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**PROFESSIONAL SUMMARY**

* **Over 5 plus years of experience in IT industry including more than 4 years of experience in Salesforce.com CRM platform**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming**.
* Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
* Worked extensively on **Lightning component building**, worked on many components to convert existing classic programming work like Visualforce into **Lightning components.**
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to
* the governor limits.
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e., System Analysis, Design, Development and Testing Expertise.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

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| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | APEX, Visualforce, JavaScript |
| **Tools & Technologies** |  Force.com Data Loader, Force.com Platform (Sandbox and Production) |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux |

**PROFESSIONAL EXPERIENCE:**

**Company: SAGE DINING SERVICES, TIMONIUM, MD**

**Work duration:** September 2018 - April 2020

**About Client:** SAGE is a dining services company for the public school and work closely with the public school to provide and develop a food program that meets community’s culinary, nutritional and social needs. Built the recruitment app, sales process and automation of infrastructure services with various customizations for the end to end functionality of the Salesforce CRM application.

**Roles and Responsibilities:**

* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with Apex on Force.com IDE, created custom controller classes for Visualforce pages and to implement custom business logic.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

**Company: Total Financial Services, Timonium, MD**

**Client**: BCBS, USA

**Work duration:** **June 2017 – August 2018**

**About Client:** BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

**Roles and Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Company: Vento InfoTech India Private Ltd, India**

**Client**: Microexcel Inc.

**Work duration:** December 2012 - May 2015

**About Client:** Microexcel is Global IT services company with 2000 Employees and $50Mil in Revenues. Microexcel Specialized in providing Custom Application development on different technologies to varied clients across the globe. My role is to work with different Microexcel Clients and assist them on their Salesforce initiatives.

**Roles and Responsibilities:**

* Worked closely with Stakeholders on gathering and implementing feature requests.
* Administered and maintained of Salesforce platform.
* Created and configured Salesforce workflow rules, page layouts, record types, fields, validation rules, user profiles, triggers, reports, Process Builder, and more.
* In-house training and knowledge transfer.
* Managed sandboxes and deployed to Production using change sets.
* Conducted bulk data migrations using Import tools.
* Worked on Salesforce platform technologies: Visualforce pages, Apex, Sites.com.
* Experience in working with Marketing Cloud applications
* Extensive experience in driving requirement gathering sessions involving cross functional teams and business unit leaders such as senior VPs, directors etc.
* Worked on Agile and waterfall methodologies for various projects and participated in standup meetings and other required meetings such as planning, status and update meetings.
* Experience in creating Business Requirement Documents, User Stories, Use Case Diagrams, Process Flow Diagrams etc.
* Responsible for performing tasks related to SFDC technical support and maintenance of Salesforce.com Reports and Dashboards.
* Provided training to the internal users and helped them in getting used to the application, generated reports and save them for the further access to the users.

**PROFESSIONAL QUALIFICATION**

**Towson University, MD** CGPA 3.8/4

MS, Applied Information Technology

**The University of Toledo, OH** CGPA 3.6/4

MBA, Information Technology

**Bihar University, India**

Bachelors of Computer Applications