

Kowsil P

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Salesforce Developer/Administrator

SUMMARY:

* Certified in Salesforce Administrator, Platform Developer and APP Builder.
* 6 years of IT experience as a Salesforce Developer & Administrator, with 1 year of experience in Salesforce CPQ platform.
* Good knowledge on Software Development Life Cycle (SDLC), Agile, Waterfall and Scrum Methodologies.
* Salesforce.com experience in creating Object, Field, Record Types, Page Layout, Security Controls, Queues.
* Hands on experience in MuleSoft Expression Language (MEL) to access payload data, properties and variable of Mule Message Flow.
* Succeeded in using transformers, exception handling, testing & Security of Mule ESB endpoint through WSSR.
* Implemented data models related to CPQ, delivered system specifications and changes in CPQ.
* Good experience in SFDC development in implementing Apex classes, Apex Test classes, Apex Triggers and Visual force pages.
* Ability to write complex SOQL and SOSL queries across multiple objects.
* Configured, implemented administrated and maintained the salesforce.com platform.
* Experience in creating and maintaining various profiles and feeds on SFDC Chatter Plus.
* Good at administrative tasks such as setting up audit trail, field history tracking, creating email templates and list views.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and Lightning Components.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Developed Visualforce pages, Standard controller, Custom controller, Controller extensions, Apex classes, triggers and test methods for different functional needs and implemented the business logic based on the requirements.
* Worked on Data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Experience in working on VS Code, Eclipse IDE using Force.com plugin and Developer Console.
* Extensive development experience with best practice implementations using Process Builder, Apex (triggers, batch classes, and inbound email service classes), Visual-force pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master-detail relationships, validation and formula fields to the custom objects.
* Well versed with CRM processes like Sales, Marketing, Customer service, Customer support, Business processes and recommended solutions to improve using SFDC.
* Experience in pushing tickets in user voice to salesforce i.e. service hook.
* Experience in working with Salesforce DX, Metadata API and Salesforce CLI.
* Experience in working with version control systems like GitHub, Bitbucket.
* Experience working on Salesforce1 app with considering to user requirements.
* Experience in working on Salesforce.com Sandbox and Production environments.
* Work experience on various languages like SQL, Oracle, XML, and JSON.
* A quick learner to new concepts, Applications and implement them in the project successfully.
* Highly Organized and independent; able to prioritize and coordinate tasks effectively to accomplish timely project completion.

TECHNICAL SKILLS:

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| Salesforce Technologies | Apex Classes, Salesforce CRM, Triggers, SOQL, SOSL, Visualforce (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, Dashboards, Analytic Snapshots, Work flows, Custom Objects. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox and Production), Force.com Migration Tool.  |
| Programming Languages | Apex, Java, C, C++ |
| Operating Systems | MS Windows, Mac OS-9/10 |
| Tools | Eclipse, MS Office, Microsoft Vision, Work Bench, Visual Studio, Blue Canvas, Mulesoft, DataLoader.io |

PROFESSIONAL EXPERIENCE:

Client: Triumph Business Capital, TX Sep 2020 -Till Date

Role: Salesforce Developer/Administrator

Responsibilities

* Created complex workflows and Approval processes and administered the overall configuration, user management, customization, design and layout, data management, App Exchange and functionality of Salesforce CRM.
* Designed and developed Apex triggers, Apex classes, custom objects, custom layouts, tasks, email alerts, and record types in Salesforce.com..
* 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.
* Hands on experience on developing Triggers, Apex Classes and VF Pages and Using controllers and embedded JavaScript and HTML as needed.
* Implemented web-to-lead feature to automatically add leads collected from the Web.
* Generated SOQL, SOSL Queries for maintenance of multiple objects to select the data from SFDC.
* Created Visualforce Pages for Custom Login and Configuration of Communities.
* Installed and configured Managed Packages into Salesforce
* Written apex batch, schedule classes by implementing Batchable and Schedulable interfaces for processing large data sets in scheduled intervals.
* Knowledge on Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Provided resolutions for automation, to include workflow rules, roll-up summary fields, process builder processes, case assignment rules, approval processes, formula fields, validation rules.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Responsible for setting up login Restrictions and resetting the user passwords.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* During every new platform release from Salesforce.com, discussing the new release features with teammates and BA team to effectively improve the features on current environment.

Environment: Salesforce.com Platform, Validation rules, Workflow rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), Apex triggers, Apex classes, Approval Process, Applications, Field Updates, Email Alert.

Client: Solera Holdings INC, TX Nov 2018-Aug 2020

Role: Salesforce Developer/Administrator

Responsibilities:

* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Experience in building reusable UI components and pages with Lightning component framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 75% lines of the apex classes before pushing them into the production
* Involved in creating and customizing Email template and configuring them to   the email alert within the workflow rule for a standard/custom object.
* Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Maintenance of CRM functionality implementing SFDC.
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Developed applications using Agile methodology.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Works with established procedures to develop, test, implement and maintain the application.
* Experience in creating workflows, validation rules, sharing and security rules.
* Participate in software development on the Salesforce.com platform using Agile/Scrum methodologies.

Environment: Salesforce.com platform, Apex Classes, Data loader, Lightning components, Workflows, Reports and Dashboards, Data Loader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), CSS, HTML, MS Outlook, GIT.

Client: FleetPride, TX June 2017 - August 2018

Role: Salesforce Developer/Administrator

Responsibilities:

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Gathered business requirements, prepared documents for the specified requirements and converted them into technical designs.
* Configure and Customize Advanced CPQ Approvals based on complex approval rules using Approval Process.
* Salesforce CPQ configuration knowledge on Configuration settings editor, product, Quotes, Quote terms, Quote templates, Quote lines, Attributes, pricing, etc.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Experienced on different Sales domain like CPQ Configure- Price- Quote, Contract Management, Revenue Management and Billing.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Implemented web based case management automation – Web-to-Case and Email-to-Case (on Case Object) to track and solve customer’s issues.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Used SOQL and SOSL with consideration to Governor limits for data manipulation needs of the application using platform database objects.
* Involved in configuration and maintenance of community cloud customer portal case management for automating business process.
* Maximizing Salesforce.com CPQ and internal tools to identify and resolve migration issues.
* Designed and developed Lightning Community website for marketing using Lightning community builder, Lightning components, SDLS, Lightning events, HTML, CSS, Lightning controllers.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, mu, Workflow Rules, Process builder, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Experience in Development of Lightening components and Aura framework for extended look and feel of visual force pages.
* Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, Quoting etc.
* Participated in Code walkthrough and suggested best practices to be implemented wherever required.
* Worked on version control of metadata using GIT (GitHub and GitLab).
* Used Development Change Set for deployment of code to production and Sandbox for testing.

Environment: Salesforce.com platform, CPQ, Apex, Validation rules, Workflow rules, S-controls, Sharing and security settings, Chatter, Reports & Dashboards, Visualforce (Components & pages), SSO, Email services, Data Loader, Import wizard, Custom objects, JavaScript, Lightning (Design system and Components), CSS, HTML, MS Outlook, GIT.

Client: CIORA, TX September 2015 - June 2017

Role: Salesforce Developer/Administrator

Responsibilities:

* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Provided resolutions for automation, to include workflow rules, roll-up summary fields, process builder processes, case assignment rules, approval processes, formula fields, validation rules.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, other Standard Objects and Customized Objects for additional fields, Layouts, record types and validation rules.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Hands on experience on Roles, Profiles, Security and Sharing settings.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic

Environment: Apex Classes, validation rules, Apex Triggers, Controller Classes, Email Templates, Approval Process, Reports, Dashboards, Page Layouts, Applications, Public Groups, Roles, Custom Objects, Custom Fields, Custom Page layouts, Workflow Rules.