**Deekshith A** ****

Email: deekshith1216@gmail.com

LinkedIn: <https://www.linkedin.com/in/dixith-a-0922b317/>

Phone: 267-293-7575

**Professional SUMMARY**

Around 6 years of experience in **Salesforce** CRM Implementations: **Analysis, Design, Development, Administration, Integration, communities, and migration from classic to lightning, lightning component development**.

Strong experience with **Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities** and **Force.com platform.**

* Proficient with understanding of CRM business processes - **Account, Contact, Opportunity, Lead, Campaign and Case Management.**
* Good experience with salesforce **out of the box data model and modeling** in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies; creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages** and integrating with external source by developing **SOAP, RESTful Apex Web Services and Force.com API.**
* Strong experience in writing**, tuning of SOQL, SOSL queries, relationship queries** in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of **Visualforce pages** with **Visualforce components, Custom, Extension controllers** and **developed dynamic components**.
* Experienced working with various App exchange products or CPQ products like **Salesforce CPQ** (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* Created Custom Objects, Custom fields, Validation rules, Page layouts in salesforce within **Apttus CPQ**.
* Hands on experience with **Inbound and Outbound Integration** of salesforce with external systems by developing custom **Apex SOAP, RESTful** classes for inbound class and written **Apex callout** for invoking outbound applications.
* Good experience in **rollout** of Saleforce1 for mobile and customized visual force pages with **Aura** components.
* Worked on customization of **visual force** to have **lightning experience** for desktop and mobile applications.
* Expertise with salesforce.com administrative activities: **Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards.**
* Proficient in building business logic using salesforce declarative programming like **Validation rules**, **Formula Fields, Workflow Rules, Approval process** and its actions Field update, Email alert, Outbound message and Creating Task.
* Strong experience in implementing salesforce new features like **Process Builder** and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and Apex managed **sharing rules.**
* Hands on experience in building **Reports, Dashboards, Analytics Snapshot** using Standard and custom Report types for the business users, management for higher visibility.
* Build Lightning controllers with the **AURA** framework.
* Involved in developing salesforce **Lightning Apps, Components, Controllers and Events**.
* Good experience in developing **Salesforce Lightning Apps, Components, Controllers** and Events.
* Customized existing Visualforce to align with **salesforce new Lightning UI experience**.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Experience in building Lightning components using two programming models: **Lightning Web Components**, and the original model, **Aura Components.**
* Explored the source code by using **Lightning Web Components** and customize the behavior needs to build enterprise-ready web components on any platform.
* Knowledge on different integration methods available to connect applications running on Force platform with external systems such as **MuleSoft,** **Heroku Connect, Salesforce Connect** and **Web Service** Callouts.
* Performed data analyst roles and used tools: **Apex Data Loader, MuleSoft, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting**.
* Proficient with tools **Eclipse IDE** (Force.com Plug-in), **Developer Console** for developing, customizing of Apex Class, visual force pages and changing meta-data components**; Force.com Explorer** and **Workbench** Querying and testing **REST** and **SOAP** web services.
* Deployed salesforce components from **Sandbox** to other Sandboxes and Production instances using **Gearset, Force.com Migration tools** (Ant based), **Changesets** and **Eclipse IDE**.
* Having extensive experience with different methodologies **Agile, RAD, Rational unified process** and **Waterfall.**
* Worked in all phases of **Software Development Life Cycle** (SDLC) of Salesforce.com implementations.

**Certifications**

* Salesforce Certified Administrator-201 (License: 18238161)
* Salesforce Certified Platform Developer-PD1 (License: 1852361)

**Education:**

* **Bachelor of Engineering from JNTU, Hyderabad, India, 2014**
* **Master’s in computer Technology, Eastern Illinois University, 2016**

**Technical Skills**

|  |  |
| --- | --- |
| **CRM** | Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM |
| **Salesforce** |  Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Marketing Cloud, [Force.com](http://force.com/) Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards. |
| **SFDC Tools** | Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Jenkins, Data Loader, Visual code, sublime Editor, Source Tree, Bit Bucket, Git Hub |
| **Languages** | Java, Apex, and C |
| **Web Technologies** | XML, HTML5/4, CSSS3/2, JavaScript, jQuery |
| **Databases** | SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL |

**Work Experience**

**Holiday Inn Club Vacations, Orlando, FL July 2019 to Present**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Experienced in all phases of Software Development Life Cycle **(SDLC),** quality management systems and project life cycle processes. Highly skilled in Salesforce.com **(SFDC)** development and implementation.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud and marketing Cloud.**
* As a part of the **Sales Cloud** I’ve have implemented the lead management like assigning the leads using the custom lead assignment process. And also, custom lead conversion process & Account Management opportunity management.
* Experience using **Lightning UI**, **Lightning App Builder**, **Lightning Component framework**.
* Experienced in working **Agile** **Developmen**t (**CI/CD**) environments.
* Experience in converting existing **Visualforce Pages** into **Lightning** using **SLDC** tags.
* Strong experience working with **Apex classes, Triggers, Controllers and Controller, Batch Apex,** Extensions.
* Created many **Lightning Components, Lightning Actions, Lightning Apps** depending on the business requirement.
* Experience in building Lightning components using two programming models: **Lightning Web Components**, and the original model, **Aura Components.**
* Explored the source code by using **Lightning Web Components** and customize the behavior needs to build enterprise-ready web components on any platform.
* Involved in **CPQ** (**Configure, Price& Quote)** design and mapped to the Salesforce custom objects and involved in **Apttus** **Advanced Workflow Approvals**.
* We look forward to continuing to work closely with **Apttus,** a **Salesforce** Platinum Partner, as we drive our mutual customers’ success.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and **Apttus CPQ.**
* Involved in implementation of enterprise integration with Web Services and Legacy Systems using **SOAP, and REST**
* Used **CSS,** **HTML** tags, Media queries, Calling a **static resource** on to the Visualforce page and many more for grandeur applications.
* Enforced salesforce best practices and developed unit tests to achieve good **coverage** for the **apex classes.**
* Implemented **Live Chat** for Agents in **service console** and configured Omni-channels routing, queues, and supervisor view.
* Deployed salesforce components from **Sandbox** to other Sandboxes and Production instances using **Gearset,** **Force.com Migration tools** (Ant based), **Changesets** and **Eclipse IDE**.
* Provided **Custom Reports, Dynamic Reports**, **Report Types** and **Dashboards** to support the needs of the users and executives.
* Experience in using **GITHUB** for version controlling.
* Conducted **Training sessions & Demos for End users** and testing teams.
* Involved in defect resolution as part of **QA testing**, **UAT testing** and involved in resolving production issues and did post implementation support.
* Worked on multiple projects simultaneously.
* Actively participated in testing (**UAT**) of the application by writing test classes.
* Involved in **Agile methodology**, Scrum which improved productivity and reduced errors.

**Environment**: Lightning, Apex, Visualforce Pages, Data Loader, HTML, JavaScript, CSS, Workflow & Approvals, Reports, Eclipse, GitHub, Bitbucket, JIRA, Jenkins, Salesforce DX, VS code, Conga Composer, DNBI Optimizer Service Max.

**DS Political, Remote, Parttime or Freelance May 2020 to July 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in all the phases of **SDLC** including Requirements **Collection, Design & Analysis** of the Customer Specifications, Development and Customization of the Application.
* Analyzed complex business requirements and developed **various Lightning Components, Visualforce Pages, Apex Triggers** to include extra functionality and wrote Apex Classes and Controllers to provide functionality to the visual pages.
* Worked with **SOQL & SOSL** queries with Governor Limitations to manipulate the data from Salesforce.com platform database.
* Worked on various **Salesforce Admin tasks** like setting up Permission sets, Profiles, Email Templates, and Validation Rules, Workflows, Processes, Page Layout & Assignment etc.
* Configured complex **workflows rules** and **approval processes** using standard out of the box and custom apex classes to enhance business logic whenever necessary.
* Deployed code across various sandbox using **Force.com IDE, Change Set, Workbench** prepared package.xml for **workbench** and **Force.com Migration tool**.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Managed **search layouts** and created **page layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in defect resolution as part of **QA** testing, **UAT** testing and involved in resolving production issues and did post implementation support.

**Environment**: Force.com Platform, Apex, Visualforce Pages, Live Agent/ Service Console REST API, Data Loader, HTML, JavaScript, CSS, Workflow & Approvals, Reports, Eclipse, SharePoint.

**Aramark, Philadelphia, PA Feb 2019 to April 2020**

**Role: Salesforce Developer**

**Description:** At Aramark Refreshment Services, reporting to the Salesforce Senior Systems Analyst, responsible for the continuous improvement of the Salesforce.com platform. This is a highly cross-functional position requiring extensive interaction with team members across sales, marketing, operations, account management, IT, finance, and legal to design and implement the ongoing updates and enhancements of the SFDC solution, including Sales Cloud, Service Cloud and mobile.

**Responsibilities:**

* Performed the role of **Salesforce developer,** and interacted with various business user groups for gathering the requirements for **salesforce.com, Lightning** and **CRM implementation**.
* Worked on various Salesforce.com **Standard objects, Custom Objects, Triggers, Classes, Pages, Reports** and **Dashboards.**
* Designed and developed **SFA based Application** on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual-Force pages** as user interface.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Created **workflow rules** and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Triggered interface events by user interactions, which includes **Lightning Component framework** and **involved in building Lightning Components** using the **aura framework**.
* 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.
* Aura open source technology that powers **Lightning Components** and **Aura namespace** contains all the basic building blocks for defining components and applications.
* Enhanced Communities by adding new fields, field sets using **Salesforce lightning**.
* Worked with business units to understand new and optimized **marketing** campaigns and translate into platform capabilities.
* Manage and monitor templates in **marketing** **cloud** and troubleshoot as necessary
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects. Responsible for writing SOQL & SOSL queries with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to **establish connectivity** among objects.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Developed **dynamic Salesforce.com Visualforce pages** using Apex page functions and actions, designing them using **HTML, CSS, and JavaScript**.
* Build Lightning controllers with the **AURA framework**.
* Involved in developing **salesforce Lightning Apps, Components, Controllers** and **Events**.
* Implemented **Salesforce Lightning Components** for small set of users for customizing reports and dashboards.
* Utilized **Lightning Connect** to get real time data from external system.
* Experience in Creating **Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions** and **Approval Process.**
* Worked in Administration, Configuration, Implementation and Support of **service max** and **Salesforce applications.**
* Worked closely with **sales team** and **business analysts** and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Created **Batch Apex classes** for batch execution and updating of related fields.
* Created **various Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Integrated the **Web Services** for extracting the data from **external systems** and used the Sandbox for testing to ensure minimum code coverage for the application to be **migrated to production**.
* Involved in **Agile methodology**, Scrum which improved productivity and reduced errors.

**Environment:** Salesforce.com platform, Salesforce lightning, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Aura Components, Data Loader, Apex classes, Apex triggers, JavaScript.

**Hitachi Vantara, Denver, CO Dec 2017 to Jan 2019**

**Role: Salesforce Developer**

**Description:** At Hitachi, with our Mission of contributing to society through the development of superior, original technology and products in mind, we engage in the Social Innovation Business on a global basis, putting our IT and operational technologies to use in the advanced social infrastructure systems. Moving forward, we will take our Social Innovation Business to a more advanced phase with enhanced digital technologies to accelerate "collaborative creation,"​ tackling shared issues and crafting solutions together with our customers and partners**.**

**Responsibilities:**

* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events and Tasks.**
* **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes, Controller classes and Apex Triggers** for various functional needs in the application.
* Created **profiles**, **implemented Object** and **field level security** to hide critical information on the profile users.
* Assisted **Email to case, Web to case, customized case page layouts** and **case assignment rules**.
* Executed **security** and **sharing rules** for Field, Record Level and Object for distinctive users at different levels of organization.
* Involved in creating **gap analysis document**, clearly identifying the data, **business process** and **workflows** of the organization with respect to salesforce.com implementation.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked on multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Worked extensively in customization of **Service Cloud Console** by embedding **Visualforce pages** in custom console components, highlight panel and interaction log.
* Worked on integration of two instances using **Apex REST API callouts** and **parsed JSON** responses provided by third-party systems connected via REST inside Apex classes.
* Experience working across various SFDC implementations that are covering **Sales cloud** and **Service Cloud.**
* Created **Custom-Apps, Objects, Fields, labels, settings mapped** and integrated the fields to Expression software via **middleware TIBCO** using **web services callout**.
* Deployed code across various sandbox using **Force.com IDE, Change Set, Workbench** prepared package.xml for **workbench** and **Force.com Migration tool**.
* Managed the **database** for the team's regions and performed **basic administration, de-duping** and **cleanup procedures.**
* Responsible for creating **Queues, Workflows rules** and **tasks** to share and automate work to the users in the Queue.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Managed **search layouts** and created **page layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with **standard Salesforce.com objects** like Accounts, Contacts, Opportunity, Campaigns, Reports Dashboards.
* Performed various testing including **Regression, integration, System Testing**.

**Environment:** SaleForce.com platform, Service Cloud Validation Rules, Sharing Rules, Public Groups, Workflow Rules, Approval Process, Reports and Dashboards, Apex, Triggers.

**Equifax, Atlanta, GA Jan 2017 – Nov 2017**

**Role: Salesforce Developer**

**Description:** Equifax is a global information solutions company that uses unique data, innovative analytics, technology and industry expertise to power organizations and individuals around the world by transforming knowledge into insights that help make more informed business and personal decisions. Headquartered in Atlanta, Ga., Equifax operates or has investments in 24 countries in North America, Central and South America, Europe and the Asia Pacific region.

**Responsibilities:**

* Implemented Salesforce **Service Cloud** & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Generated the **quotation word document** from Salesforce.com and using the feature of CPQ product.
* Created **profiles**, **implemented Object** and **field level security** to hide critical information on the profile users.
* Assisted **Email to case, Web to case, customized case page layouts** and **case assignment rules**.
* Executed **security** and **sharing rules** for Field, Record Level and Object for distinctive users at different levels of organization.
* Involved in creating **gap analysis document**, clearly identifying the data, **business process** and **workflows** of the organization with respect to salesforce.com implementation.
* Worked with **various salesforce.com CRM standard objects** Lead, Account, Contact, Opportunity and created custom Objects, Fields of various data types and established relationships using Lookup, Master-Detail and created Junction objects.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked extensively in customization of Service Cloud Console by embedding **Visualforce pages** in custom console components, highlight panel and interaction log.
* Extensive experience on **S controls**, **Visualforce pages** and Page layouts according to the Business requirements
* Developed **Cascading Style Sheets** (CSS) for creating effects in **Visual force pages**.
* Managed **Apttus application, releases**, and **future upgrades**.
* Worked on integration of two instances using **Apex REST API callouts** and **parsed JSON** responses provided by third-party systems connected via REST inside Apex classes.
* Experience working across various SFDC implementations that are covering **Sales cloud** and **Service Cloud.**
* Created **Custom-Apps, Objects, Fields, labels, settings mapped** and integrated the fields to Expression software via **middleware TIBCO** using **web services callout**.
* Deployed code across various sandbox using **Force.com IDE, Change Set, Workbench** prepared package.xml for **workbench** and **Force.com Migration tool**.
* Managed the **database** for the team's regions and performed **basic administration, de-duping** and **cleanup procedures.**
* Developed and deployed **workflows, approval processes** for opportunities and products/ assets management.
* **Migrated data** from external sources and performed **Insert, Delete, Upsert, Export** operations on millions of records.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Managed **search layouts** and created **page layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with **standard Salesforce.com objects** like Accounts, Contacts, Opportunity, Campaigns, Reports Dashboards.
* Performed various testing including **Regression, integration, System Testing**.

**Environment:** SaleForce.com platform, Service Cloud Validation Rules, Sharing Rules, Public Groups, Workflow Rules, Approval Process, Reports and Dashboards, Apex, Triggers.

Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, .Net, Windows XP.

**3I Infotech, Mumbai, India Jan 2015 – Dec 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in analyzed requirements and developed detailed **design of Sales force integration**.
* Create & customize Salesforce objects, **workflows, page layouts, fields, validation rules, reports, dashboards & user profiles.**
* Implemented on demand pricing and products configuration using **Ajax** and **JavaScript**.
* Developed **triggers, apex classes, custom Controllers** to achieve the complex business functionality in the application.
* Created new **custom objects, S-controls** and **apex class** to enhance the functionality of custom objects.
* Implemented **S-controls** to manage sales plan call sheets within **Salesforce, capturing data** and **call activity**.
* Created Visualforce **email templates** and automated **Email Process** to send customers.
* Administration of various **objects, fields, Page layouts, tabs, custom reports, report folders, report extractions to various formats.**
* Created and deployed **several reports, developed various**.
* Packaged and Deployed customizations from **Sandbox to other environments using Eclipse**.
* Provided **post-implementation support** to assist end users in administration tasks.
* Assisted with data migrations using **Data Loader** and **Import Wizard**.