***[prem@agilesquadinc.com](mailto:prem@agilesquadinc.com)***

***6092500310***

***SUMMARY:***

* ***Around 7+*** *years of IT experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, enhancements, testing, and maintenance of Multi-tier, web-based, and portals based object oriented enterprise applications.*
* *Salesforce Consultant with 6+ years’ experience in Development, Administration, Configuration, Customization, Implementation, Data Migration and Integration with External Systems.*
* *Extensively worked on various SFDC standard objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards.*
* *Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.*
* *Work with Organization & User Setup Created User Roles and Profiles, Security controls and sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings for Schema Level Security.*
* *Experience in developing Validation Rules, Workflows and Approval Processes ,* ***process builder, Flows*** *for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.*
* *Experience with Service Cloud, Sales Cloud and Marketing Cloud Functionalities*
* ***Developed Lightning components using Aura Framework which also included client-side AngularJS.***
* ***Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on logic Developed Lightning Apps using Lightning Design System for Salesforce1.***
* ***Technical Knowledge about Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect.***
* ***Working with Lightning bundle Component, Controller, Helper, Renderer, Style, SVG,*** *Documentation, Design.*
* ***Working on Global actions, Quick actions, Lightning Tabs, Chatter approvals and post templates.***
* ***Chatter.com standard actions Post, File, Link, Poll, and Question Customize Chatter Actions, Mobile smart actions As per Business Needs.***
* ***Setting up external data integration with Salesforce Connect involves on Creation external data source, external objects and their fields, Indirect Lookups.***
* ***Experience in handling events like Component event, System events, and Application events.***
* ***Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.***
* *Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.*
* ***Experience with Design of Service Cloud, Sales Cloud with web-to-lead, Web-to case, Email-to-case.***
* ***Live Agent Configuration, Created and Assign Live Agent Skills, Chat Buttons for live Agent.***
* ***For Service Console customization.***
* ***Integrating the Chatterbot with Salesforce live Agent in*** *Services cloud****.***
* ***Configuration Service Cloud Einstein Deliver proactive service by helping customers find their own answers and recommending the right content so service agents solve cases faster.***
* *To Improve & Extend business processes and integrated data to partners and employees. We working on community cloud.*
* *Working on Community cloud. Partner Central template (lightning bolt) includes lead distribution and deal registration Opportunity management, Deal registration, Easy and quick quoting.*
* ***Salesforce integrates with several different marketing automation solutions like Paradot, Marketo for marketing cloud implementation.***
* *Maintain our growing Einstein Analytics Apps, Dashboards, Lenses, and Datasets.*
* *Involved in Commerce Cloud Order Management.*
* ***Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects and different related object.***
* ***Experience in SFDC Development implementing the APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.***
* ***Professional experience in Data Extraction, Transformation, Loading ETL, Dimensional data modeling, Star schema modeling, Snow-Flake modeling, identification of fact and dimension tables, Normalization and Physical and Logical data modeling.***
* ***Used the sandbox for testing and migrated the code to the deployment instance after testing.***
* ***Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound***
* ***Classes and used Http Request methods to call external applications SOAP API, REST API endpoint and Apex Callouts and call in services.***
* *Experience with the integrating SFDC and AppExchange partners such as CPQ/Apptus, Steel Brick (config, price & quote).*
* ***Salesforce CPQ working on Quotes, Select Products, Calculate Prices, Generation of PDF Quotes, Manage Contracts and Renewals.***
* ***Experience in Informatica Cloud data replication tool that replicates the data from Salesforce instance to on premise database SQL/Oracle.***
* ***Experience in large data migration activities, coordinated the design and development with ETL team to build mappings for migrating 400 million records of data from one Salesforce instance to other Salesforce instance.***
* ***Experience in deploying salesforce components across various sandbox and production instances using various migration methods/tools such as Change sets and ANT.***
* ***Experience working under agile environment,******Scrum Methodology.***
* *Experience in Force.com sites development using Visualforce, jQuery, custom labels, AJAX toolkit and CSS.*
* ***Working on Identity Standards and Protocols, SAML Protocol, AUTH 2.0 Protocol, Open ID Connect Protocol. Single sign-on, connected apps, Social sign-on for community portal authentication, Two-factor authentication.***
* ***Proficient in working with JIRA and confluence.***
* ***Working configuration conga composer & DocuSign 3rd party products for document generation document automation: merge data into templates for pixel-perfect proposals, quotes and more in Word, PowerPoint, Excel, HTML email & PDFs.***
* *APEX (6+ years), Eclipse (6years), HTML (6years), Java (1years), Workflow (6 years).*

***Certifications:***

* ***Salesforce Certified Administrator***
* ***Salesforce Certified Platform Developer I***

***Education:***

* ***Masters from MONROE College, NY – Apr 2017***

***TECHNICAL SKILLS****:*

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| --- | --- |
| ***Operating Systems*** | *Windows NT 2000/2003 Server, Windows XP, UNIX.* |
| ***Languages*** | *Oracle PL/SQL, MS\_DOS C, C++, SQL server 2000/ 2005/ 2008, XML.* |
| ***Databases*** | *MS Access 2003/2007, Oracle 11g,10g,9i,8i, SQL Server Enterprise Manager, Query Analyzer, SQL Profiler, SQL \* Loader, SQL \* Plus, , DBamp.* |
| ***SFDC Technologies*** | *Apex, Visual Force Pages, Reports, SOQL, SOSL, API, Dashboards, Marketing Cloud, Data Loader, Controllers, Triggers, Custom Objects, Salesforce Chatter Workflow & Approvals, Custom Objects.* |
| ***Lightning***  ***Technologies*** | *Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework, Creating Lighting Components Events.* |
| ***GUI & Fusion Middleware*** | *Oracle BI Publisher 10.1.3.4.1/ 10.1.3.3, Oracle BI EE(SBA)11g/ 10.1.3.4.1 /10.1.3.3, Reports 10g and Oracle Application server 10gR1 and 10gR2* |
| ***Web Servers*** | *IIS 5.0/6.0, Apache, Tomcat.* |
| ***Scripting Language*** | *HTML, CSS, JavaScript(j query 3.3.1), SOAP, WSDL, JSF, Ajax, XML* |
| ***ETL*** | *SQL Server BI Tools, DTS, Informatics, Data stage, Kanban Board, Snap logic, WebSphere Cast Iron data loader.* |
| ***Testing Tools*** | *EureQa, Workbench, Sandbox.* |
| ***Integration Tools***  ***App exchange tools*** | *MS Office suite, Eclipse, Git-Hub, Bootstrap, Bit Bucket, Devops.* ***Conga composer, DocuSign, Namedrop, soft phony, amazon connect CTI, Goriko Bulks SMS.*** |
| ***Build Tools,*** | *ANT, MVN.* |
| ***ERP TOOLS*** | *Financial Force PSA, Marketo, Pardot for Automation.* |
| ***Methodologies*** | *OPENAM, LDAP, Quartz Schedulers, Sublime,* ***JIRA,*** *AGLE.* |
| ***Salesforce Trailhead***  ***Super badges*** | *Apex Specialist, Data Integration Specialist, Lightning Component Framework Specialist, and Advanced Apex Specialist.* |

***PROFESSIONAL EXPERIENCE:***

***Client****:* ***RBC - Minneapolis, MN Sept 2019 - Present***

***Role: Senior Salesforce Developer***

***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.*
* *Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using Salesforce.com.*
* *Collaborate with marketing to create and support B2B marketing campaigns.*
* *Experience working with Sales cloud and Service cloud.*
* *Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.*
* *Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.*
* *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.*
* *Worked on sales cloud console and service cloud console and marketing cloud.*
* *Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.*
* *Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.*
* *Used refined global search in Lightning by developing Apex classes and Controllers.*
* *Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.*
* *Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.*
* *Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.*
* *Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.*
* *Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.*
* *Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.*
* *Used field level security along with page layouts in Lightning to manage access to certain fields.*
* *Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.*
* *Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.*
* *Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.*

***Environment:****Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, Marketing Cloud, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.*

### ***Client****:* ***AmerisourceBergen – Fort Mills, SC May 2017- Aug 2019***

***Role: Salesforce Developer***

***Responsibilities:***

* *Provided development, implementation, and updating focusing on Sales cloud and Service cloud.*
* *Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, and Solutions asper Client Requirements.*
* *As a lead working with business analysts, developers and stakeholders to implement, integrate and maintain the Salesforce.com platform.*
* *Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.*
* *Worked on Classic to lightning Migration.*
* *Extensively worked on VF pages to Lightning Components, url buttons to quick actions, lightning Record, Home, App pages, lightning Tabs.*
* *Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework.*
* *Experience in Salesforce Lightning Inspector Chrome Extension and chrome dev tools.*
* *Working on team building and project management skills.*
* *As an Administrator, Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.*
* *Experience in Powerful command-line interface (CLI) removes the complexity of working with your Salesforce org for development, continuous integration, and delivery using Salesforce DX.*
* *Managed ongoing support requests and administrative needs of users*
* *Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.*
* *Defined objects and Field Level Security for different profiles.*
* *Worked on Apex Triggers for Automated actions.*
* *Distributed version control system that makes it easy for you to collaborate with your team using Git Hub, Worked with Trello Ticket handling system.*
* *Worked on creating Validation Rules, Workflow Rules and Approval Process*
* *Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.*
* *Worked in different sandboxes for development and testing, and involved in migrating the code to production instance by using Change Set.*
* *Responsible for weekly and monthly data export, updates, and backup for the organization.*
* *Used Apex Data Loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.*
* *Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.*
* *Used Services cloud to manage Cases and Entitlements.*
* *Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.*
* *Used SLDS and Bootstrap for the design of Lightning components.*
* *Proficient in Data Migration from Traditional Applications to Sales force Using Data Loader.*
* *Executed various levels of Unit, Integration, Regression and User Acceptance (UAT) using test cases to prove that system conform to specifications of business and quality requirements.*

***Environment:*** *Salesforce.com, Git Hub, Workflow Rules, Approval Process, Apex Data Loader, Force.com, Import Wizard, visual studio, Trello ticketing , salesforce DX , Controllers, Visual Force Pages, XML, Triggers.*

***Client: EFI - Fremont, CA Jan 2016 to Apr 2017***

***Role: Jr Developer***

* *Designed and deployed the custom objects. Identified the lookup and master-detail relationships; and created the junction objects.*
* *Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS Framework.*
* *Apttus CPQ integrated, end-to-end applications that enable the entire Quote-to-Cash process including Contracts, Incentives, Billing and Order Management.*
* *Maintain our growing Einstein Analytics Apps, Dashboards, Lenses, and Datasets.*
* *Used Apex Data Loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com using Jitterbit, WebSphere Cast Iron.*
* *Used SLDS and Bootstrap for the design of Lightning components.*
* ***Working configuration conga composer & DocuSign 3rd party products.***
* *Worked in GIT version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.*
* *Worked configuration and customization like Marketo, Paradot AppExchange products.*
* *Worked in both AGILE/SCRUM and SDLC based development environment and participating in SCRUM sessions that includes Analyzing, Designing, Coding, Testing and Implementation*
* *Created Visualforce pages that uses the lightning components.*
* *Used SOQL & SOSL for data manipulation needs of the application using platform database objects.*
* *Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.*
* *Customized the page layouts of the Accounts, contacts and opportunities objects for Sales profile.*
* *Worked on version control system Git to handle project and worked with JIRA ticket handling system.*
* ***working on sandbox is intended to be used as a testing environment for preproduction stage UAT testing, sit testing, UAT testing using Provar testing automation tool***
* *Created the Apex classes that implements the REST web services and makes call outs to the external system.*
* *Working on Salesforce community cloud customer Service and Account Portals, partner Relationship Management, Employee Relationships, External Sharing Settings, Customer Community Licenses, Create Communities Users.*
* ***Single sign-on, connected apps, Social sign-on for community portal authentication, Two-factor authentication for Community’s.***
* *Worked with Salesforce1 sandbox, simulator to run and test the Lightning Applications.*
* *Managed users, roles, profiles and permission settings.*
* *Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.*
* *Created External data sources using Lightning connect to connect to SAP end point.*
* *Created Lightning Component Tabs and Visualforce Tabs.*
* *Worked in developing various lightning components, events and lightning applications.*
* *Working code integration across multiple sandboxes reduce dramatically and use Continuous Integration, Continuous Deployment using Devops, Meet Jenkins Configure Jenkins devops.*
* *Working on involved in scrum for Sprint Planning, Daily stand-up, Sprint demo, Sprint retrospective of SDLC.*

***Environment:*** *SalesForce.com CRM Application Platform, Force.com Apex Language, SOQL, SOSL, Visual Force, Data Loader,, Eclipse, Salesforce 1 Sandbox Simulator,Salesforce1 Mobile App, Sublime Text, Bit Bucket, GitHub, Aura Framework, SLDS,HTML, CSS, JSON, Lightning App Builder, Jira, Work Bench, Bootstrap, JavaScript, Scrum Methodology, Apptus.*

***Client: Exaact Compusoft Global Solutions (P) Ltd, India Jul 2012 – Nov 2014***

***Role: Salesforce Business Analyst /Administrator.***

***Responsibilities:***

* *Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.*
* *Worked with various salesforce.com objects like Accounts, contacts, Solutions and Custom Objects.*
* *Involved in identifying, planning new Salesforce.com features and functions like, new screens, workflow, force.com objects, and reports in response to business needs set by the supervisor.*
* *Worked with Data Loader and App Exchange Applications.*
* *Worked with different Deployment Plans for each release and Sandbox Refreshing.*
* *Created user accounts, managed profiles, security, and workflow rules.*
* *Identified and established the sharing rules for restricting access to business objects such as opportunities, leads, and cases.*
* *Knowledge in Apex Classes, Controller Classes and Apex Triggers for functional needs in the application.*
* *Worked with different Record types to setup for different Page layouts based on profiles.*
* *Experience with SOQL and SOSL statements within custom controllers, extensions and triggers.*
* *Involved in the Web Services Integration to connect with the different Applications.*
* *Customized dashboards to monitor lead activities based on regional sales, sales geography.*

***Environment:*** *Salesforce.com Platform, Data loader, Work flows, Force.com, Custom Objects, Reports, Profile Level Security, Sandbox data loading, Eclipse IDE Plug-in, Record Level Security, Dashboards.*

***Client: CYIENT, India May 2010 to Jun 2012***

***Role: Java Developer***

***Responsibilities:***

* *Involved in development, design and implementation of front end part of the application.*
* *Developed user interface using JSP, JSP Tag libraries and JavaScript to simplify the complexities of the application.*
* *Used SOAP UI to test the web services, created SOAP UI test cases and worked on SOAP composite projects.*
* *Experience in using AJAX framework for quickly creating efficient and interactive Web applications that work across all popular browsers*
* *Designed and developed User Interfaces, Menus using HTML, DHTML, JSP, Java Script, client side and server side validations.*
* *Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports.*
* *Developed code to call the web service/APIs to fetch the data*
* *Involved in the security issues of SSO.*
* *Implemented store procedures and triggers using PL/SQL.*
* *Involved in installing and configuring Eclipse and Maven for development*
* *Developed various UML diagrams.*
* *Wrote Custom tags and Tag Library Descriptor (TLD) for encapsulating dynamic functionality and used JSTL tags for populating data on the JSP.*
* *Written Data Objects Java Beans for presenting the back-end retrieved values on the web pages.*
* *Designed and implemented the database interaction using JDBC, and stored procedures using PL/SQL.*
* *Developed Web Services to allow communication between application through SOAP over HTTP*
* *Performed Integration Testing by adding all modules together for the web based application.*
* *Involved in team for production and deployment phase of the application*

***Environment:*** *Java, J2EE, Spring, Spring JDBC, Oracle 10g, UML, XML,1 Web services, JSP, SOAP, Bootstrap, Eclipse, SVN, WebLogic 8.1, Tomcat, Oracle 9i, PL/SQL, Ant, JUnit, UNIX.*