom controllers &extensions.
* Involved in **data mapping** and **data Integration** from JD Edwards ERP to **Salesforce**.com.
* Created workflow rules and defined related tasks, email alerts and field updates.
* Worked with Accounts, Contacts, Leads, Campaigns, Cases, Solutions Standard Objects &Custom Objects
* Implemented pick lists, dependent pick lists, lookups, master detail relationships record types to enforce data quality setup marketing campaigns and assignment rules.
* Implemented **Search,** **F**i**ltering** & tagging features on page layouts for sales to locate relevant marketing content &documents in SalesForce.com Confidential content; ensured effective ways to leverage Saleforce.com Confidential features
* Customized dashboards, workflows, alert sand custom validations using **OOTB** (Out-Of-Box) feature
* Used **Sandbox** for testing and migrated the code to the deployment instance after testing.
* Created Summary reports, Matrix reports, Pie charts &Dashboard sand setup report folders to authenticate users based on profiles permissions; created objects screen that compares databases & schema changes.
* Performed periodic data cleaning and administered custom objects, workflow, and campaign management.
* Involved in project documentation review cycles and followed-up for reviews to see them through to completion.

**Client: Kaiser Permanente, Holly Springs, GA Nov 2015 – Sep 2017**

**Role: Salesforce Developer**

**Environment**Salesforce.com platform Apex Language Visual Force Pages Data Loader Workflow Approvals Reports Custom Objects Scheduled Apex Jobs Custom Tabs Email Services Security Controls Ajax SOQL J-Query.

**Responsibilities-**

* Maintained consistency between territory management application and SFDC accounts and leads ensuring all salespeople are assigned the correct accounts and leads.
* Configured **Custom objects**, **Custom tabs** and deployed Workflows Approval processes Validation rules and sharing rules to meet the requirements of the application.
* Used **Force.com** developer toolkit including Apex classes Apex Triggers Components Controller Classes and Visual force to develop custom business logic.
* Debug Apex scripts using **Debug Logs** and System Log Console to catch Exceptions and execute Governor Limits.
* Created Page layouts, Search layout to organize fields related lists custom links and other components in various record pages.
* Scheduled **Apex Batch jobs** for processing large records.
* Employed Data Loader to import data from Oracle to Salesforce database and completed the configurations in Oracle application to Salesforce platform.
* 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.
* Designed **Field mapping** document for various objects like Accounts Contacts Tasks Opportunity and Lead.
* Deployed Google Chatting API to create Visualforce pages showing US maps that charted sales by state.
* Worked on data migration from databases to SFDC using **Data Loader**.
* Worked on Data Loader, which helps us to perform **CURD operation** with the help of CSV files.
* Organized Marketing Campaigns Campaign Hierarchies Lead Queries Assignment Rules Web-to-Lead and Auto-Response rules.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and **Web Services API**.

**Client: Payism Technologies, Hyderabad, India July 2012– August 2015**

**Role: Java/J2EE Developer**

**Environment:** Agile methodology, MS Office, MS Visio, MS Project, MS SharePoint, UAT, SQL, MS Access, MS Excel, JIRA, Pitch Book, SSRS, Sales.

**Responsibilities:**

* Developed use cases, drawn sequence diagrams and class diagrams of the application.
* Designed and developed code for MVC architecture using Struts framework that uses Servlets, JSP, Action Form, Action Class and Action Mapping
* Implemented base classes, setting up framework classes/configuration files for implementing full-fledged J2EE application.
* Implemented Action Form class, Action class and Action Mapping for separating the business logic from the presentation logic using Struts framework.
* Implemented persistence layer using Hibernate.
* Developed XML configuration and data description using Hibernate. Hibernate Transaction Manager is used to maintain the transaction persistence.
* Setting up build environment by writing Ant build.xml, taking build, configuring and deploying of the application in all the servers
* Developed presentation layer using HTML, CSS, JSP and JavaScript.
* Used design patterns like Value Object, Business Delegate and DAO.
* Performed design, code reviews and prepared detailed documentation.
* Implemented Exception mechanism and used Struts error message mechanism.
* Developed Log4j to log the entries, while running the application.
* RAD 6.0 is used as an IDE for development.
* Used Junit to write Test Case.

##### Education:

Bachelor of Engineering, Osmania University\_2012\_ India.