**Sunil**

**Phone. No: 7408443885**

**Email. ID:** sunil.salesforce87@gmail.com

**Professional Summary:**

* Around **7 years** of experience as an IT professional, with **over 5 years** of experience in Salesforce.com CRM Platform using **APEX, Force.com** and **Visual Force** .
* Hands on experience in creating user interfaces using Visualforce framework. Good understanding of standard controllers, custom controllers, extensions, concept of view State, pagination and leveraging Javascript and Jquery in Visualforce pages.
* Hands on experience in building apex triggers, apex classes, batch apex, scheduled apex, future methods and queueable interface.
* Experience in bulkifying the code, using one trigger to rule all pattern and using asynchronous apex.
* Experience in using APEXREST and APEXSOAP and expose classes for third party applications.
* Worked on both outbound and inbound integrations using both SOAP and REST API.
* Experience in making callouts to remote endpoints, parsing the response and error handling mechanisms.
* Good understanding of governor limits and following the platform suggested best practices while building custom applications using apex.
* Around 6 Years IT experience in the **Salesforce.com CRM** Platform both as Administrator and developer; and expertise in **Software Development Life Cycle** **(SDLC).**
* Worked on the designing of **custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experience working with **Force.com IDE** and **salesforce.com Sandbox** environments.
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.

**Lightning Experience:**

* Assisted in migration an application from salesforce classic to lightning experience.
* Hands on experience in using lightning app builder to create record home pages, customer community pages leveraging napili templates.
* Created external objects and integrated with Oracle database using lightning connect and O-Data protocol.
* Hands on experience in building custom lightning components and lightning applications.
* Experience in exposing components as quick actions in lighting experience.
* Experience in using lightning out to expose lightning components in visual force pages.
* Experience in using Salesforce lightning design system for styling the lightning applications.
* Experience, in client-facing engagements, Salesforce community implementations and product development.
* Experience with Sales Cloud, Service Cloud and Marketing Cloud.
* Experience in working and configuring Apttus Intelligent Workflow Approvals.
* Experience working with different Business Analysts in creating the Business Requirement Documents and Data Specification documents for various projects. Experience in converting business requirements into a feasible technical solution.
* Effective in cross-functional and global environments to manage multiple tasks and assignments concurrently with effective communication skills.
* Highly organized, detail-oriented professional with strong business and technical skills.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, Apex Data Loader, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services & Testing, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com, Workbench, Force.com Platform. (Sandbox and Production)  |
| **Databases** | Oracle 11g/10g/9i/8i, DB2, MS SQL Server, MS Access. |
| **Programming Languages** | Apex, Java, JavaScript, HTML, Bootstrap, jQuery, XML, SSIS, ETL, SQL. |
| **Integration Tools** | Knowledge Tools, Apptus CPQ and CLM, App Exchange Tools, Informatica Cloud, Marketo. |
| **Methodologies:**  | ER Modelling, Multi-Dimensional Modelling, Data Warehouse Life Cycle. |

**Work Experience:**

**WayFair-BOSTON, MA April 2018 – Present**

**Salesforce Developer**

**Responsibilities:**

* Hands on experience in using lightning app builder to create record home pages, customer community pages leveraging napili templates.
* Created external objects and integrated with Oracle database using lightning connect and O-Data protocol.
* Hands on experience in building custom lightning components and lightning applications.
* Experience in exposing components as quick actions in lighting experience.
* Experience in using lightning out to expose lightning components in Visualforce pages.
* Experience in using Salesforce lightning design system for styling the lightning applications.
* Maintained and improved existing salesforce implementation. Created record types and page layouts, updated validation rules, and improvised page layouts.
* Develop proof of concepts, prepare a technical specification document and implement the production quality application.
* Design the security and sharing model for the application by creating roles, profiles, sharing rules, public groups, apex managed sharing etc.,
* Develop Apex triggers, apex classes, batch apex and schedule apex to automate the business processes.
* Develop Visualforce pages from scratch to customize the user interface using various controllers.
* Use JavaScript/J-query to perform client side validations on Visualforce pages and to improve the performance of the User interface.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visualforce, which support most critical processes and workflows.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Implemented Live Agent, Knowledge, and Partner Communities
* Integrated Salesforce with other internal applications using SOAP and REST services. Collaborated with teams to design and implement salesforce integration.
* Worked on translating several Visualforce pages to lightning framework.
* Updating and training the sales team on latest salesforce sales cloud releases and features.
* Documented and analyze user business processes and requirements as it relates to Salesforce, Sales Cloud, Service Cloud, Schedule Once, Communities, Dash cord and Qualtrics; identify solutions.
* Worked with ANT Migration tool, Data Loader and JIRA to manage change management across Salesforce org.
* Analyze the business requirements and customize standard CRM functionality, and develop new custom functionality.
* Created the Custom fields for sales force CRM content management.
* Incorporated Salesforce Sales Cloud Best Practices into the solution decisions for the future state Opportunity management capabilities.
* Continuous review of project releases, providing timely communication on project status, risks and milestones; representing projects during internal and customer facing reviews.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment:** Saleforce.com platform, Apex Language, Apttus CPQ, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Marketo, Reports, Custom Objects, Lightning, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug- in, Windows XP.

**MASS DOT November 2016 – March 2018**

**Salesforce Developer**

**Responsibilities:**

* Designed and configured the various Roles, Profiles and Sharing Rules to entire Digital Globe Salesforce Organization.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Experienced in working with **Lightning components** on smart devices and added Lightning Component to Lightning Pages and Record Pages
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Administered Salesforce.com SFA setup, which involved modifying **roles** and **profiles**, creating/ modifying **dashboards/reports** and **managing users**.
* Created **use case scenarios**, **custom work flow** and **business logic.**
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Gathering the business requirements from business team and users. Writing the functional specification document based on the business requirement document.
* Leverage the out of the box salesforce functionalities wherever possible and develop automations using apex if standard functionalities do not meet the requirement.
* Created Custom Controllers to make external web service callouts, validate and insert data. Created Visual force pages that could be rendered as PDF's, build dashboard components and define email templates.
* Implemented Salesforce knowledge and migrate legacy articles using data loader.
* Developed and automated regression test cases with positive scenarios Selenium Webdriver.
* Executed Backend and Database tests using SQL queries, validating the data for database editing and debugging is conducted using selenium.
* Used pick lists, dependent pick lists and implemented search functionality in picks lists and auto refresh and auto search on selecting pick list.
* Designed and modified Approval process and created Approval steps, which used email alerts and field updates.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Designed and built cloud service models including infrastructure as a service, Platform as a service, Software as a service. Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Worked with various salesforce.com objects like NFR, BRD, JAD, Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.

**Environment:** Saleforce.com platform, APEX Language, Marketo, Visual Force – Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in

**Reliable Human Resources Pvt. Ltd., Hyderabad, India January 2015 - October 2016**

**Salesforce Developer**

**Responsibilities:**

* Designed and deployed the Custom objects, Formulas, Page layouts, VF pages, Components, Profiles, Custom Settings and Labels to suit to the needs of the application. Managed Different SFDC Sandbox environments for Dev/Test/UAT and Training.
* Implemented Web-to-case and Email-to-case functionalities. Extensively worked on customizing case management by creating Assignment rules, Auto response and escalation rules.
* Translated Email templates, visual force pages, custom objects/fields using Custom labels and Translation workbench. Written Triggers, Apex classes, Batch and schedule jobs. Validation rules were created to ensure the required data is captured in the fields. Wrote Test classes above 75%.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Written SOQL, SOSL query language necessary for the application in Apex classes and triggers. Involved in designing approval processes and creating visual workflows to automate field updates and new record creation.
* Executed test cases, reported test case results, bugs in Microsoft Team Foundation Server.
* Build Force.com sites and customer portal and setup single sign on between instances using OAuth2 authentication and connected app. Involved in data cleanup and mapping in data migration project.
* Actively coordinated and participated in the meetings with the off-shore teams and in alpha review and has been one of the key point of contacts in the team.
* Worked on establishing deployment connections, creating change sets and deploying metadata components from one sandbox to another.
* Implemented SOAP as part of Web Services and worked extensively on documentation using WSDL.
* Implemented a change request management system for post-production issues or amendments to business processes or business validation rules.

**Environment:** Saleforce.com, sForce.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom

Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, Windows.

DST systems, Hyderabad, India  **May 2012 – December 2014**

**Jr. Salesforce Admin**

* Administration and support of over 250 Salesforce users and extensive experience in lead case management.
* Writing Apex triggers, apex classes, developing Visual force pages, batch classes, scheduled apex, and test classes.
* Developed Validation rules on various objects. Created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region. Created Relationships and created Junction objects to implement Roll-up Summary fields.
* Modified access and sharing rules, added custom objects and workflows, and approval processes to assign various requests from users to administration based on their roles.
* Data migration and updates through the Apex Data Loader in Sales force. Analyzed and converted business workflows to Salesforce workflows and assigned workflow alerts.
* Working with management, strategic planning & analysis staff and end-users to create and manage Complex workflow rules, data validation, and triggers. Created Custom Objects, Tabs, Sharing Rules, Reports and Dashboards as per the business requirements.
* Written Apex Test classes to Unit Test Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* Deployed applications from Sandbox to Production.

**Environment:** Salesforce.com, Power Designer, Just in Mind Prototype, Agile Scrum Methodology, Apex, Visualforce, triggers, workflow, validation rules, SOSL, SOQL, report, dashboard, Force.com IDE, HTML, XML.

**Education:** Master’s in information assurance from Wilmington university 2018