**Summary**

A **Salesforce** Certified **Software Developer** and **Administrator** with around 10 years of total experience in deploying Enterprise Level Applications, including around 5 years delivering **Salesforce**.com CRM solutions that are secure and scalable.

* 8+ years of software experience in Evaluation, Design, Development, Testing, Maintenance and Production Support using SDLC Process and Methodologies.
* Good understanding of **Salesforce setup menu**, **Configuration**, **custom** **application** **development**, **administration**, and **deployment** of applications to **Force**.**com** **platform**.
* Experienced in full life cycle of project development especially with **SDLC** (**Software** **Development** **Life** **Cycle**) methodology and Handled project through all the phases of the **Agile** and SDLC's and **Change** **Release**, and **Source** **Code** **Version** **Control** to ensure a thorough and **Waterfall** smooth implementation.
* Experience in designing of **custom Tabs, custom Objects, custom Fields, Page Layouts, Case Management, Workflow Actions and Approvals**, **custom** **reports**, **Dashboards, Visual Force Pages, Apex Classes, Controllers Triggers, and various components** as per the client and application requirement.
* Extensively worked on **Salesforce schema builder** for development and analysis of several cloud applications.
* Experience in working across various SFDC implementations covering **Sales Cloud, Service Cloud, Commercial Cloud, Marketing Cloud, Salesforce1Mobile Administration** and **Chatter** applications.
* Responsible for **Business Analysis** and **requirement** **understanding**, **development** and **data** **modeling**.
* Implemented the requirements on **Salesforce.com platform** and **Force**.**com** plug-in using **Eclipse**.
* Good Experience in building Custom Applications that includes **administration**, **configuration** and **implementation** and **support** experience on Salesforce.com platform.
* Experience with **SFDC Service Console, SFDC Communities, SFDC Case Management, SFDC Knowledge Management.**
* Implemented **security** and **sharing** **rules** at **object, field and record level** for different users based on Organizational hierarchy.
* Worked on customization of Visualforce to have lightning experience for desktop and mobile applications.
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with **Field Service Lightning**.
* Expertise in **Service Cloud console** with exposure to **CTI adapters** and **mobile** **application** **integrations**
* Major role in Designing and implementing **Continuous** **Integration** and **Continuous** **Deployment** Process Using **SVN**, **GIT**, **Flosum** and **AutoRabit** **CI - CD Tool.**
* Developed **Apex REST web services** **classes** for external applications accessing salesforce.com data with restricted access.
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Worked with **Conga** **Composer** to generate **Word, Excel, and PowerPoint documents** for various purposes like client documentation for product guidelines to presentation and data representation
* Extensive experience in creating **lookup relationships and master-detail relationships** on the objects and creation of **junction objects** to establish connectivity among other objects.
* Written **apex REST web service classes** for inbound calls to salesforce.
* Strong experienced in **writing/manipulating salesforce.com** platform data using **SOQL, SOSL queries** and worked with large data volume manipulations.
* Proficiency in analyzing business requirements, entity relationships and converting them to **Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.**
* Implemented **Salesforce.com web services** client using Salesforce **web services API, Java, XML and partner WSDL**.
* Worked on **Salesforce1, Partner Portal and Communities**.
* Good Experience in **data migration** using **Data Loader and integrations using web services**
* Experience in doing **Salesforce** **deployments** using **Change Sets, Eclipse and Apache ant scripts**.
* Experience in using **ETL tools** for handling large volumes of data.
* Experience in wide range of languages and technologies such as **Java, J2EE, Apex, HTML and JavaScript.**
* Experience in **MS SQL Server, Oracle, and MySQL Databases.**
* Involved in **Unit testing, Integration testing, Regression testing, System testing**.
* Involved in the **Build & Release Management** (giving builds, branching code, deploying code at client side, scheduling releases).
* Worked with **Jitterbit, Copado tools and Heroku** **connect** to migrate data and metadata from one organization to another organization.
* Exposure to modern **RPA tools** and approaches or closely related technologies and techniques for automating of human tasks with a willingness/ability to learn new tools
* Proficient in designing **Test suites using C#.net.**
* Excellent Interpersonal and Communication Skills with Strong Problem-Solving capability.

**Skills**

|  |  |
| --- | --- |
| Skill Category | Used Tools |
| SF Development Skills | Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components(LWC), Visual Force, HTML, CSS, XML, JSON, Java Script, SFDX (Scratch Orgs) |
| SF Configuration Skills | Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| Development Tools | Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, Bit Bucket, GitHub, SVN |
| Deployment Tools | ANT Scripts, SFDX, Changesets, Jenkins (CI/CD), Packaging, Release Readiness checks |
| General Skills | Salesforce CPQ, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman |

**Work Experience**

Salesforce Lightning Developer, 05/2019 － Current

BALBOA CAPITAL － Costa Mesa, CA

* Performed the role of **Salesforce Lightning Developer** in the organization.
* Performed the **Salesforce** **Classic** **buttons** to the **Salesforce** **lightning** **Quick** **Actions**.
* Developed and Deployed in **Salesforce**.**com** in **Sales Cloud, Service Cloud, Commercial Cloud and Financial Cloud.**
* **Trained the agents**/users on the newly developed.
* Experienced Salesforce developer **Salesforce Lightning Design System and Lightning App Builder, lightning components bundle.**
* Developed **SOQL and SOSL queries** to get data from different related objects.
* Written apex **REST web service classes** for inbound calls to salesforce.
* Imported data from excel sheets in to **Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.**
* Integrated **DocuSign and Conga Composer** with salesforce.
* Worked on **Conga templates** and **email template manager**.
* Good knowledge on **Web to Lead, Web to Case and Email to Case in sales and service clouds**.
* Implemented RPA in Salesforce to improving the performance of **case management** - customer service requests, help desk requests, and work orders in the CRM.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Worked with **Flosum** and **Ant** to migrate data and metadata from one organization to another organization.
* **Quality Analysis** is being done on the **Salesforce** **DX** which could come into practice soon.
* Responsible for **migrating existing data** (**Lightning Components, Accounts, Contacts, Events and Tasks**) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using **Ant, Change set and Data loader**.
* **Designed, developed, test, and deployed** custom salesforce applications using **APEX Classes, Controller Classes, Batch APEX, and APEX Triggers** for various functional needs in the application.
* Perform SFDC Administrative tasks like **creating/modifying Profiles, Roles, Users, Page Layouts, Email Services, Process builders, Flow Builder, Workflows, Approval Processes, Reports, and Dashboards.**
* Built **Case escalation rules & queues, Case assignment rules, and auto-response rules.**
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop the rich user interface and better interaction of pages which in turn help in sales enhancements.
* Worked on Data Loading Activities using salesforce.com **Import Wizard, Force.com Data Loader, Informatica, and Workbench & Data Loader.**
* Create data flows involving various data transformations in **Salesforce Einstein Analytics using JSON, XMD, SAQL.**
* Analyze large volumes of data and developed dashboards using Salesforce Einstein Analytics.
* Worked with QA process and different levels of testing **like Functional, Regression, and Integration testing with business scenarios**

Salesforce Developer & Administrator, 10/2017 － 04/2019

DELL Technologies － Round Rock, TX

* Worked with QA process and different levels of testing like **Functional, Regression, and Integration testing with business scenarios**
* Performed the role of **Salesforce Lightning Administrator** in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created many **Data extensions to accommodate custom scenarios.**
* Provided trainings and access for the 20k+ users around the globe as a POC for the users onboarding.
* Developed and deployed Salesforce.com in **Service Cloud and Commercial Cloud Platform.**
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and worked on documentation.
* Designed and set up a **lightning community portal** to access **Wave reports and dashboards**
* Worked on Security for community portal so users could only see **reports and dashboards assigned**.
* Built a **custom inline editing** lightning grid to be used in a **community Utilized**
* **Implemented RPA** in Salesforce to improving the performance of **case management** - customer **service requests, help desk requests, and work orders in the CRM.**
* Experience with **sales force automation and case management** business processes.
* Created various **Custom Objects, Custom Settings, Custom Labels, Case Management, Validation rules, Record types, Custom Tabs, Workflow rule and approval process** including Field updates and **email alerts**.
* Understanding on how to Create service resources and service crews that represent your field service technicians in **Field Service Lightening app** and add details about their skills, service territories, and availability.
* Created **page layouts, search layouts to organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* As a Salesforce developer, have involved in **Developing Apex Classes, Triggers and Visual Force Pages.**
* Created the **Validation Rules, Approval Process, and Workflows.**
* Participate in QA checkpoints during delivery to provide guidance and ensure solution aligns with original scope
* Used **automation** **studio** for performing actions such as **imports, extracts and SQL query activities**.
* Customization **data Validation Sales, Marketing, Customer Service and Support development team**.
* Worked on the **field service applications** and provided support to the DELL SERVICE users.
* Created **Web-to-Lead and Web-to-Case forms**. Created **Escalation rules** to escalate the cases
* **Data migration** and updates through the tool provided by Sales force.com and **Copado** tools.
* Participated in the bug review meetings with Testing Team and, updated requirements document as per business user feedback and change in functionality of the application.
* Designed personalized email content using **Adobe Creative Suite, HTML and CSS3, AMP script in Content Builder.**
* Develop **end-to-end solutions** for complex nurture campaigns to deliver personalized customer communications.
* Customized the entire Salesforce.com applications to incorporate the business requirements which involved creating Web Forms and processing the data in SDFC with the extensive usage of Web services API.
* Experienced in the use of **Data Loader** and scheduling timely data backup operations using **Apex** **scheduler**.
* Developed SDFC **Customized Reports, Dashboards and Processes** to continuously monitor data quality and integrity.
* Deployed the changes to the production from the dev sandbox using the **Ant Deployment Tool** creating the **Package.xml** for every release.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Designed various **HTML Email templates for Auto-Response** to customers
* Responsible for migrating existing data **(Lightning Components, Accounts, Contacts, Events and Tasks)** from legacy systems to Salesforce.com **Dev, DIT, SIT and Production SANDBOX using Ant, Git Rabbit, Changeset and Data loader.**

Salesforce Administrator & Developer, 10/2016 － 09/2017

Monsanto －Saint Louis, MO.

* Responsible for **Business Analysis and requirement understanding, development and data modeling**.
* Worked with various Salesforce standard objects such as **Accounts, Contacts, Leads, and Opportunities.**
* Developed various custom **objects, Components and Visual Force pages.**
* Developed and deployed **Workflows& Approvals** wherever necessary.
* Developed and configured various **Custom Reports and Report Folders** for different User profiles based on the need of organization.
* Created **Page Layouts, Search Layouts to organize fields, custom links, related lists and other components** on a record detail and edit pages.
* Customized existing Visual force to align with Salesforce new **Lightning UI experience**
* Used **Data Loader** to make bulk upload of client data.
* Worked on **Lead creating process** in Salesforce from **landing** **pages**.
* Created **Page Layouts, Search Layouts to organize fields, custom links, related lists** and other components on a record detail and edit pages.
* Developed and tested emails across multiple browsers, platforms and devices. Communicate to key stakeholders about technical best practices and help teams identify optimal technical solutions.
* Work collaboratively as a member of **an end-to-end lead management, cross-functional, global team.**
* Implemented the requirements on **Salesforce.com platform and Force.com** plug-in using **Eclipse**.
* Proficient with **Content Builder tool Develop HTML emails using SFMC WYSIWYG, HTML and CSS.**
* Created multiple Record Types based on the category of clients.
* Migrated data from **csv files to SFDC using data loader** into sandboxes.
* Use **Jira** for **project management and bug tracking, FishEye for code reviews, Subversion** for source **code control, and Jenkins for deployment and continuous integration**.
* Worked with Production support team and fixed the issues on On-Demand basis.
* Actively participated in the daily **SCRUM** **meetings** to produce quality deliverables within time.

Salesforce Administrator, 05/2014 － 08/2016

Verizon Wireless - Warren, NJ

* Actively involved in **gathering Business Requirements and implemented** them successfully in sales force.
* Worked in **agile** **methodology** and participated in daily meetings and presentations in the organization.
* Created **lookup** and **master-detail relationships** on the objects and created **junction** **objects** and various advanced fields like **Pick list, Custom Formula, Filed Dependencies, Sharing rules, Approval Process** for **automated alerts, field updates and Email generation**.
* Has created a work around to build reports using **SOQL** **Queries** using **Data** **Loader** and scheduled those queries using an open source application called “**Salesforce** **CLIQ**” for scheduling reports in CSV format in Salesforce.
* Implemented **Single Sign on** for the application using **ping** **federate**
* Extensive work around on creating various **Approval Process, Workflows, Custom Complex reports and Dashboards** for the Business Stake Holders.
* Experience in working with **Marketing Automation Tool Marketo for generating leads and automating Lead generation process.**
* Provided support for in house **CI/CD GIT/GitHub.**
* Involved on **Cucumber testing**, defined the **test scenarios**, and created the test cases in **ALM/Quality Center.**
* Deployed the code from sandbox to different environment using **Jenkins Build** and was part of release activities and **UAT.**
* Created and executed Selenium test script suites using **Selenium Web Driver**.
* Used **community cloud** to build deeper relationship with customers to provide better service and assistance
* Customization using **apex and Visualforce** to build **custom pages.**
* Experience in working with **App Exchange application** like **Apttus, Marketo, Dupe Catcher, DocuSign, and Conga Composer.**
* Currently working on **Data Cleansing** for cleaning duplicate records in the database and for helping Customer Care team by prepopulating Accurate Address data while working on Leads and opportunities.
* Built many **complex reports** for reporting team and integrating the reported data to **TABLEAU** using **Integration** platform **INFORMATICA**.
* Additionally, designed a phase for making respective changes in the existing system to meet Best Practices in salesforce

Marketing Cloud Developer, 05/2011 － 06/2013

G/O Digital - Bangalore, INDIA.

* Developing and maintaining large volumes of deadline – driven **email campaign and assets management of email channel calendar and Direct Mail.**
* Reported **email campaign** for various **stakeholders**, **Cross departmental collaboration** on major projects and new initiatives.
* Effectively communicate between technical. **Operational** and **strategy groups.**
* Created **Custom objects** to build new application functionality in the **Salesforce.com.**
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Creation of **Business process** and **procedure mapped** to **SFDC service** and **sales cloud** based on **business** and **system analysis.**
* Implemented **Salesforce social studio** and **integrated Publish**, **Engage**, and **Analyze** **capabilities** in a new easy-to-use solution, so you can seamlessly collaborate with your team to plan, publish, respond, listen, and report on your successes.
* Implemented **Knowledge management** for end user to provide information on products.
* Designed various **HTML Email templates** for **Auto-Response** to customers.
* Provided **custom reports and dashboards** to support the needs of the users and executives.
* Worked for **knowledge management** system.
* Reduced cost via implementation of **Source control tools** (**TFS 2017, StarTeam**) as well as **CI/CD tools** (**Jenkins, Cruise Control**) and **productivity tools**
* Maintained processes of .**csv import** file updates for customer records into **Accounts, Contacts using Data Loader and Import Wizard.**
* Support the **Email Marketing Manager** in the development of new business requirements.
* Worked on tracking to track the email clicks.
* Worked on **AMP scripts** while creating the **Email templates**.
* Worked on **Lead creating process** in Salesforce from **landing pages**.
* Used **Apex Data Loader** to migrate data such as accounts, campaigns from legacy system.
* Experience in using **Jenkins** as a **Continuous Integration** (CI) server.
* Developed **Apex Classes & Triggers** to implement the **business logic** as per the requirements.
* Designed various **web pages in Visual Force** for capturing various customer enquiries and Implemented logic for **migrating cases** to different queues based on the type of customer enquiry.
* Created various **Reports** (**summary reports, matrix reports, pie charts, and graphics**) and Report Folders to assist Service managers to better utilize Salesforce and configured various Reports and for different user profiles based on the need in the organization.
* Developed **SOQL and SOSL queries** to get data from different related objects.
* Data is collected and stored using **knowledge management** for other employees in the organization to use.
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Created **validation rules for data quality.**
* Created **email templates, approval processes, approval page layouts and defined approval actions** on them to automate the processes.

**Salesforce Certifications**

* Certified SALESFORCE PLATFORM DEVELOPER I (ID#20816NNN)
* Certified SALESFORCE ADMINISTRATOR (#2093MMM)
* Certified FOLSOM (#0000026039)

**Education**

**Bachelor of Engineering -**JNTU, INDIA (2010)

Master of Information Technology-Valparaiso University, Valparaiso, USA (2014)