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**Professional Summary:**

* Over 5 years' experience in Salesforce.com Administration/Development including analysis, modeling, design, coding, testing and implementation on various business domains like Financial, Insurance and Healthcare.
* Experience in implementing two full SDLC in Sales cloud and Service cloud.  
  Hands on experience in Salesforce.com Integration, Developing and Deploying custom integration solutions.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting.  
  Experience in SFDC development using Apex classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.
* Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.  
  Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and actions.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Experience in Data Migration using Import Wizard and other integration tools like Infosphere, Apex Data Loader
* Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Hands on experienced in database development using PL/SQL in MySQL, SQL server 2005 and oracle.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center and App-exchange applications.
* Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Proficient in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Flow/Navigational flow diagram using UML.
* Worked closely with Business Users to enabled business process using SFDC.
* Strong knowledge on Agile, waterfall methodologies.
* Coordinated and transferred knowledge to the offshore team.
* Worked closely with testing and UAT team.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments.
* Highly motivated with the ability to work independently or as an integral part of a team and committed to highest levels of professional and personal excellence.
* Strong technical and analytical, verbal and written communication skills.
* Very efficient as both Team player and independent worker.

**TECHNICAL SKILLS:**

**Salesforce.com:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**SFDC Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:**  Oracle, Microsoft SQL Server, SQL & PL/SQL

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Unix

**Languages:** C, C++, JAVA, J2EE, Apex, C, SQL, HTML

**IDE:** Eclipse, Net Beans, Visual Studio

**CERTIFICATIONS**

* Salesforce.com Certified Force.com **Administrator (201).**

**PROFESSIONAL EXPERIENCE**

**State of Indiana - Indianapolis, IN Aug 2015 to Present**

**Salesforce Admin/Developer**

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE
* Developed Various Reports & Dashboards by using tabular/summary/matrix for Reports and Horizontal/Vertical /Line /Pie /Donut / Funnel/Scatter Charts, Metric, Table and Visualforce Page for Dashboards.
* Extensive experience on Visualforce pages and Page layouts according to the Business requirements.
* Understand client business requirements and provide recommendations and best practices for solutions in Salesforce Marketing Cloud.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Specialize in data mapping to determine how records enter Marketing Cloud and feed into automations, journeys, and deployment segments.
* Created various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Successfully configuring the Marketing Cloud to connect with digital marketing capabilities of the Salesforce Marketing Cloud with the data management, campaign management tools and segmentation in Salesforce.
* Performed Bulk Data Migration from Legacy Systems to Salesforce using Import Wizard, Excel Connector, Data Loader and Jitterbit.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Interacted with various Business users for requirements gathering.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Worked with Jitterbit tool to load data into salesforce.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries. Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.

Environment: Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Jitterbit, Marketing Cloud, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: ICICI Bank, India Aug 2013 to Dec 2013**

**Salesforce Developer**

**Responsibilities:**

* Prepared documentation including Requirements and Design documents, Configuration Workbooks, UAT Test Cases other documentation as required through the project lifecycle.
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation and formula fields.
* Configured the GitHub to maintain the different versions in common development environment.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Worked with the QA and development teams to create test data sets which fully exercise data validation and end-to-end system functionality.
* Architected and lead the development team to implement custom inline search functionality using JS.
* Involved in Integration with Service Max to provide the Customer Support. Worked on developing the web services classes, WSDL using Apache Axis. Developed Web Services to retrieve data from legacy systems.
* Customized Reports to track usage for productivity and performance of business centers and their sales teams.
* Used Sales Force Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, and Approvals and Workflow.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Customized company profile, Security Controls and communication Templates of the organization as per the organization requirements.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Service cloud, Security Controls, Sandbox data loading, Data Loader, SQL, SF Explorer and Eclipse IDE Plug-in

* **Education:** Master’s Degree in Electrical Engineering (Jan 2014 to May 2015)
* **References:** Provided upon request